



CITY OF JANESVILLE

Wisconsin's Park Place

City of Janesville, Wisconsin Website Design, Software Integration & Hosting Services Question Submissions and Answers

The following questions were submitted regarding the City of Janesville's Website Design, Software Integration & Hosting Services RFP. Responses are provided to clarify requirements and assist proposers in preparing their submissions.

The deadline for proposal submissions is 4:30 p.m. on April 23, 2026.

City Manager's Office

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Budget & Pricing

Question	Answer
Can the City confirm the total budget allocated for this project, including both one-time implementation costs and any anticipated ongoing annual costs (e.g., hosting, maintenance, and support)?	The City has allocated \$69,780 for the website redesign project. Ongoing costs for hosting, maintenance, and support should be proposed separately.

CMS, Platform & Technical Environment

Question	Answer
Can the City provide details on its current website platform and hosting environment, including the CMS in use and whether a content inventory or sitemap is available?	The City's current website is powered by Granicus and includes a large volume of content and documents, including meeting materials, media, forms, and other service-related information. A comprehensive content audit is currently underway to determine what content will be migrated, updated, or removed.
Does the City have any preferred CMS platforms or requirements (e.g., open-source vs. proprietary), or should vendors recommend the most appropriate solution?	The City does not have a preferred CMS and is open to vendor recommendations, provided the solution meets all functional, accessibility, security, and long-term support requirements outlined in the RFP.
What are the City's expectations for CMS functionality, including content governance (user roles, permissions, and approval workflows) and any technical requirements such as single sign-on (SSO) or API access?	The CMS should support role-based permissions, content workflows, and efficient content management across departments. The City is open to solutions that include single sign-on (SSO) and API capabilities, but does not require a specific technical approach, provided the solution meets the needs outlined in the RFP.
Should the proposed solution support future scalability, such as multisite or microsite expansion, and are there any platforms currently under consideration by the City?	Yes, the City is interested in scalable solutions that can support future expansion, including subsites or microsites. The City does not have any platforms currently under consideration and is open to vendor recommendations.



Granicus Integrations (PEAK / Media Manager)

Question	Answer
<p>Can the City provide an overview of its current Granicus environment, including the platforms in use (e.g., PEAK Agenda Management and Media Manager), versions, and how they are currently integrated with the website?</p>	<p>The City currently utilizes Granicus PEAK Agenda Management and Granicus Media Manager to manage and publish meeting materials, agendas, minutes, and media content. These systems are integrated with the website to provide public access to meeting information and video content.</p>
<p>What level of integration is the City expecting for Granicus systems within the new website (e.g., external linking, embedded views, or full data integration/syncing), and what specific content should be displayed (e.g., agendas, minutes, live streams, recorded videos)?</p>	<p>The City prefers embedded integration of Granicus content within the website rather than external linking. This includes agendas, minutes, meeting materials, live streams, recorded videos, and related public meeting content.</p>
<p>Will the City provide API credentials, developer documentation, and/or sandbox access for integration?</p>	<p>API access and documentation may be available depending on the system. If required, the City will coordinate with the respective vendor (e.g., Granicus) to facilitate access for the selected vendor. Proposers should outline their approach to integration based on available tools and documentation.</p>
<p>Are there any existing integration agreements, technical limitations, or ongoing maintenance responsibilities and costs that vendors should be aware of?</p>	<p>The City currently maintains existing systems, including Granicus platforms, which vendors should plan to work within. Any coordination with third-party providers will be supported by the City as needed. Specific responsibilities and costs will be determined in collaboration with the selected vendor.</p>



GIS Integrations

Question	Answer
Can the City provide an overview of its current GIS environment, including the platform(s) in use and how GIS content is currently managed and presented on the website?	The City currently utilizes ESRI/ArcGIS and VertiGIS for its GIS platforms. GIS content is primarily managed within these systems and is made available through externally hosted applications and links, with the ability to embed maps into the website.
What functionality does the City expect from GIS integration within the new website (e.g., embedded maps, searchable data, interactive layers), and should the solution focus on embedding existing tools or developing custom GIS applications?	The City expects GIS integration to support embedded maps and access to existing GIS tools and applications. The focus should be on embedding and displaying existing GIS content rather than developing custom GIS applications.
Will the City provide API access, technical documentation, and/or support from its GIS platform provider for integration, and are there any known limitations or requirements vendors should be aware of?	API access and documentation may be available depending on the system. If required, the City will coordinate with the respective vendor (e.g., ESRI/ArcGIS) to facilitate access for the selected vendor. Proposers should outline their approach to integration based on available tools and documentation.

