

Questions & Answers - 1

Solicitation

RFQ 22-44 - CMS Content Management System

Buying Organization

Arapahoe County

No	Question/Answer	Question Date
Q1	<p>Question: Target budget</p> <p>Does the county have a target budget they are hoping to stay within for this project?</p> <p>Answer: We have a budget and it may be augmented if we decide to encompass additional capabilities. That budget will not be disclosed as we do not want Contractors to present to a "budget". This is a qualifications, not a proposal.</p>	09/13/2022
Q2	<p>Question: Anticipated Budget</p> <p>Software solutions can vary widely depending on budget. Our firm has successfully delivered solutions across various budget ranges. To help us best meet the goals of your RFP, can you please approximate the anticipated budget range for this initiative? For example, is the anticipated budget range for the initial project (i.e. initial acquisition and configuration of the new CMS solution, not including recurring costs):</p> <ul style="list-style-type: none">a. Less than \$25,000b. \$25,000 - \$50,000c. \$50,000 - \$75,000d. \$75,000 - \$100,000e. \$100,000 – \$150,000f. \$150,000+ <p>Answer: This is an RFQ, not an RFP. See answer to #1</p>	09/19/2022
Q3	<p>Question: Qualifications</p> <p>What, if any, specific vendor certifications or credentials are required?</p> <p>Answer: This is a Qualifications. If there are certifications that are typical to this request, we welcome learning about them.</p>	09/19/2022
Q4	<p>Question: Insurance Requirements</p> <p>Our current General and Professional Liability Insurance limits are \$1M per claim and \$2M in aggregate, will this satisfy the requirements for this solicitation?</p> <p>Answer: The insurance requirements are listed and we also entertain requests for variance.</p>	09/19/2022
Q5	<p>Question: Scope and Cost</p> <p>How many internal users will manage content in the new CMS solution (i.e. we need this information for pricing)?</p> <p>Answer: Somewhere between 50-70</p>	09/19/2022
Q6	<p>Question: Project Delivery</p> <p>Remote solution delivery typically enables us to reduce duration and costs. Most solutions can be delivered 100% remotely. Considering the potential effect on project duration, resource availability, and cost on a scale from 1 to 5 where 1 represents "100% onsite solution delivery" and 5 represents "100% remote solution delivery", what are your requirements on this continuum?</p> <p>Answer: We are somewhere between 4 or 5 - mostly remote.</p>	09/19/2022

No	Question/Answer	Question Date
Q7	<p>Question: Solution Requirements</p> <p>On a scale from 1 to 5 where 1 represents “An on-prem solution housed in your facility, maintained and managed by you” and 5 represents “A cloud-based solution, maintained by the hosting company (e.g. upgrades), and managed by you”, what best represents the preferred solution on this continuum?</p> <p>Answer: We prefer a cloud-based solution, maintained by the hosting company (e.g. upgrades), and managed by the County.</p>	09/19/2022
Q8	<p>Question: Project Delivery</p> <p>On a scale from 1 to 5 where 1 represents a vendor proximal to you in Colorado and 5 represents a vendor in another state such as California, what is your preference for vendor proximity for this project? In other words, please rate your preference for local vendors.</p> <p>Answer: Off-site (4 or 5) is acceptable</p>	09/19/2022
Q9	<p>Question: Solution Requirements</p> <p>On a scale from 1 to 5 where 1 represents “we are vendor neutral and prefer to use a broad array of technologies and products from many different manufacturers” and 5 represents “where possible, we prefer to use Microsoft technologies and products as Microsoft is our preferred vendor/product manufacturer” what is your preference as it relates to using Microsoft technologies and products on this continuum?</p> <p>Answer: The County is vendor neutral and prefers to use a broad array of technologies and products from many different manufacturers</p>	09/19/2022
Q10	<p>Question: Current State</p> <p>Please provide details for each of the items below, including the description, product name and manufacture, version, etc., if your current website(s) or CMS interacts with any of the following:</p> <ul style="list-style-type: none"> a. Your current Customer Relationship Management (CRM) system b. Your current website platform (e.g. Drupal, WordPress, etc.) c. Your current email marketing solution (e.g. Constant Contact, Mail Chimp) d. Any type of workflow or process automation currently in use related to the CMS and CRM e. Any internal database (e.g. for data input forms) currently in use related to the CMS and CRM <p>Answer: a. no enterprise CRM, b. CivicPlus, c. primarily Mail Chimp, d. This is an RFQ, not a proposal, e. no internal database, but we use OpenForms, CivicPlus, and Microsoft forms for data collection</p>	09/19/2022
Q11	<p>Question: Current State</p> <p>Regarding the technology currently used for your CMS, Website(s), and CRM solutions, as applicable:</p> <ul style="list-style-type: none"> a. What issues or concerns do you have with the technologies and/or vendor(s) currently in use? b. On a scale from 1 to 5 where 1 represents “We will not continue to use the current technologies and/or vendors” and 5 represents “It is very likely that we will continue to use the current technologies and vendors”, what is your ranking on this continuum? c. What was the initial cost to implement the existing CMS, Website(s), and CRM, etc. solutions, respectively? d. What is the recurring cost for the existing CMS, Website(s), and CRM solutions, respectively? <p>Answer: a. Any existing issues are not relevant to the new project. b. N/A c. not applicable d. Not applicable</p>	09/19/2022

