

RFP 2025-0001  
Questions and Answers for Potential Bidders

1. Do you have a preferred content management system (CMS), or are you open to open-source options like Drupal or WordPress?

VBCMH is open to options; the factors we find important are ease of use of the system, security, and how the systems interact with each other (for example if the intranet and website have interoperability issues this would not work in our vision).

2. Are cloud-based hosting solutions like AWS or Azure acceptable? Do you have a preferred hosting platform?

We are open to hosting platforms including cloud-based.

3. Beyond basic social media links, are you looking for additional features such as embedded social feeds, automated posting, or analytics tracking?

Ideally analytics tracking would be included but not critical, we would be open to embedded social feeds but it is not critical.

4. For the intranet, in addition to staff access links, email/EHR integration, and document storage, are there any other key features you need?

Organization and tracking of various documents would be important for the intranet.

5. Will the intranet require role-based access restrictions for different staff members or departments?

Yes some pages will not be restricted but others will need to be role based.

6. Could you clarify what social media services you're expecting?

Helping with set up and possibly posting or monitoring we have staff that will but might need help with IT issues.

7. To ensure we can provide the most appropriate recommendations and align with your expectations, is Van Buren CMH able to provide the anticipated/approximate budget for the project?

Max is 40,000 for development, monitor under 8,000 a year but we are a non-profit so lower better.

Questions and Answers for Potential Bidders

8. What is your anticipated/approximate budget for annual hosting/licensing? **Under 8000**
9. Is it the expectation that the selected vendor will move over all existing content? If yes, does Van Buren CMH have an approximate number of pages that will need to be migrated?

**Not all but some along with posting internally developed other documents provided to vendor.**

10. For the requirement of an intranet, could you please confirm if you are looking for a full staff intranet, or just the ability to password-protect a group of pages on the main public site?

**Full Staff Intranet or something that functions as that – separate from public site but can access from public site as long as it is secure.**

11. Is there anything driving the go live date of September 30, 2025, or is it flexible?

**September 30 2025 is the end of our fiscal year funds have to be spent within the fiscal year. We do have the following 2 months to get in and report bills but our financial audit is typically November we would need to have final reporting and billing done for their review so limited flexibility.**

12. Can you clarify what features and functionality are required for the intranet? (e.g., is it purely informational, or does it require interactive features such as forms, staff directories, document sharing, etc.?)

**We want interactive features if possible**

13. Is there a preferred CMS platform for the website and intranet (e.g., WordPress, Drupal)? If not, are there any platforms that should be avoided?

**None we are open to learning new or trying something as long as we are trained.**

14. Should the social media “presence” include strategy, content creation, and management—or is this limited to linking from the website to existing channels?

**We want strategy and management to be discussed we don't have a history of this so any guidance or support would be part of this project.**

RFP 2025-0001  
Questions and Answers for Potential Bidders

15. Is the calendar of events expected to be updated manually, or should it pull from an external source or sync with another system?

We don't have an external source or other system currently to link to so update manually or if it is developed in intranet then use that.

16. Are there any existing systems or databases (e.g., for EHR, email, or intranet) that we would need to integrate with the new site? If so, please share technical documentation or access information, if available.

We have Outlook as email, an EHR with a client portal, and a Shared Drive folder system that can be discussed further with top candidates.

17. Will VBCMh be providing updated content for the new site, or is content writing and editing expected to be part of the project scope?

VBCMh will be providing updated content but editing may be part of project scope.

18. Will the current website's content be migrated to the new site? If so, approximately how many pages are involved?

Some will be but some will not be. Not sure on page count

19. Do you have existing brand standards (logos, colors, fonts, etc.) you can share, or should we plan to help define/update these?

We have logos and colors

20. Do you have any specific examples of websites you admire or would like this project to draw inspiration from?

<https://www.pivotalstjoe.org/>

Or

<https://iskzoo.org/>

21. The RFP mentions MDHHS readability standards and tracking reading grade level—are there specific tools or benchmarks (e.g., Flesch-Kincaid) that must be used?

No these are not related to specific tools but things like grade level of text, size of text, availability of other languages or audio due to client needs.

RFP 2025-0001  
Questions and Answers for Potential Bidders

22. How many staff members will need training on managing website and intranet content?

No more than 5 for managing the website, 5 for intranet that will train rest of staff.

23. For post-launch maintenance, do you have an expected number of hours or level of support you'd like us to quote (e.g., monthly/annual support plans)?

Thinking a few hours a month for changes and issues not seeing a lot of need after system stable.

24. Do you have an evaluation rubric or scoring criteria you can share?

A scoring tool is being developed

25. Are there bonus points or preferences for vendors who are local, minority-owned, women-owned, or otherwise certified?

Provide that information it will be considered along with rest of proposal

26. Are vendors allowed to submit multiple options or tiers for the project, such as basic vs. enhanced packages?

Yes multiple options are allowed.

---

27. Will the new website need to integrate with any 3rd-party applications?

We have Outlook as email, an EHR with a client portal, and a Shared Drive folder system that can be discussed further with top candidates.

28. Will any work on the staff intranet be needed?

Yes, in addition to staff access links, email/EHR integration, and document storage, organization and tracking of various documents would be important for the intranet.

29. Is the chosen vendor going to create and manage social media presence for Van Buren CMH?

We want strategy and management to be discussed we don't have a history of this so any guidance or support would be part of this project. Information about alerts for when someone has posted a comment, help with disclaimer statements about it not being monitored 24/7 and how to contact help line would be needed.

RFP 2025-0001  
Questions and Answers for Potential Bidders

30. How long do you anticipate website maintenance services to run?

Ongoing maintenance