

Questions and Answers Addendum

RFP: TJPDC-2026-02 Website Management and Digital Communications Services

Questions Received by Friday, October 9, 2026, 5 p.m. Virginia Local Time

Answers posted by Wednesday, October 14, 2026, 5 p.m. Virginia Local Time

How to Use this Addendum

The Thomas Jefferson Planning District Commission (TJPDC) received more than 630 questions from offerors, many of them duplicates or close variations of one another. To respond efficiently, TJPDC grouped similar questions by Topic Area and wrote one combined response for each group, not a separate reply to every submission. This addendum is organized by Topic Area: TJPDC's responses come first, and the original questions are listed at the end. Bookmarks are built in to link between questions and answers. Because a single response may address several related questions, please read all Topic Areas to make sure your question is covered.

Topic Areas

- I. RFP documents, attachments, addenda, open status, deadlines, submission, page limit, the Q&A process [Questions](#) / [Answers](#)
- II. Eligibility, offshore work, Virginia registration [Questions](#) / [Answers](#)
- III. Evaluation criteria, references, participation points [Questions](#) / [Answers](#)
- IV. Contract terms, insurance, attachments, required forms [Questions](#) / [Answers](#)
- V. Pricing format, rates [Questions](#) / [Answers](#)
- VI. Budget, historical spend, workload [Questions](#) / [Answers](#)
- VII. Websites in scope, new sites, redesigns [Questions](#) / [Answers](#)
- VIII. Current provider, transition [Questions](#) / [Answers](#)
- IX. Hosting, domains, third-party costs [Questions](#) / [Answers](#)
- X. Technical environment, security, backups, analytics, reporting [Questions](#) / [Answers](#)
- XI. Service levels, turnaround [Questions](#) / [Answers](#)
- XII. Accessibility, SEO, OneDrive, document archives [Questions](#) / [Answers](#)
- XIII. Mailchimp, graphic design [Questions](#) / [Answers](#)
- XIV. Working arrangements: requests, approvals, remote work, hours, and calls [Questions](#) / [Answers](#)

Answers by Topic Area

I. RFP documents, attachments, and addenda Open status, deadlines, submission, page limit, the Q&A process [Link to Questions](#)

- The opportunity listing was amended in eVA on 9/30: The RFP document was uploaded as a publicly facing document and is under the Documents section on the opportunity posting.
- The opportunity listing was amended in eVA on 10/1: The RFP attachments A, B, and C were uploaded as a publicly facing document and are under the Documents section on the opportunity posting.
- The opportunity listing was amended in eVA on 10/6: The RFP document was revised with correct page numbers. There are 8 pages in total. The RFP has been uploaded under the Documents section. Attachment C was updated to remove “RRRC” typo. And the time of the proposal submission deadline was corrected to 5:00 p.m. Virginia local time, Eastern Standard Time.
- The opportunity listing was posted on TJPDC’s website on 10/6 here: <https://tjpd.org/rfp-website-management-digital-communications-services/>
- The opportunity listing was amended in eVA on 10/13 and the opportunity listing posted on TJPDC’s website was updated: Attachment C, General Terms and Conditions were revised to detail insurance requirements.
- Insurance requirements in Attachment C apply to both contractors and subcontractors, whether in operating from the United States or outside of the United States.
- Times posted in the RFP on eVA are Virginia local time, Eastern Standard Time.
- The RFP is available on the Thomas Jefferson Planning District Commission’s website and under Business Opportunities on eVA’s website.
- Submission requirements are listed on the RFP.
- Proposals must be limited to thirty (30) pages or less, inclusive of all requirements within the RFP (i.e. cover page, table of contents, resumes, references, etc.). Attachments A, B, and C are for your review and compliance. They are not required documents for the proposal. Attachments A, B, and C will be executed at contract award.
- An addendum with questions and answers was posted to eVA and the TJPDC website by 5:00 pm Virginia local time by Wednesday, October 14, 2026.
- Proposals must be received by 5:00 pm Virginia local time on Wednesday, October 21, 2026. Late proposals will not be accepted.
- If there are eVA website errors, contact eVA Customer Care, <https://eva.virginia.gov/get-help-customer-care.html>. The phone number is 1-866-289-7367.