No	Question/Answer	Question Date
Q12	<p>Question: Current State</p> <p>Regarding the current CMS, as applicable:</p> <p>a.Does it support the export of data (i.e. not content) to Excel?</p> <p>b.Does it have APIs that can be used to read the data as part of a migration process?</p> <p>c.Please provide a list of data tables that exist in the current CMS solution(s) that need to be re-implemented/migrated.</p> <p>d.For websites, we typically do the rebranding, create the necessary tables in the CMS, update some of the content, and then teach the customer to continue this effort, which empowers them to maintain and enhance the solution going forward. Will this methodology meet your requirements?</p> <p>e.Given the unknowns and potential complexity related to the migration of data from the existing CMS to the new CMS solution, is it sufficient to include an estimate for Migration Discovery and Analysis in our response in lieu of an estimate for the actual migration?</p> <p>Answer: a. Partially</p> <p>b. Not readily available.</p> <p>c. This will be shared when the RFQ is in the negotiation phase of the award.</p> <p>d. Your methodology should be shared in your RFQ response.</p> <p>e. YES</p>	09/19/2022
Q13	<p>Question: Content Migration</p> <p>We have the ability to import most websites into our CMS solution and rebrand them. This enables you to update, add, and delete content from the existing website(s) in the new CMS over time without having to start from scratch:</p> <p>a.Do you see value in being able to import existing website content into the new CMS and rebrand it (immediately) as a starting point, and then update the content (i.e. text and images) over time to make it current/modern?</p> <p>b.On a scale from 1 to 5 where 1 represents “adding all of the website content to the new CMS manually from scratch” and 5 represents “importing the content into the new CMS and immediately rebranding it, and then updating the content over time”, what is your preference on this continuum?</p> <p>c.If you are considering a migration of existing websites over to the new CMS solution, please list the websites in priority order.</p> <p>Answer: a. Yes</p> <p>b. 4-5</p> <p>c. Arapahoegov.com, ALL sites are a priority.</p>	09/19/2022
Q14	<p>Question: Scope and Cost</p> <p>So that we can ascertain licensing and training costs related to the products below:</p> <p>a.Are you currently using and/or do you have plans to use any of the following technologies:</p> <ul style="list-style-type: none"> •Microsoft 365/SharePoint Online •Microsoft Dynamics, and if yes, which components (e.g. Sales, Marketing, Service, Finance, HR)? •Microsoft Dataverse •Microsoft PowerApps Portals <p>b.If you are not currently using one or more of the technologies above, please indicate your openness rating below to using each technology on a scale from 1 to 5 where 1 represents “Not Open/Will not Use” and 5 represents “Very Open/Strong Desire to Use”.</p> <p>ProductOpenness Rating</p> <p>Microsoft Dynamics</p> <p>Microsoft Dataverse</p> <p>Microsoft PowerApps Portals</p> <p>Answer: a. We use Microsoft 365/SharePoint online.</p> <p>b. For PowerApps Portals 1 or 2.</p>	09/19/2022

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Q15	<p>Question: Scope and Cost</p> <p>Regarding the requirement stated as “develop workflow process”:</p> <p>a. Is the development of specific workflows part of this solicitation or just a required feature/capability of the solution?</p> <p>b. If workflow development is in scope:</p> <p>i. How many workflows are to be built as part of this solicitation?</p> <p>ii. Can you please provide an outline of the steps or flow diagrams that represent a typical workflow?</p> <p>c. Are the required workflows centered on content approval or do they include process workflows to automate line of business functions?</p> <p>d. Can we assume that the workflows are very simple in nature (e.g. content approval)?</p> <p>Answer: a. Yes</p> <p>b. Unknown at this phase</p> <p>c. Content approval</p> <p>d. That is a valid assumption</p>	09/19/2022
Q16	<p>Question: Scope and Cost</p> <p>Regarding the requirement stated as “technology allowing for integration capabilities”:</p> <p>a. Is actual integration in scope for the project or is the intent to ensure that the system has integration capabilities?</p> <p>b. If integration is in scope:</p> <p>i. Aside from ESRI and Active Directory, what specific products require integration?</p> <p>ii. What level of integration is anticipated (e.g. hyperlinks only, document-level integration, unidirectional/read only, bidirectional data updates, functional integration)?</p> <p>iii. Do these systems have APIs that can be used to achieve the desired integration?</p> <p>Answer: Existing integrations are in the scope. All the following integration models are anticipated in the future: hyperlinks only, document-level integration, unidirectional/read only, bidirectional data updates, functional integration. Most systems have APIs for integration.</p>	09/19/2022
Q17	<p>Question: Current State</p> <p>How is translation of content into other languages currently implemented?</p> <p>Answer: Via an embedded Google Translate tool</p>	09/19/2022
Q18	<p>Question: Scope and Cost</p> <p>Regarding the requirement stated as “the County is looking for an innovative partner to provide research and analysis on our current CMS as well as our residents to provide solutions and recommendations to implement an enhanced digital and web services platform”:</p> <p>a. Can you please provide additional information about the desired deliverables/outputs related to this task?</p> <p>b. What is your vision for collecting feedback from residents (e.g. surveys provided via email and/or on your website)?</p> <p>Answer: a. and b. We desire submissions that show the expertise of the Contractors.</p>	09/19/2022

No	Question/Answer	Question Date
Q19	<p>Question: Solicitation Response</p> <p>In our experience, a response to an RFQ solicitation typically does not contain a detailed scope of work or costs for specific services (i.e. only the hourly rate is provided) however, the Submittal Instructions include a line item stated as "Pricing – All fee and costs associated with the Response". Should our response be limited to our qualifications and the cost for the software only or do you also want us to provide the estimated costs for services (e.g. customization) for a typical CMS implementation?</p> <p>Answer: We appreciate seeing as many ESTIMATED prices/costs/fees as you can provide. Obviously, this is not a bid nor proposal.</p>	09/19/2022
Q20	<p>Question: Project Delivery</p> <p>We typically conduct the majority of our solution delivery via virtual meetings using Microsoft Teams because this:</p> <ul style="list-style-type: none"> •Reduces the cost of the project in terms of both travel time and expenses •Enables us to record the sessions for review by anyone who could not attend and/or for future reference •Enables participants from multiple customer locations to participate independent of their location •Enables us to have the most qualified resource on our team conduct the session, independent of location <p>Will this way of conducting project delivery meet your requirements?</p> <p>Answer: This is acceptable and preferred by the County.</p>	09/19/2022
Q21	<p>Question: a.Business</p> <ol style="list-style-type: none"> 1.What are the expected business goals and success KPIs of the County's website? For example: registrations, engagement, time on site, content downloads etc. 2.How do you measure success of the new website? 3.What is the business-critical functionalities/features of the county website? <p>Answer: The RFQ cover sheet clearly instructs one question per line when entering questions on Bidnet. The following questions came from the same Contractor. We apologize that they did not follow the instruction to submit one question per line. The County will attempt to answer relevant questions, however, we are allowed a limited number of response characters and cannot control the text wrap.</p> <ol style="list-style-type: none"> 1. This is a Request for your QUALIFICATIONS, not a Request of Proposal. Please see the Scope of Work starting of page 5 in response to this question. 2. This is a Request for your QUALIFICATIONS, your submission will be relevant if you share how YOU measure success. 3. We are a County government. Please see "Background" at the top of page 5 of the RFQ for a response to this question. 	09/21/2022