Additional Integrations

Question	Answer
Beyond Granicus and GIS, are there additional municipal or third-party systems (e.g., payments, CRM, forms, service request tools) that the City currently uses or expects to integrate with the new website?	In addition to Granicus and GIS, the City currently utilizes third-party platforms for online forms and utility payments. Vendors may propose solutions that support integration with these tools.
Are there any known challenges, limitations, or pain points with the City's current integrations that vendors should be aware of or address in their proposed solution?	The City has not identified any specific pain points or limitations with the current integration architecture at this time. However, the goal of the website redesign is to improve overall usability, accessibility, and the seamless integration of third-party systems.



Content, Migration & Information Architecture

Question	Answer
<p>Can the City provide an overview of the current website content, including the total number of pages, documents, forms, and media assets, as well as an estimate of what content is expected to be migrated?</p>	<p>The City's current website includes approximately 645 pages, 4,035 documents, 81 forms and surveys, and 16 active news items. As part of the City's ongoing internal content audit, these totals may be refined as content is evaluated for migration, consolidation, or removal.</p>
<p>Has a content inventory or audit been completed, and can it be shared with proposers?</p>	<p>The City is currently conducting an internal content audit to evaluate existing website content and determine what should be migrated, consolidated, or removed. At this time, the website includes approximately 645 pages, 4,035 documents, 81 forms and surveys, and 16 active news items. These totals may be refined as the audit progresses. The audit is being conducted internally and is not available for distribution; however, findings will inform the final migration scope in collaboration with the selected vendor.</p>
<p>What are the City's expectations for content migration, including the roles and responsibilities of City staff versus the selected vendor?</p>	<p>The City is currently conducting an internal content audit to determine what content will be migrated, consolidated, or removed. The selected vendor will be expected to lead content migration, with City staff supporting through review and validation.</p>
<p>Are subsites (e.g., departmental or initiative-based sites) included in scope or will be maintained separately?</p>	<p>The primary focus of this project is the City's main website. Existing subsites, such as the economic development site, may be evaluated as part of the broader project but are not currently defined as in scope. Vendors may propose scalable solutions that support future subsites or microsites.</p>



Question	Answer
<p>What level of support is expected from the vendor regarding content strategy, such as content analysis, cleanup recommendations, and information architecture (IA) restructuring?</p>	<p>The City is currently conducting an internal content audit to determine what content will be retained, consolidated, or removed. The selected vendor is expected to provide guidance and recommendations related to content organization, information architecture, and overall user experience. This includes supporting the development of a clear and intuitive site structure.</p>
<p>How does the City anticipate content being managed in the new system, including whether updates should be automated or manual?</p>	<p>Content will be primarily managed within the CMS by City staff. Automated updates may be used where appropriate for integrated systems.</p>
<p>What key user journeys or service tasks should be prioritized in the redesigned website?</p>	<p>Key user journeys for the redesigned website include accessing public meeting materials and videos, completing online forms, making utility payments, and finding department and service information. The City is focused on improving ease of navigation and ensuring users can quickly access the information and services they need.</p>
<p>What functionality is required for online forms and transactions, including features such as smart logic, automated workflows, notifications, approvals, and payment processing?</p>	<p>The City is interested in forms that support features such as workflows, notifications, and integration with other systems, where appropriate.</p>
<p>What systems are currently used for payments and transactions that vendors should plan to integrate with or support?</p>	<p>The City currently utilizes a third-party platform for utility payments (Biller Payments). Forms and surveys are currently hosted within the City's existing CMS (Granicus). Vendors should propose solutions that can integrate with or support these systems, as well as accommodate future payment and transaction needs.</p>