- A pre-conference meeting or phone call will not be held before proposal submission.
- The procurement type is competitive negotiation. As such, TJPDC reserves the right to schedule negotiation meetings with preferred offerors to negotiate on scope or cost.

II. Eligibility, offshore work, Virginia registration [Link to Questions](#)

- Because TJPDC is the recipient of federal and state funding, registrations are required for prime contractors and subcontractors, this includes Unique Entity Identifier (UEI) number, Employer Identification Number (EIN), and an active registration with Virginia State Corporation Commission (SCC). These registrations must be in place when the proposal is submitted. If registration is still pending, proof that the application was submitted, such as a receipt or delivery confirmation, will be accepted at the time of proposal. Registrations must be complete and active when contract is executed.
 - Virginia State Code <https://law.lis.virginia.gov/vacode/title2.2/chapter43/section2.2-4311.2/>
 - State Corporation Commission <https://www.scc.virginia.gov/>
- While vendors are not required to be registered in eVA, the TJPDC encourages free registration in the Commonwealth's internet-based procurement system, <https://eva.virginia.gov/register-now.html>.
- Companies outside the U.S. are permitted to submit proposals, however, should be advised that the nature of the work may require frequent communication that requires response in less than 24 hours to fulfill business objectives. Working across distant time zones may make this extremely difficult or impossible.
- Yes, solo providers and smaller independent teams are eligible.

III. Evaluation criteria, references, participation points [Link to Questions](#)

- References must be from clients in the United States, preferably in Virginia, and for work performed in the United States.
- The RFP requires at least three references from external clients (not to include subcontractors) for whom the offeror has completed similar work, and it does not limit those references to types of clients or work (public vs. private). Public-sector, government website experience is not mandatory. Offerors should describe the work performed for each reference in enough detail with the time period services were provided for evaluators to judge how similar it is to the scope of services.
- References and experience will be accepted and scored under the published selection criteria.
- TJPDC's websites are built on WordPress and Elementor, so experience with these platforms is directly relevant to the scope of services. It will be considered when evaluators judge how similar each reference is to this work. Offerors are encouraged to describe any WordPress/Elementor experience in their references and in the Experience and Qualifications section.

- References from a prime/sub-contractor team should show what the proposed team can do today. For each reference, the proposal must name the firm or person who did the work, their role, the dates of service, and their relationship to the offeror. Work by firms or individuals who are not part of the proposed team will not be considered.
- Participation points will be awarded to offerors that are certified and show certificates in their proposal for one of the three certifications, MBE, WBE, or DBE. Participation points will be awarded if the prime offeror holds a qualifying certification. Accepted certifications include:
 - Virginia SWaM certification from SBSB as a women-owned (WBE) or minority-owned (MBE) business
 - Virginia DBE certification, which SBSB issues under the federal DBE program
 - Certifications from other states, federal agencies other than through the DBE program, or private organizations are not accepted for this criterion.

For more information, see Virginia Department of Small Business and Supplier Diversity (SBSB) at <https://sbsb.virginia.gov/certification-division/certification-types/>.
- No specific professional certifications are required of key personnel. Offerors may list any relevant certifications held by key personnel. These will be considered as part of the Experience and Qualifications criteria.

IV. Contract terms, insurance, attachments, required forms [Link to Questions](#)

- Yes, please review Attachments A, B, and C and a note of compliance or a written statement of acceptance is sufficient with the proposal. Attachments A, B, and C are mandatory and will be executed at contract award.
- Commercial general liability, professional liability, and cyber liability insurance are required of all contractors and subcontractors regardless of agency size at time of award. Attachment C, General Terms and Conditions have been revised to detail insurance requirements.
- Regarding ownership of work product, yes, TJPDC will retain intellectual property for all deliverables and source code.
- As a recipient of federal funding, TJPDC is required to include the provisions in Attachment C, General Terms and Conditions, in its contracts, and they will be part of this contract. Each provision applies to the extent its own terms make it applicable. Provisions that apply only to construction or to the shipment of goods, such as the Davis-Bacon Act, the Contract Work Hours and Safety Standards Act, and Cargo Preference requirements, do not apply to this services contract.
- Regarding service start date, notification of a decision will be made by Wednesday, November 4, 2026, and getting under contract will be no later than the week of November 9th. The incumbent contractor will overlap and onboard the new Website Manager.
- There is no minimum or maximum number of hours, services will be requested and billed entirely on an as-needed basis.