No	Question/Answer	Question Date
Q22	<p>Question: b.Design and User Experience</p> <p>1.We understand that you require the vendor to perform the web design following the County brand guidelines. Can you share the brand guideline document?</p> <p>2.We also understand that the full discovery (inclusive of User Experience Design - UX, Persona development, user surveys, journey mapping, wireframing, prototyping, visual mockups, etc.) is part of the project scope. Kindly confirm you want the final vendor to perform these services and that design services would not be done in house?</p> <p>3.What are the major pain points from the user experience standpoint that you think needs to be addressed from the previous website?</p> <p>4.Is there a feedback system today to collect website experience and do you have related metrics that you can share?</p> <p>5.Is there a possibility to collect feedback by rolling out a survey for improving experience?</p> <p>6.Will you be expecting persona and journey maps for the identified user types as project requirement?</p> <p>7.What are the important pages/features that you think of as the most important for the users today?</p> <p>8.What is your vision for Web vs Mobile traffic?</p> <p>9.We understand that you require a responsive design. However, do you wish to have a separate design for web browser and mobile views?</p> <p>Answer: 1. Yes, we will attach brand standards.</p> <p>2. The "Final vendor" will be the Contractor to whom we award this contract and yes, we expect that contractor to perform services TBD. Some will be done in house.</p> <p>3. As described in the Scope starting on page 5, this is a web site refresh. The current site is outdated. The content creation and maintenance functionality are difficult. The website is based on a department-centric focus rather than service-centric.</p> <p>4. No</p> <p>5. This may be possible. We desire submissions that show the expertise and recommendations of the Contractors.</p> <p>6. We desire submissions that show the expertise and recommendations of the Contractors.</p> <p>7. The current web site is publicly available for review. It is anticipated that a qualified contractor would be leading the County in determining the important features. Natural language search capabilities, detailed analytics, service-centric design, device agnostic, API-based integrations, easy and intuitive content management without extensive training, robust role-based permissions.</p> <p>8. The experience is device and browser is agnostic.</p> <p>9. No. The design should be mobile-first and must not require two separate versions for desktop/laptop vs. mobile.</p>	09/21/2022

No	Question/Answer	Question Date
Q23	<p>Question: C.Platform</p> <ol style="list-style-type: none"> 1. Who are the users (admin and end-users) of this system? Who edits the content today on the pages? Can you share any challenges and pain points of your current system? 2. Can you list out the different backend user roles and their appropriate user count? 3. Are there any major technical and functional pain points you are looking to solve? 4. Can you share the list of 3rd party services you need to utilize in the new website? Are you going to retain these services (or) Are you open to exploring alternative services for business and performance efficiencies? 5. Can you share details about the webservices (if any) that are being utilized within the current website? Not available 6. Should the current website pull data from any third party (i.e.: feeds etc.) 7. Are you using any kind of caching server and CDN? 8. Are you currently using any kind of Digital Asset Management (DAM) system or looking for new solutions? 9. Are you looking to use any kind of payment gateway on the current website? 10. Does the administrative backend of the CMS need to be mobile responsive? 11. Please let us know if any other sub-sites/intranet sites are part of the scope. If any subsites are in scope, please list their URLs. 12. As part of this redesign project. do you have a list of features/functionalities in mind? If yes, can you share the list for both logged-in and guest users? 13. As a follow-up to the above question, would you be open to splitting the scope of work into 2 phases to enable more accurate implementation estimates. <ol style="list-style-type: none"> a. Discovery (UX and Technical) and Architecture (Information architecture and CMS/DXP architecture) b. Design, Implementation, Testing, and Deployment 14. Do you have a single sign-on (SSO) feature on the current website? Do you need SSO as part of the new website? 15. Do you have any gated content or asset which only logged-in users can access? 16. Are you open to using Solr or advanced search solutions? <p>Answer: 1. Please submit your qualifications, preferably showing you have experience in this field with a government County or agency. The current edit process may not be the process that is followed under the new contract and would therefore be irrelevant.</p> <ol style="list-style-type: none"> 2. Please submit your qualifications. User count is 50-70. 3. No. Please refer to the Scope of work starting on page 5. 4. No, unknown. 5. Not at this time. 6. Yes, primarily via APIs. 7. Unknown at this time. 8. No. 9. Eventually, but not during the CMS implementation. 10. No. Please submit as a response in your qualifications if you can provide this. 11. Yes. URLs will be provided in a later phase. 12. Please submit your qualifications, preferably showing you have experience in this field with a government county or agency. 13. No, this is a Request for Qualifications. The final project will be negotiated at a later date. We are looking for estimates and qualifications, not a full proposal. 14. No, this is desired, but not required. 15. Yes. 16. Yes, we are open to advanced search solutions that meet security requirements. 	09/21/2022

No	Question/Answer	Question Date
Q24	<p>Question: d.Content authoring, Maintenance & Hosting</p> <ol style="list-style-type: none"> 1.What are the current pain points in content authoring & distribution experience like workflow management, revision management, etc.? 2.What kind of content moderation workflow capabilities will be required in the new platform? 3.Are you open to using an Enterprise-Cass-Open-Source CMS such as Drupal 9 for your new website? 4.Can you share details of your content centralization, sharing, and management workflow? 5.Do you have any resources in-house for site maintenance? E.g., Content editing, UX changes, page development/modification, development skills, etc. 6.What are the maintenance expectations post-implementation? 7.Can you provide details of the current maintenance and support effort and costs? 8.Are there any preference for hosting platform? <p>Answer: 1. This is a Request for Qualifications. Please provide your qualifications to provide services and software described in the Scope of Work.</p> <p>2. Please provide your qualifications to provide services and software described in the Scope of Work.</p> <p>3. YES</p> <p>4. Not applicable.</p> <p>5. Yes, There are content and design resources in house, however, not development resources.</p> <p>6. This is a Request for Qualifications. Please provide your qualifications to provide services and software described in the Scope of Work including any services available to maintenance and support your offer.</p> <p>7. Our current maintenance and support efforts and costs are irrelevant to your qualifications.</p> <p>8. Secure cloud-based within the U.S. 48 contiguous states.</p>	09/21/2022
Q25	<p>Question: e.Migration</p> <ol style="list-style-type: none"> 1.Can you please let us know where and how the current contents are stored? E.g., MySQL, SQLite, MongoDB, PostgreSQL etc. <p>Answer: This is not readily available information.</p>	09/21/2022
Q26	<p>Question: SEO Goals of Organisation</p> <ol style="list-style-type: none"> 1.Are you expecting both onsite (For example, addition of metatags, altags, image tags, header tags etc.) and offsite SEO (content and external links etc.) strategies as part of the scope? 2.Do you have any plans to enable Marketing tracking tools (other than Google Analytics) to capture site visits, bounce rate, user access, SEO, etc? 3.Are you looking for a one-time SEO optimization as part of the website development or an ongoing engagement to continuously monitor and improve SEO performance of the website over a period? <p>Answer: 1. Please propose what you think would be the best option to meet the project goals.</p> <p>2. Potentially in the future, but not as part of the initial implementation.</p> <p>3. We are a county government and we want to ensure our residents and businesses find accurate information using search engines; however, SEO optimization is not a primary goal of the initial implementation. Please propose what you think would be the best option to meet the project goals.</p>	09/21/2022