Accessibility, Search & Language

Question	Answer
<p>Beyond compliance with WCAG 2.1 AA (or the most current applicable standard), does the City have any additional accessibility requirements, known issues to address, or expectations such as VPAT documentation?</p>	<p>The City's goal is to meet WCAG 2.1 AA standards (or the most current applicable standard at the time of implementation). At this time, the City is not identifying specific known accessibility issues but expects the selected vendor to ensure the website meets accessibility requirements. Vendors should be prepared to provide a Voluntary Product Accessibility Template (VPAT) or equivalent accessibility documentation.</p>
<p>Are multilingual capabilities or translation features required or anticipated?</p>	<p>Multilingual capabilities are not currently required as part of this project. However, the City is open to solutions that can support translation features in the future.</p>

Hosting, Security & Infrastructure

Question	Answer
<p>Can the City provide current website metrics, including page views, bandwidth usage, and storage requirements?</p>	<p>The City does not have complete or readily available data for bandwidth usage or storage requirements at this time. Vendors should propose solutions based on typical municipal website needs and scalable infrastructure practices.</p>
<p>Is the City open to cloud-hosted solutions (e.g., AWS), and are there any preferences or constraints related to hosting environments?</p>	<p>The City is open to cloud-hosted solutions, including platforms such as AWS. The City does not have a preferred hosting environment and is open to vendor recommendations, provided the solution meets applicable security, performance, and regulatory requirements.</p>



Question	Answer
Are there any IT standards, security policies, or infrastructure constraints that vendors should account for in their proposed solution?	Vendors should propose solutions that align with standard municipal IT security practices and applicable regulations. The City will work with the selected vendor to ensure compliance with any applicable IT standards, security policies, or infrastructure requirements.
Are there any data residency, procurement, or regulatory requirements that may impact hosting or system architecture?	The City is not aware of any specific data residency or procurement requirements at this time. Vendors should comply with applicable regulations.

Governance, Staffing & Training

Question	Answer
How many staff members are expected to administer website content, and how many will require CMS access?	There are approximately 20 departments that will have content on the website, with two or more staff members per department requiring CMS access for content editing and administration. Exact user counts may vary by department.
Are departmental content owners already assigned, and how will content governance be managed across departments?	Content ownership will be managed at the departmental level, with designated staff responsible for maintaining and updating their respective content.
What level of staff involvement is expected during content migration, testing, and overall project implementation?	City staff are expected to be actively involved throughout the project, including content review, validation, and user acceptance testing. The selected vendor will lead technical implementation and content migration, while City staff will provide guidance, feedback, and support to ensure the final product meets organizational needs.



Question	Answer
<p>What training is expected for City staff, including format (in-person or virtual), number of users, and any ongoing or refresher training needs?</p>	<p>The City anticipates training for multiple staff members across departments who will be responsible for content editing and administration. The City is open to both in-person and virtual training formats. Proposers should outline their recommended training approach, including initial training, documentation, and any post-launch support or refresher training to ensure staff are comfortable managing website content.</p>

Project Timeline, Launch & Procurement Process

Question	Answer
<p>Is there a required or preferred go-live date for the new website, and are there any key milestones or deadlines the City would like vendors to align with?</p>	<p>The City is targeting a project completion by the end of 2026. Proposers should include a proposed project approach, including phases, deliverables, and milestone timelines, as part of their submission. A final project plan will be developed in collaboration with the selected vendor.</p>
<p>Does the City prefer a phased rollout or a single full-site launch?</p>	<p>The City's preference is a single, full website launch rather than a phased rollout. Proposers may include alternative approaches if they believe it would provide significant benefit; however, a single go-live is preferred.</p>
<p>Can the City provide additional detail on the expected project timeline, including major phases and milestone expectations?</p>	<p>The City has provided a high-level project schedule within the RFP and is targeting a project completion and website launch by the end of 2026. Proposers should include a detailed project approach, including phases, deliverables, and milestone timelines, as part of their submission. A final project plan will be developed in collaboration with the selected vendor.</p>



Question	Answer
Will shortlisted vendors be asked to participate in interviews, demonstrations, or presentations as part of the evaluation process?	Yes, short-listed vendors will be asked to participate in interviews or demonstrations during the week of May 11–15. These will be conducted virtually. Vendors will also be expected to provide a Critical Path schedule as part of this process.
Is there an opportunity for vendors to participate in a clarification call or submit follow-up questions prior to final proposal submission?	City Staff does not have the capacity to offer meetings at this time.