V. Pricing format, rates [Link to Questions](#)

- Offerors may propose the pricing structure they believe best fits the scope. Options include a blended hourly rate, rates by task and staff type, a monthly retainer with a set number of included hours, a combination, or another approach. The cost proposal must:
 - Include hourly rates and an estimated number of hours. Invoices must itemize actual hours worked, including hours applied against any retainer.
 - For a retainer, state the monthly fee, the hours and services included, how unused hours are handled, and the rate for additional work.
 - Identify any costs not included in the rates.
- Proposals should state clearly what each rate or fee covers so TJPDC can compare costs.
- Current hourly rate of incumbent provider is \$75/hour.
- Invoicing is monthly with a description and hours coded by program (program codes to be supplied by TJPDC).
- Larger projects are invoiced using the regular hourly rate, there is no minimum or maximum hours. Large project estimates are given to ensure the offeror's services do not go over the allowable program budget for any one task.
- Annual adjustments to hourly rates with estimated number of hours may be proposed.
- Any rate change during the term requires TJPDC's written approval.
- The TJPDC will consider staffing levels or estimated annual hours as one of many metrics to determine if the proposal meets TJPDC's needs.

VI. Budget, historical spend, workload [Link to Questions](#)

- The budget is to be determined.
- TJPDC estimates an average of about 15 hours of work per month across the website portfolio. This covers routine content updates, maintenance, security, and technical support. The volume of hours and requests naturally vary from month to month. Special projects, new websites, redesigns, or expansions of website content may add to this as needed. The figure is an estimate for planning purposes only and is not a guaranteed minimum or a maximum.
- Any number of TJPDC staff members may contact the contractor with requests, and the number varies as staff join or change roles. On average, roughly seven (7) to nine (9) staff members submit requests at any given time.

VII. Websites in scope, new sites, redesigns [Link to Questions](#)

- The contract currently covers eight websites. In addition to the six listed in the RFP, two more websites are included:
 - tjpd.org

- ca-mpo.org
- waterstreet.tjpd.org
- rideshareinfo.org
- pathva.org
- rivannariverbasin.org
- movesafelyblueridge.com (not listed in the RFP)
- vapacc.org (not listed in the RFP)

All eight websites are built and maintained in WordPress, with Elementor as the page-building and design platform. Some of the websites were built using Elementor Pro. The Pro license currently in use is held by the outgoing contractor and will not be transferred, so a new license will be needed. The selected contractor will be expected to obtain an Elementor Pro license, preferably under a TJPDC-owned account, and apply it to the websites. The license cost may be passed along to TJPDC.

- TJPDC intends for WordPress and Elementor to stay the standard across the website portfolio. TJPDC staff are familiar with Elementor, and keeping a consistent platform across all the sites is a priority.
- TJPDC strongly prefers open, widely supported platforms. Proprietary or vendor-specific content management systems are discouraged because they can make it difficult for TJPDC to change service providers in the future without rebuilding its websites. Any proposal involving a proprietary system would need to show how TJPDC would keep full ownership of its websites and content, and how the sites could be moved elsewhere.
- Offerors should base their proposals on maintaining and developing the websites in WordPress and Elementor. If an offeror wants to recommend a different page builder, the block editor, or other changes to the platform, the recommendation should be presented separately from the core proposal. It should explain the reasons for the change and give an estimated cost and timeline for the conversion. Any such conversion would be considered separately from the scope of this RFP.
- New websites are typically created for large projects or initiatives and are needed occasionally, not routinely. As TJPDC's needs change, the selected contractor will be expected to support new website development, redesigns, and rebranding as described in Scope of Services, Sections 7 and 10. Additional webpages are added to the site routinely as projects require.
- Social media accounts and posting are managed by TJPDC staff and are not part of this contract.
- The new vendor may be given upload access to TJPDC's YouTube channel as a channel manager. The contractor may be asked to upload and publish meeting recordings to TJPDC's YouTube channel, then add a link to each video in the corresponding meeting folder in the OneDrive archive.