No	Question/Answer	Question Date
Q27	<p>Question: g.Analytics</p> <p>1.Can you share a list of business, website goals and KPIs will be tracking. Also, please share any future goals (if any) that you want to achieve.</p> <p>2.What are the traffic sources (For example: organic, paid, social media, campaigns, etc.)?</p> <p>3.We assume you must be looking to integrate with GA (Universal) with the new website, please confirm. Also, are you looking for the vendor to upgrade GA4?</p> <p>Answer: 1. Answered above.</p> <p>2. We are a county government we primarily use organic and limited social media.</p> <p>3. GA4 requirements have already been completed.</p>	09/21/2022
Q28	<p>Question: h.Non-Functional Requirements</p> <p>1.Ameex has extensive experience in implementing solutions complying with various security, privacy, accessibility, legal, regulatory, and standards compliance requirements. Do you have any specific input on this front?</p> <p>2.Can you share previous website user-load, peak user-load? How do you see a projection for the next five years?</p> <p>3.What is your current website page performance? Do you have any performance SLAs set as goals (Google Page Speed Insights etc.)?</p> <p>4.Do you have any preference to build an integration layer if there are no data connectors available natively?</p> <p>Answer: 1. No</p> <p>2. That data is not readily available.</p> <p>3. No</p> <p>4. We prefer not to build an integration layer.</p>	09/21/2022

No	Question/Answer	Question Date
Q29	<p>Question: i.Miscellaneous:</p> <p>1.What are your preferences of working?</p> <p>a.Onsite/Onshore</p> <p>b.Blended (Global Delivery team with Onshore Technical-PM Team)</p> <p>c.Fully Global Delivery Team with an Onshore Client Success Partner</p> <p>2.Do you have any specific expectations in training like video tutorials, remote training sessions before UAT/launch, ongoing/impromptu training sessions, developer training, etc.?</p> <p>At this point, the questioner stopped numbering. The County has added numbers in an attempt to answer the string of questions.</p> <p>3. Can you provide examples of sites that are cited to be reference of how you envision the revamped website?</p> <p>4. Would developing new content be part of the overall scope? If not, is there an outline of proposed new content available?</p> <p>5. What are the types/formats of the assets will be on the site? Can you please list the Number of assets including documents, images, videos, etc.</p> <p>6. What is the County's current annual spend on CMS software, hosting, maintenance, and support services?</p> <p>7. How much has the County spent on the previous website?</p> <p>8. What level of WCAG ADA accessibility do we need to meet (A, AA, AAA)?</p> <p>9. Are there any specific performance goals by which you'll use to measure the success of the project/website?</p> <p>Answer: 1. Please propose what you think would be the best option to meet the project goals. However, some onshore is our preference with meetings and responses during Mountain time</p> <p>2. This is a Request for Qualifications. Contractors should submit the options the provide for training.</p> <p>3. Not at this time.</p> <p>4. No, the vendor will not develop new content, but will enable us to redesign our content from a service-first perspective. We will develop content as we implement and over time.</p> <p>There is no outline.</p> <p>5. No, you may visit www.arapahoegov.com and all subsites for this information.</p> <p>6. This is not relevant to this request for Qualifications.</p> <p>7. This is not relevant to this request for Qualifications.</p> <p>8. You may review current requirements here https://oit.colorado.gov/accessibility-law</p> <p>9. See above.</p>	09/21/2022
Q30	<p>Question: Intranet sites</p> <p>1.Does the County plan on applying a new web CMS to an intranet web site as well as the public facing web property?</p> <p>Answer: No, public facing only.</p>	09/21/2022
Q31	<p>Question: Page views count</p> <p>2.How many page views does https://www.arapahoegov.com/ have in a month, on average?</p> <p>Answer: Monthly average is 550,000 unique page views.</p>	09/21/2022
Q32	<p>Question: content creators</p> <p>3.How many County personnel actively contribute content to https://www.arapahoegov.com/ ?</p> <p>Answer: 50-70 contribute</p>	09/21/2022

No	Question/Answer	Question Date
Q33	<p>Question: authenticated accounts</p> <p>4.Is the County also replacing the authenticated “My Account” features?</p> <p>Answer: Yes, it is anticipated to be replaced.</p>	09/21/2022
Q34	<p>Question: content migration</p> <p>5.How much content will be migrated to the new CMS from the existing CMS?</p> <p>Answer: All existing content.</p>	09/21/2022
Q35	<p>Question: content types</p> <p>6.What types of content will be migrated to the new CMS from the existing CMS?</p> <p>Answer: Documents, images, static text, integrations and more.</p>	09/21/2022
Q36	<p>Question: Cloud-based CMS</p> <p>Does Arapahoe County have a preference or business need dictating that the solution be cloud hosted (or not)?</p> <p>Answer: Yes, The solution must be cloud hosted.</p>	09/21/2022
Q37	<p>Question: Integrations</p> <p>Can we be provided a list of Arapahoe County’s enterprise systems and associated API documentation?</p> <p>Answer: Not at this time. There are hundreds of them and not all integrate with the web site.</p>	09/21/2022
Q38	<p>Question: data migration</p> <p>What data systems does Arapahoe County anticipate migrating from and to?</p> <p>Answer: The County is unsure of the question. Our apologies.</p>	09/21/2022
Q39	<p>Question: language / translation</p> <p>Which languages are required as part of the scope of this project?</p> <p>Answer: This is encompassed within our current Google translate imbedded tool. A similar solution may be proposed.</p>	09/21/2022
Q40	<p>Question: custom code/embedded functionality</p> <p>Can you provide examples of current live web pages that include custom code and/or embedded functionality?</p> <p>Answer: Here are some examples: https://www.arapahoegov.com/1085/Business-Personal-Property-Search https://www.arapahoegov.com/1175/Inmate-Charges-and-Bonds</p>	09/21/2022
Q41	<p>Question: Required Submittal Form</p> <p>Is it possible to obtain an editable version of the "Required Submittal Form", such as a Word format, where entries may be made electronically on the form?</p> <p>Answer: No, that will not be provided..</p>	09/21/2022