Post-Launch Support & Maintenance

Question	Answer
What post-launch support model does the City expect, including response times, issue resolution, and ongoing maintenance?	The City expects the selected vendor to provide ongoing support and maintenance following launch, including timely response to issues and resolution of system or content-related concerns. Specific service levels, response times, and support expectations will be defined in collaboration with the selected vendor.
What is the anticipated contract term for post-launch support and maintenance services?	The anticipated contract term for post-launch support and maintenance services has not been predetermined. Vendors are encouraged to propose recommended support terms as part of their submission. Final contract terms will be established in collaboration with the selected vendor.
What ongoing services or enhancements would provide the highest value to the City after launch?	Ongoing support and maintenance, accessibility compliance, and continued improvements to usability and content organization would provide the highest value to the City after launch. The City is also interested in scalable enhancements that support future needs, such as improved search functionality, expanded online services, and other user-focused features.



Proposal Submission, Evaluation & Contract Terms

Question	Answer
<p>Where and how should questions and proposals be submitted, and are there any submission requirements or limitations (e.g., file size, page count, or format)?</p>	<p>Questions were required to be submitted via email to Communications Specialist Amanda Gilbert at gilberta@janesvillewi.gov by Thursday, April 2, 2026, at 4:30 p.m.</p> <p>Proposals must be submitted via email to Communications Specialist Amanda Gilbert at gilberta@janesvillewi.gov no later than 4:30 p.m. on April 23, 2026. Proposals received after this deadline will not be considered.</p> <p>There are no specific limitations regarding file size, page count, or format at this time. Vendors should follow the submission requirements outlined in the RFP.</p>
<p>What materials are expected as part of the proposal submission (e.g., case studies, resumes), and should these be included within the main proposal or as separate attachments?</p>	<p>Proposal requirements are outlined in the RFP. Vendors may include materials such as case studies and resumes as part of their submission.</p>
<p>Can the City provide additional details on evaluation criteria and weighting, including how proposals will be assessed?</p>	<p>Evaluation criteria and associated weighting are outlined in the RFP. Proposals will be assessed based on these criteria.</p>
<p>Can the City provide a sample contract or standard agreement template, including key terms such as payment structure and ownership of deliverables?</p>	<p>A sample contract or standard agreement template is not being provided at this time. Contract terms, including payment structure and ownership of deliverables, will be finalized as part of the Consultant Services Agreement with the selected vendor.</p>



Vendor Eligibility, Requirements & Logistics

Question	Answer
<p>Are there any requirements or preferences regarding vendor qualifications, such as prior municipal experience, location (e.g., local or international vendors), or use of subcontractors?</p>	<p>Prior municipal experience is preferred but not required. Firms with relevant experience delivering similar public-facing platforms are encouraged to apply. The City does not have a preference for local vendors. International or offshore resources may be utilized, provided all RFP requirements are met. The use of subcontractors is permitted, provided the primary vendor maintains overall responsibility and accountability for the project.</p>
<p>What are the City’s expectations regarding project delivery (e.g., onsite, remote, or hybrid work)?</p>	<p>Work is expected to be primarily remote. Vendors may propose a hybrid approach if appropriate.</p>
<p>What administrative or compliance requirements should vendors be aware of, including insurance coverage, business licensing, or other contractual prerequisites?</p>	<p>Administrative and compliance requirements, including insurance coverage, will be outlined in the City’s standard Consultant Services Agreement. The selected vendor will be required to maintain insurance coverage, including general liability and professional liability insurance, with minimum limits of \$1,000,000 per occurrence and \$2,000,000 aggregate. Proof of insurance must be provided upon execution of the agreement. Additional requirements, including business licensing and other contractual prerequisites, will be addressed during the contracting phase.</p>