VIII. Current provider, transition [Link to Questions](#)

- The current provider is Ryan Pace, formerly of Ryan Pace Communications Management. They will not submit a proposal. Yes, they will be available to help support with any onboarding e.g. transferring logins and access.
- Yes, the selected contractor during transition will overlap with the current provider. They will be available to help support with any onboarding e.g. information regarding the approximate number of pages, current hosting environment, WordPress/Elementor versions, major plugins, integrations, and other technical characteristics of each website.

IX. Hosting, domains, third-party costs [Link to Questions](#)

- The websites are hosted on a virtual private server (VPS) with InMotion Hosting, set up as two cPanel accounts. Rideshareinfo.org is on its own standalone cPanel account. The other seven websites are add-on domains under a single cPanel account. The current hosting account will not carry over to the selected contractor, and the websites will need to be migrated to a hosting account with comparable or better features.
- The selected contractor will take over day-to-day management of all the technical infrastructure, including:
 - domain registration
 - DNS
 - hosting
 - cPanel
 - website management

The domains are registered under a TJPDC-owned Network Solutions account, and they will stay in TJPDC's name.

- The current hosting account is held by the outgoing contractor. One of the selected contractor's first responsibilities after award will be to recommend a hosting solution equal to or better than the current one, which is a virtual private server (VPS), and migrate all of the websites to it. TJPDC is flexible on the hosting provider but prefers that the new hosting be set up under a TJPDC-owned account. Offerors are encouraged to describe their approach and expected timeline for the hosting migration in their proposal.
- Email services are managed by TJPDC's IT vendor (NWG Solutions) and are not part of this contract. Because email is routed through DNS, the selected contractor will need to preserve all email-related DNS records and coordinate with NWG Solutions before making DNS changes.
- Third-party costs are TJPDC's responsibility. Wherever possible, the contractor should set up and manage hosting, licenses, and other third-party products and services through TJPDC-owned accounts, so they are billed directly to TJPDC. This includes:
 - hosting
 - premium plugins and licenses, such as Elementor Pro and Share-one-Drive
 - security or backup services

Where a product or service can't be set up under a TJPDC-owned account, its cost may be passed along to TJPDC for payment, at cost and without markup.

- Domains are registered and renewed through TJPDC's own Network Solutions account. Mailchimp is a TJPDC account billed directly to TJPDC.
- Offerors should list any third-party costs separately from the cost of their services. New recurring costs and new third-party purchases require TJPDC's approval before the contractor commits to them.

X. Technical environment, security, backups, analytics, reporting [Link to Questions](#)

- Google Analytics is not currently set up on any of the websites. Traffic statistics have come from the analytics tools available in the hosting account's cPanel. The selected contractor will be expected to set

up and configure Google Analytics, along with Google Search Console, on each website. All accounts will be owned by TJPDC, with the contractor given access as needed.

- TJPDC occasionally asks for traffic figures, such as visits to particular pages. The contractor should be able to provide this information on request.
- No regular analytics or traffic reporting is required. Traffic and analytics figures will be provided on request. The contractor will be expected to keep a log of the work done on the websites, including maintenance, security, updates, and completed requests, and to report on that work on a schedule agreed upon with TJPDC. Offerors are encouraged to describe their approach to tracking and reporting work in their proposals.
- There are no known technical or security issues that will need immediate attention after award. The selected contractor's early tasks will include:
 - migrating the websites to new hosting
 - obtaining a new Elementor Pro license
 - setting up Google Analytics and Search Console
- The selected contractor will be responsible for security monitoring, malware protection, backups, and security software for all the websites and the hosting accounts. The websites currently use the Wordfence security plugin, which provides automated monitoring and security alerts.
- All contractors and subcontractors are required to hold the insurance detailed in Attachment C: TJPDC Terms and Conditions. Contractors are ultimately responsible for all security monitoring.
- The contractor will be expected to follow industry best practices for WordPress and hosting security. That includes continuous automated monitoring and alerts, regularly scheduled security audits, keeping all software current, and maintaining regular backups that can be restored if needed. The contractor may recommend and put in place its own security tools and protocols in addition to, or in place of, the current setup, subject to TJPDC approval of any associated costs (see Question 8). Ultimately, the contractor is responsible for keeping the websites and hosting accounts safe and secure.
- Routine security work is expected to take place during normal business hours. In the event of a significant security incident affecting the public websites, such as a breach or a malware infection, the contractor will be expected to respond promptly, including outside normal business hours or over a weekend if needed, to restore safe and secure operation.