No	Question/Answer	Question Date
Q42	<p>Question: Project Timeline</p> <p>What is the timeline expectation for this project? What is driving that timeline? In other words, what happens if this deadline is not met?</p> <p>Answer: The CMS must be fully implemented by the end of 2023, preferably by the end of the 3rd quarter, 2023. We wish to have a website refresh.</p>	09/21/2022
Q43	<p>Question: Website Complexity</p> <p>In order to give our team a sense of the complexity of your current website, please share the following:</p> <p>Number of pieces of content</p> <p>Number of types of content (different CMSs have different nomenclature, WordPress calls them “post types”, Drupal “content types”)</p> <p>Number of taxonomies</p> <p>Number of custom user roles</p> <p>Number of custom modules</p> <p>Answer: All numbers are estimates:</p> <p>Pages with text: 1,100-1,300</p> <p>Documents: 4,000+</p> <p>Images: 500+</p> <p>Content Types: 20</p> <p>Custom user rolls: 25</p> <p>Custom modules: 15</p> <p>Taxonomies: Current site doesn’t use taxonomies for content tagging</p>	09/21/2022
Q44	<p>Question: Project Team</p> <p>Who are the people on your core team?</p> <p>What are their roles and responsibilities?</p> <p>What percentage of their time will be dedicated to this project?</p> <p>Answer: This is not relevant to you presenting your qualifications.</p>	09/21/2022
Q45	<p>Question: Project Incumbent</p> <p>Is there an incumbent vendor responding to this opportunity?</p> <p>Answer: We would not know that until after the RFQ close.</p>	09/21/2022

No	Question/Answer	Question Date
Q46	<p>Question: Project Stakeholders</p> <p>Please tell us about the stakeholders at your organization</p> <p>How large is the stakeholder group?</p> <p>Is there a RACI chart or steering committee set up to manage them?</p> <p>How do you envision the selected partner interacting with your stakeholders?</p> <p>Is there a designated project champion and core team, and are they prepared to collaborate with us on a weekly basis?</p> <p>Answer: The county population at the time of the 2020 census is approximately 650,000. County staff is 2,000, the primary steering number is 15, we anticipate 50 - 70 active users managing content. We invite you to recommend an interaction model. YES.</p>	09/21/2022
Q47	<p>Question: Project Budget</p> <p>What is the budget for this project? Knowing your budget is critical to help us right-size the project plan.</p> <p>Answer: See answer to question 1</p>	09/21/2022
Q48	<p>Question: Project Risks</p> <p>Are there any initiatives happening that this project is dependent on or related to (i.e, are you also doing a rebrand exercise or some other initiative that this project might need to wait for?)</p> <p>Answer: No there are not</p>	09/21/2022
Q49	<p>Question: Project Scope</p> <p>How many sites are involved in this project -- just the main site or are there intranets, sign in portals or sub-sites to include in our proposal?</p> <p>Answer: The main site and sub-sites, we do not anticipate including the intranet. You can access all current</p> <p>subsites from www.arapahoegov.com</p>	09/21/2022
Q50	<p>Question: Project Risks</p> <p>Are you aware of any major risks to this project or workflow? Are there any known risks a vendor partner should be mindful of?</p> <p>Answer: No major risks are currently identified.</p>	09/21/2022
Q51	<p>Question: Project Team</p> <p>Do you have developers on your team? If so, will they be available to co-sprint with our developers during the build phases of this project?</p> <p>Answer: Content developers are a part of the team and will participate in creating and managing content.</p> <p>We do not intend to have software developers participate in implementation or maintenance outside of integrations.</p>	09/21/2022
Q52	<p>Question: Brand Guidelines</p> <p>Do you have brand guidelines? If so, when was the last time they were updated?</p> <p>Answer: Updated July 21, 2022</p>	09/21/2022

No	Question/Answer	Question Date
Q53	<p>Question: Website pain points</p> <p>What are the pain points with your current website? In other words, if your current contract were not expiring, would you be making any changes? If so, what changes would you make?</p> <p>Answer: The current contract is not expiring. The County wishes to have web site refresh. The last update was 2017.</p>	09/21/2022
Q54	<p>Question: Proposal timeline</p> <p>Our project planning process is highly collaborative between our business development and production teams. This collaboration requires time in terms of calendar days. Can your selection team commit to a two-week time period between providing answers to the vendor questions and the proposal deadline, even if it means moving the proposal deadline?</p> <p>Answer: No, this is a request for qualifications. This is not a request for proposal. This is the first step in an evaluation of which Contractors we will invite to present and proceed eventually into negotiations.</p>	09/21/2022
Q55	<p>Question: User Research</p> <p>Has any user research been done to inform this RFP and is the team open to engaging users to participate over the course of the project? This can range from as early as the discovery phase to explore and validate needs, to later in the design process to verify the teams findings & assumptions prior to build. Scope can range from as minimal as a standardized user survey, to larger scale focus groups, usability testing, social media engagement, and public installations.</p> <p>Answer: We have a team engaged.</p>	09/21/2022
Q56	<p>Question: UX Deliverables</p> <p>Are there any of the following UX deliverables that you have already completed, or would like to exclude from the project scope?</p> <ul style="list-style-type: none"> Goals & KPIs Personas Brand Identity Positioning (both visual & verbal guidelines) Site Map Audit of Content Types Wireframes Desired Publishing Workflow <p>Answer: We have not formally completed any of the UX deliverables outlined nor do we want them excluded.</p>	09/21/2022
Q57	<p>Question: Organizational Goals</p> <p>What are your organizational goals? How does your new website guide towards achieving those goals?</p> <p>Answer: See answers above.</p>	09/21/2022
Q58	<p>Question: Website Traffic</p> <p>How much traffic does your site receive every month? Top-line metrics — unique page views and sessions — are helpful at this time.</p> <p>Answer: 550,000 unique hits monthly</p>	09/21/2022