XI. Service levels, turnaround [Link to Questions](#)

- Basic content requests, such as posting announcements or documents and making simple content edits, are expected to be completed within 24 hours of the request (see Scope of Services, Section 5). Larger or more complex tasks, such as building new pages or adding functionality, are scheduled by agreement between TJPDC and the contractor. Routine work follows a standard work week and normal business hours.
- TJPDC needs content published in 24 hours. For content creation, we would expect within 3 business days for small tasks, as agreed upon.

XII. Accessibility, SEO, OneDrive, document archives [Link to Questions](#)

- The current websites were built with accessibility best practices in mind wherever possible. They have undergone basic WCAG (Web Content Accessibility Guidelines) testing, and flagged errors were addressed where possible. The websites have not been through a full accessibility audit or remediation process.
- The selected contractor will be expected to follow accessibility best practices, consistent with WCAG 2.1 Level AA, for all new and updated pages and content. TJPDC does not currently require specific testing tools. Offerors are encouraged to describe their approach to accessibility testing and ongoing compliance in their proposals.
- A thorough evaluation and remediation of the existing websites will be needed to meet state and federal accessibility requirements, including Virginia's [HB2541](#). Review the legislation at this link: <https://lis.virginia.gov/bill-details/20251/HB2541>. That work is not included in the routine scope of this contract. Offerors may propose a full accessibility audit and any resulting remediation as a separately quoted item.
- TJPDC does not expect the contractor to remediate PDFs or other documents for accessibility. This includes agendas, minutes, supporting materials, and documents in the OneDrive archive.
- SEO under this contract means applying industry best practices as websites and pages are built and updated. That includes:
 - proper heading structure and style tags
 - descriptive page titles and meta descriptions
 - image alt text
 - clear, well-organized page content and URLsAn active SEO program, with keyword research, SEO audits, or search-performance reporting, is not part of the scope.
- Meeting materials and other public documents are stored in TJPDC's SharePoint/OneDrive account, in an archive dedicated to the websites. The websites use a paid WordPress plugin, WP Cloud Plugins – OneDrive & SharePoint (Share-one-Drive), to give the public access to specific folders and files. The plugin connects through a TJPDC organizational account. The plugin is currently used mainly on [tjpd.org](#) and [ca-mpo.org](#), and other websites may be added to it in the future.
- TJPDC requires that this approach continue, and does not intend to move the archive onto the websites, for two reasons:
 - Storage and site size. TJPDC publishes a very large number of documents for the many committees it supports. Keeping these files in OneDrive, rather than on the hosting accounts, keeps the website size and storage needs down, and keeps backups to a manageable size.
 - Staff access and turnaround. TJPDC staff have permission to add, replace, and remove files in the website folder directly, without asking the contractor for help. They don't need to log in to the websites to do this. They manage the files the same way they already work with TJPDC's other OneDrive and SharePoint folders. Documents often need to be replaced on short notice, so this keeps response times quick.

- The selected contractor will be expected to:
 - maintain the plugin and the integration between the websites and the OneDrive archive, including setting up access to new folders as committees, projects, or websites are added
 - renew the plugin license as needed. The license cost may be passed along to TJPDC.

XIII. Mailchimp, graphic design [Link to Questions](#)

- Mailchimp is not directly integrated with the websites, and no custom API development is currently in place. Mailchimp support under this contract is described in Scope of Services, Section 13.
- TJPDC sends an average of one to two Mailchimp campaigns per month. Staff generally build and send the campaigns themselves. The contractor's main role will be support and troubleshooting, and building new campaign templates as needed.
- Graphic design and document formatting are a secondary part of this contract (see Scope of Services, Section 14). In recent years, this work has averaged about one large report or planning document needing formatting support per year. Infographics, flyers, and other design pieces may be requested occasionally, depending on TJPDC's projects at the time. Demand varies from year to year and may be minimal in some years.

XIV. Working arrangements: requests, approvals, remote work, hours, and calls [Link to Questions](#)

- There will be two main POCs for the main website, and individual contacts for projects and their related webpages/websites.
- For significant problems affecting the public websites, such as a site outage, a security breach, or a malware infection, the contractor will be expected to respond promptly, including outside normal business hours or over a weekend if needed, to restore safe and secure operation.
- The work can be done entirely remotely, and there are no regular on-site requirements. Occasional in-person meetings may be arranged by mutual agreement when convenient, but they are not required.

List of Questions by Topic Area

I. RFP documents, attachments, addenda, open status, deadlines, submission, page limit, and the Q&A process [Link to Answers](#)

- Could you send the complete 14-page RFP, including Attachments A–C and any addenda? The copy we have ends at page 8.
- Could you please provide the following attachments referenced in the RFP? Attachment A: Title VI Nondiscrimination Assurance; Attachment B: US DOT 1050.2A Appendices A–E; Attachment C: TJPDC General Terms and Conditions
- Could you share the complete RFP, including Attachments A–C and any addenda, and confirm whether a Kosovo-registered company delivering remotely is eligible?
- The RFP and any addenda, either as attachments or a link.
- We couldn't find the full RFP document on tjpd.org yet. Could you please share it?

- Do you have the bid docs for this opportunity: Website Management and Digital Communications Services
- Could you send me the current scope of work/RFP documents and the main technical or service requirements so I can assess the fit and prepare a proposal?
- Could you confirm whether this RFP is currently open and share a link to the latest complete official solicitation package, including attachments and all issued addenda?
- Do you have an RFP document I could review?
- The current official RFP document and any addenda or mandatory forms that must be included with the response.
- I wanted to ask whether the solicitation materials are available elsewhere, or if they may be posted later.
- Are the remaining pages the attachments, or was additional RFP content left off? I'd appreciate it if you could send the complete document or post it to eVA.
- Proposal Submission, Attachments. The package we received includes pages 1 to 8 of 14. Could you share Attachment A (Title VI Nondiscrimination Assurance), Attachment B (US DOT 1050.2A Appendices A to E) and Attachment C (TJPDG General Terms and Conditions)?
- Please email the full RFP PDF (and any addenda), including submission method, due date/time, evaluation criteria, and reference/insurance requirements.
- Could you confirm whether the opportunity remains open and send the authoritative current RFP, attachments and any addenda?
- Could you please send me the complete current solicitation package, including the RFP, all attachments, required forms and any addenda issued to date?
- Is the eight-page RFP complete despite its "Page x of 14" footer, and are all required proposal forms included in the current event?
- The copy we have doesn't include Attachments A, B and C. Could you send them, or point us to where they're posted on eVA?
- Se sì, può indicarmi il percorso corretto e, se possibile, il documento completo con requisiti e modalità di partecipazione?
- The RFP posted on tjpdg.org lists six websites. Another copy in circulation lists a seventh, movesafelyblueridge.com, and adds a 30-page limit and an HB 2541 accessibility line. Please confirm the governing version after the October 7 amendment, the full list of sites in scope, and whether the 30-page limit applies and includes the cover, resumes, and attachments.
- RFP version and website count: The copy obtained through Settle lists seven websites, includes movesafelyblueridge.com, references HB 2541 accessibility requirements, and sets a 30-page proposal limit. The complete package on your website lists six websites and omits those requirements. Which version should we use, and are there any amendments we should review?
- The eVA listing shows amendments posted October 1 and October 2. Could you confirm what changed, and whether Attachments A, B, and C are now posted to eVA? The RFP PDF we downloaded on September 30 runs eight of fourteen pages.
- I am looking for a copy of the current public record for the Website Management and Digital Communication Services contract. Is that something you can provide?
- Current clarification document: The Questions & Answers link currently opens a document dated May 2024. Could you confirm where the questions, answers and addenda for RFP TJPDG-2026-02 will be published?
- We would also appreciate confirmation of the current submission deadline and the approved submission channel.
- Is the proposal deadline 5:00 PM on Wednesday, October 21, as the RFP states, since the eVA listing shows 12:00 AM that day?
- Do signed attachments returned with the proposal count toward the 30-page total?
- Does the 30-page limit include Attachments A through C and staff resumes?