No	Question/Answer	Question Date
Q59	<p>Question: Licensed or Open-Source CMS</p> <p>The RFP leads us to believe that Arapahoe County is looking for a licensed CMS, however in your 2021 budget (pg. 204) there is an admission that licensed SaaS may not be in the best interest of the county long-term "As the vendors sell the fact that they are less expensive to support because the physical system is cared for by the vendor, that does not necessarily mean that the SaaS solution is necessarily saving the County money." With this said, is Arapahoe County open to an open sourced CMS like Drupal or Wordpress?</p> <p>Answer: The county is open to open-sourced</p>	09/21/2022
Q60	<p>Question: Website Hosting</p> <p>Is the county interested in hosting services as well? Where is the current site hosted?</p> <p>Answer: The county is seeking a cloud-hosted solution. Hosted by CivicPlus</p>	09/21/2022
Q61	<p>Question: Website Integrations</p> <p>Please list integrations currently being used as well as their connection (e.g. via embed, link, or API integration)</p> <p>Answer: The county is not prepared to list the integrations as this time. They are embedded, links, and API integrations are currently used.</p>	09/21/2022
Q62	<p>Question: Content Migration</p> <p>Has Arapahoe County confirmed with the current licensed CMS vendor if a content migration is possible? Some Licensed CMS' explicitly prohibit migrating to other systems as part of their business model. If so, how will the migrated files be presented (csv for example)</p> <p>Answer: No, this has not been confirmed, we are researching.</p>	09/21/2022
Q63	<p>Question: Questions about Scope</p> <ol style="list-style-type: none"> 1. What are the average monthly unique page views on your site 2. What sites are included 3. How many sites and sub domains are you migrating 4. How many pages and documents are your sites (pdf, doc, xls etc) 5. Are there authenticated sections on your site not including content Admin (eg a portal) 6. Do you currently have any other services integrated? (google analytics, mailchimp, etc) <p>Answer: Yes, both mentioned and some additional database integrations</p> <p>This information is not required for contractors to provide the County with their Qualifications.</p>	09/21/2022
Q64	<p>Question: QQ from PrometSource</p> <p>Is there a target launch date? Is it tied to an event or some sort of date deadlines like a fiscal year or event?</p> <p>Answer: No later than the end of calendar year 2023, preferred launch date is end of third quarter 2023</p>	09/22/2022
Q65	<p>Question: QQ from PrometSource</p> <p>Is there an incumbent? Will they be bidding?</p> <p>Answer: This is not a bid. This information is not required for contractors to provide the County with their Qualifications. We do not know if any previous vendor is supplying their current qualifications.</p>	09/22/2022

No	Question/Answer	Question Date
Q66	<p>Question: QQ from PS</p> <p>Is there any preference for local vendors?</p> <p>Answer: No local preference</p>	09/22/2022
Q67	<p>Question: QQ from PS</p> <p>What is the budget for this project?</p> <p>Answer: See answer to question 1</p>	09/22/2022
Q68	<p>Question: QQ from PS</p> <p>What is your current annual spend on CMS, hosting, and related support?</p> <p>Answer: See answer to question 1 and this information is not required for contractors to provide the County with their Qualifications.</p>	09/22/2022
Q69	<p>Question: QQ from PS</p> <p>How are you defining success from a technical perspective for this project? (please use numbers where possible)</p> <p>Answer: Site will be fully functional and operational on negotiated due date.</p>	09/22/2022
Q70	<p>Question: QQ from PS</p> <p>Who built the current websites - your internal team or a vendor?</p> <p>If it was a vendor, who was it?</p> <p>If you used an outside vendor, how much did you spend on the implementation of your current sites?</p> <p>Answer: This information is not required for contractors to provide the County with their Qualifications.</p>	09/22/2022
Q71	<p>Question: QQ from PS</p> <p>How many websites are in-scope for this project?</p> <p>Answer: Previously answered.</p>	09/22/2022
Q72	<p>Question: QQ from PS</p> <p>Is there a plan (or desire, if it's easy to do so) to create more sites in the future?</p> <p>Answer: Probably. This information is not required for contractors to provide the County with their Qualifications.</p>	09/22/2022
Q73	<p>Question: QQ from PS</p> <p>Are there any sites (or web apps) that are not directly referenced in this RFP that the county would benefit from consolidating into this new platform? If so, approximately how many?</p> <p>Answer: This is NOT an RFP.</p>	09/22/2022
Q74	<p>Question: QQ from PS</p> <p>Is there an organizational preference for open source vs. a proprietary CMS?</p> <p>If open source is a consideration, is there a preference for a specific CMS (i.e., Drupal, WordPress)?</p> <p>Answer: No preference.</p>	09/22/2022

No	Question/Answer	Question Date
Q75	<p>Question: QQ from PS What is the current CMS?.</p> <p>Answer: This information is not required for contractors to provide the County with their Qualifications.</p>	09/22/2022
Q76	<p>Question: QQ from PS What are some things you DO like about your current CMS?</p> <p>Answer: Answered above.</p>	09/22/2022
Q77	<p>Question: QQ from PS What shortcomings of the current CMS do you hope to remedy with this effort? What are some things you DO NOT like about your current CMS?</p> <p>Answer: The County has not refreshed the CMS in 5 years.</p>	09/22/2022
Q78	<p>Question: QQ from PS How many user accounts need to be migrated?</p> <p>Answer: Answered above.</p>	09/22/2022
Q79	<p>Question: QQ from PS How many files (PDF/Word /Etc.) need to be migrated?</p> <p>Answer: Answered above.</p>	09/22/2022
Q80	<p>Question: QQ from PS Please describe media entities (videos, etc) that need to be migrated.</p> <p>Answer: Answered above.</p>	09/22/2022
Q81	<p>Question: QQ from PS How many levels of users are needed?</p> <p>Answer: Answered above.</p>	09/22/2022
Q82	<p>Question: QQ from PS Can you provide information on your workflow needs?</p> <p>Answer: This information is not required for contractors to provide the County with their Qualifications.</p>	09/22/2022
Q83	<p>Question: QQ from PS Are survey/voting tools required?</p> <p>Answer: This information is not required for contractors to provide the County with their Qualifications.</p>	09/22/2022
Q84	<p>Question: QQ from PS Are you requiring photo/video galleries?</p> <p>Answer: This information is not required for contractors to provide the County with their Qualifications.</p>	09/22/2022
Q85	<p>Question: QQ from PS Is there a need for a document library?</p> <p>Answer: This information is not required for contractors to provide the County with their Qualifications.</p>	09/22/2022

No	Question/Answer	Question Date
Q86	<p>Question: QQ from PS Do you want email newsletter distribution capabilities?</p> <p>Answer: This information is not required for contractors to provide the County with their Qualifications.</p>	09/22/2022
Q87	<p>Question: QQ from PS Are Ecommerce or personalization features desired?</p> <p>Answer: Yes, eCommerce</p>	09/22/2022
Q88	<p>Question: QQ from PS Does search need to index the contents of pdf/Doc files?</p> <p>Answer: This information is not required for contractors to provide the County with their Qualifications.</p>	09/22/2022
Q89	<p>Question: QQ from PS Does the site search need to index content from other domains?</p> <p>Answer: This information is not required for contractors to provide the County with their Qualifications.</p>	09/22/2022
Q90	<p>Question: QQ from PS Please describe all integrations with other sites or data sources more complex than an iFrame or embed code.</p> <p>Answer: Google analytics, mail chimp and Calling APIs using AJAX in Javascript</p>	09/22/2022
Q91	<p>Question: QQ from PS Will single-sign-on be used to control administrative access to the site? If yes, please elaborate.</p> <p>Answer: Yes, this is desired.</p>	09/22/2022
Q92	<p>Question: QQ from PS Is the accessibility target WCAG 2.1 A or AA?</p> <p>Answer: See response above regarding accessibility standards</p>	09/22/2022
Q93	<p>Question: QQ from PS Can you provide usage data, or estimate expected traffic to the site?</p> <p>Answer: See answers above.</p>	09/22/2022
Q94	<p>Question: QQ from PS Do you need a contractual SLA for hosting (more expensive) or a best-effort SLA based on a 99.9% historical uptime (less costly)?</p> <p>Answer: Either can be presented.</p>	09/22/2022
Q95	<p>Question: QQ from PS Are there special security requirements or audits involved?</p> <p>Answer: Answered above. In addition, HIPAA is a possibility for the future public health office and CJS for the Sheriff's Office, however, these are not required.</p>	09/22/2022

No	Question/Answer	Question Date
Q96	<p>Question: QQ from PS</p> <p>Are there granular levels of permissions needed where certain people should only have access to certain sites? Or, even certain areas of sites?</p> <p>Answer: Yes, this is required.</p>	09/22/2022
Q97	<p>Question: QQ from PS</p> <p>Where is the CMS/website currently hosted?</p> <p>Answer: Answered above.</p>	09/22/2022
Q98	<p>Question: QQ from PS</p> <p>Are you open to a cloud-hosted CMS?</p> <p>If yes, do you have an existing relationship with a cloud provider like AWS, Azure, etc?</p> <p>Answer: Answered above.</p>	09/22/2022
Q99	<p>Question: QQ from PS</p> <p>What is it about your current hosting setup that is making you seek a PaaS offering?</p> <p>Answer: Answered above.</p>	09/22/2022
Q100	<p>Question: QQ from PS</p> <p>Are there any security standards required for your CMS platform? i.e. HIPAA, PCI, SOCII, Fedramp, etc?</p> <p>Answer: Fedramp, HIPAA is desired</p>	09/22/2022
Q101	<p>Question: QQ from PS</p> <p>Please provide the average monthly numbers for page views of the websites combined (to the nearest 100K is fine)</p> <p>Answer: Answered above</p>	09/22/2022
Q102	<p>Question: QQ from PS</p> <p>Do you experience frequent surges of traffic that impact performance at critical times?</p> <p>Answer: Potentially. However, this is not a frequent occurrence.</p>	09/22/2022
Q103	<p>Question: QQ from PS</p> <p>Have you dealt with any security issues or malicious traffic on your sites like DDoS attacks, SQL injections, etc? If so, what was the impact?</p> <p>Answer: This information is not required for contractors to provide the County with their Qualifications.</p>	09/22/2022
Q104	<p>Question: QQ from PS</p> <p>Are you using anything for CDN or WAF currently?</p> <p>Answer: This information is not required for contractors to provide the County with their Qualifications.</p>	09/22/2022
Q105	<p>Question: QQ from PS</p> <p>Do you require 24/7 support access in the case of critical (site availability) issues?</p> <p>Answer: Yes, we do require this.</p>	09/22/2022

No	Question/Answer	Question Date
Q106	<p>Question: QQ from PS Do you require specific response time SLAs for critical issues? If so, please specify expectations</p> <p>Answer: This information is not required for contractors to provide the County with their Qualifications.</p>	09/22/2022
Q107	<p>Question: QQ from PS Would you describe the existing content as structured, with consistent separation of content and code?</p> <p>Answer: This information is not required for contractors to provide the County with their Qualifications.</p>	09/22/2022
Q108	<p>Question: QQ from PS Are tables used for layout in the existing content?</p> <p>Answer: Yes, tables are used in page layouts</p>	09/22/2022
Q109	<p>Question: QQ from PS What percentage of the current content is obsolete and won't be migrated to the new site?</p> <p>Answer: Estimated 20% of current content is obsolete.</p>	09/22/2022
Q110	<p>Question: QQ from PS What is your plan for editing/creating content during the redesign?</p> <p>Answer: This information is not required for contractors to provide the County with their Qualifications.</p>	09/22/2022
Q111	<p>Question: QQ from PS Do you expect copywriting or editing services as part of engagement?</p> <p>Answer: This is not an identified need.</p>	09/22/2022
Q112	<p>Question: QQ from PS Do you need us to conduct an extensive discovery process that includes extensive research into user persona development - or a more streamlined discovery based on the web team's input and best practices?</p> <p>Answer: Potentially, please provide your recommendation and appropriate qualifications if you were to provide this.</p>	09/22/2022
Q113	<p>Question: QQ from PS Can you provide examples of sites that are good models for what you want?</p> <p>Answer: We are looking for the contractor to suggest good models.</p>	09/22/2022
Q114	<p>Question: QQ from PS How detailed are the existing branding guidelines?</p> <p>Answer: Already answered. Please see attachment.</p>	09/22/2022
Q115	<p>Question: QQ from PS Do you have high-quality photography/media assets available for the new site?</p> <p>Answer: Present your qualifications.</p>	09/22/2022

No	Question/Answer	Question Date
Q116	<p>Question: QQ from PS</p> <p>Please confirm that one design theme will carry across the entire site. If we need sub-themes of any type please specify.</p> <p>Answer: There may be sub-themes.</p>	09/22/2022
Q117	<p>Question: QQ from PS</p> <p>Please confirm that the awarded vendor will primarily work remotely, with regular web conference meetings as needed.</p> <p>Answer: Answered above.</p>	09/22/2022
Q118	<p>Question: QQ from PS</p> <p>Please describe the internal team who will be responsible for the website post-launch (developers, non-tech users, etc)</p> <p>Answer: 50-70 users manage from different departments/teams with various skill levels from non-tech users to tech users.</p>	09/22/2022
Q119	<p>Question: QQ from PS</p> <p>Do different teams/departments manage their own sites? Or does one team own all web work?</p> <p>Answer: 50-70 users manage from different departments/teams</p>	09/22/2022
Q120	<p>Question: QQ from PS</p> <p>We are a US company with some remote team members working from outside of the US. Is there any restriction on their ability to contribute to the project?</p> <p>Answer: Answered above.</p>	09/22/2022
Q121	<p>Question: QQ from PS</p> <p>How do you envision the relationship with the developer post-launch? Do you need a maintenance contract to keep sites patched and secure?</p> <p>Answer: Should be patched by the vendor as part of the cloud service.</p>	09/22/2022
Q122	<p>Question: Current Site Built</p> <p>Who built the current website(s) - your team or an outside vendor? If the latter, who was it, and how much did you spend on the design/dev?</p> <p>Answer: This information is not required for contractors to provide the County with their Qualifications.</p>	09/22/2022
Q123	<p>Question: Current CMS</p> <p>Please confirm the what CMS is currently in use for the website, is it CivicPlus or something else?</p> <p>Answer: An outdated version of CivicPlus.</p>	09/22/2022
Q124	<p>Question: Current CMS likes & dislikes</p> <p>Please describe what you like about the current CMS Please also describe what you DO NOT like about the current CMS</p> <p>Answer: The County is seeking a full refresh.</p>	09/22/2022

No	Question/Answer	Question Date
Q125	<p>Question: number of sites</p> <p>How many websites in total does the team manage?</p> <p>If there are multiple, are there different CMS in use for them, or all on the same?</p> <p>Answer: Answered above</p>	09/22/2022
Q126	<p>Question: Cloud-based</p> <p>The Scope section asks if the CMS is cloud-based - is a Cloud solution the preference of the county?</p> <p>Also, does the county have a preference on specific cloud providers (AWS, Azure, GCP, etc)?</p> <p>Answer: Answered previously</p>	09/22/2022
Q127	<p>Question: Integrations</p> <p>Active Directory and ESRI are mentioned as integrations.. what are other integrations with the website?</p> <p>Answer: Google analytics, mailchimp, and Calling APIs using AJAX in Javascript</p>	09/22/2022
Q128	<p>Question: Security requirements</p> <p>Are there any security compliance requirements? like SOC II, PCI, HIPAA, FedRAMP, or other?</p> <p>Please specify which ones if so</p> <p>Answer: Fedramp, HIPAA is desired</p>	09/22/2022
Q129	<p>Question: open source</p> <p>Is your team open to evaluating CMS based on open source technology (assuming there is an enterprise backing to maintain it)</p> <p>Answer: Yes, see responses above.</p>	09/22/2022
Q130	<p>Question: Web traffic</p> <p>What is the average amount of monthly page views that your site(s) receive? (to the nearest 100K is approximate enough).</p> <p>And, do you sometimes experience surges of traffic?</p> <p>Answer: Answered above.</p>	09/22/2022
Q131	<p>Question: Support needs</p> <p>do you require 24x7 support for critical issues?</p> <p>Answer: Yes, that is required.</p>	09/22/2022
Q132	<p>Question: missing features</p> <p>what are some features that your current CMS is missing that would be really valuable to your team(s)?</p> <p>Answer: This is a refresh. This information is not required for contractors to provide the County with their Qualifications.</p>	09/22/2022
Q133	<p>Question: Implementation</p> <p>Is this a rip and replace of your existing CMS footprint or will it be a ground up build of a new platform and Implementation (design, creative, tech integration, coding, delivery, etc.)</p> <p>Answer: Contractor may recommend solutions/options during negotiations. The important part of the submission is responding with the Contractors QUALIFICATIONS to perform the solution!</p>	09/22/2022

No	Question/Answer	Question Date
Q134	<p>Question: Implementation</p> <p>Are you going to need a number of customizations? How many legacy technology platforms do you need to integrate with and is this re-design of the platform and overall design of the pages and sites?</p> <p>Answer: Customizations are unknown at this time.</p>	09/22/2022
Q135	<p>Question: Project Timelines</p> <p>Can you please share general project timelines? Selection date, start of project, intended delivery of project and go-live?</p> <p>Answer: Go live is planned for Aug 2023. All other dates will be planned collaboratively.</p>	09/22/2022
Q136	<p>Question: Current platform and Developer Skills</p> <p>Which platform do you use and will you leverage in-house resources for development, managing and coding?</p> <p>Answer: The Contractor will provide all development and coding. Content will be maintained in-house.</p>	09/22/2022
Q137	<p>Question: Metrics for pricing</p> <p>Can you please share how many users,page views, unique vistors and api calls that you saw in terms of site traffic over the last 1-2 years?</p> <p>Answer: Answered above.</p>	09/22/2022
Q138	<p>Question: Metrics for pricing/infrastructure</p> <p>Can you please let us know how many environments you will need? Stage/Test/Prod/Failover, etc?</p> <p>Answer: Please recommend based on your experience.</p>	09/22/2022
Q139	<p>Question: Pain points and current limitations</p> <p>What are some of the limitations of your current set-up that you are looking to specifically improve upon?</p> <p>Answer: Answered above. This is a refresh.</p>	09/22/2022
Q140	<p>Question: Feature/Functionality</p> <p>Are there key areas either functionality or feature that are more important to you and your county as you are considering a new CMS platform?</p> <p>Answer: This is a complete refresh. Please present your qualifications to proceed to the next phase of presentations and negotiation.</p>	09/22/2022
Q141	<p>Question: CMS Solution</p> <p>What CMS solution is currently being used?</p> <p>Answer: CivicPlus.</p>	09/22/2022
Q142	<p>Question: Requirement #18</p> <p>Question #18 in the RFQ ask, Does the solution support custom code and embedded functionality within page(s) and globally. Can you give an example of this?</p> <p>Answer: https://www.arapahoegov.com/1085/Business-Personal-Property-Search and https://www.arapahoegov.com/1175/Inmate-Charges-and-Bonds</p>	09/22/2022