- (Proposal Submission) Is there a page limit or required format for proposals? Should signed copies of Attachments A, B and C be included with the proposal, or are they executed at contract award?
- Submission format. For email submission, is a single PDF attachment acceptable?
- Is there any else not on the RFP I should know.
- Can ask more questions at a later time.
- Are the October 9 question deadline and October 21 proposal deadline both at 5 p.m. Eastern? Please confirm that email submission to both of you is accepted and identify any forms that must be signed and returned with the proposal.
- Whether this solicitation is in fact open, since we have not been able to confirm it from your own site.
- The submission deadline, including time and time zone, and the deadline for bidder questions if one is still open.
- Please also confirm the closing date, time, and time zone.
- The required submission method and exact deadline/time zone.
- Please confirm the required submission method and whether an active Virginia eVA vendor registration is required before proposal submission.
- Current Q&A; and deadline. The current agency RFP page's Q&A; link appears to open the May 13, 2024 Q&A; for TJPDC-2024-01. Please confirm where the 2026 addendum will be published and that the proposal receipt deadline is October 21, 2026 at 5:00 p.m. Eastern, and confirm that email submission to both contacts is permitted.
- Will these points be addressed in the planned October 14 Q&A?
- The RFP states October 21 at 5 PM, while eVA Round 2 shows October 21 at 12 AM (UTC-4). Which receipt deadline applies?
- Format and process. Is there a page limit or required format for proposals? Will finalists be invited to an interview or presentation during negotiations?
- Clarification process: The RFP webpage appears to link to a Q&A document from a 2024 procurement. Should bidders disregard that document and rely on the October 14, 2026 addendum for this solicitation?
- Please confirm that the October 9 question deadline and October 21 proposal deadline are both 5 p.m. Eastern Time.
- Vorrei solo verificare se il procedimento è ancora aperto e se è possibile presentare/indicare un soggetto esecutore qualificato interessato a partecipare secondo le modalità previste dal RFP.
- Does the 30-page limit include cover page, table of contents, resumes, references and the signed Attachments A-C?
- Which time zone applies to the October 9 questions deadline and October 21 proposal deadline?
- The Q&A linked on the current page appears to concern the 2024 procurement; is an updated version available?
- Proposal deadline. The RFP says proposals must be received by 5:00 pm on Wednesday, October 21, 2026, but the eVA listing shows a closing time of 1:00 pm. Which is the controlling deadline, and is it Eastern Time? Does the same deadline apply to proposals submitted by email to both of you and through eVA?
- Please confirm whether the October 9 and October 21 deadlines are at 5pm Eastern Time, and whether the May 2024 Q&A linked on the RFP page should be disregarded for this solicitation.
- Are the October 9 question cutoff and October 21 proposal cutoff at 5 p.m. Eastern? The announcement's Q&A link currently opens TJPDC-2024-01; where should vendors look for the 2026 Q&A when published?
- Does the 30-page proposal limit include the cover page, table of contents, and key personnel résumés submitted as appendices?
- Do Attachments A, B, and C count toward the 30-page limit? Is a submission through eVA alone sufficient, or should proposals also be emailed?

II. Eligibility, offshore work, Virginia registration [Link to Answers](#)

- Could you please confirm whether a software development company based in India is eligible to submit a proposal for this engagement?
- Could you point us to any published guidance for the current RFP on overseas remote providers and Virginia registration requirements?
- Are Canadian-registered suppliers eligible to respond to the RFP, provided they meet all contractual and service requirements?
- Could TJPDC clarify whether services may be remote and whether onsite, offshore, or non-U.S. personnel restrictions apply?
- Can a company outside the US submit a proposal for this contract?
- Are US registration, a local office or on-site personnel required?
- Are firms based outside Virginia eligible to submit? Markivis would bid through its US entity in Wyoming. Our 33-plus specialists are based in India, and we have offices in the US, India and Australia.
- May a U.S.-based prime contractor use an overseas subcontractor for remote website development and maintenance? If permitted, are there restrictions on access to hosting, WordPress administration, OneDrive, Mailchimp, or other systems, or any required disclosures or approvals?
- Whether a remote web services vendor based outside Virginia / outside the United States is eligible to submit a proposal.
- Whether registration in Virginia eVA is required before proposal submission.
- May a non-U.S. studio participate as a disclosed consortium member or subcontractor under a U.S.-based lead?
- Are Virginia/eVA registration, insurance and federal-funding compliance requirements required of every subcontractor, or primarily of the contracting prime?
- Before registering and preparing a formal response through the required procurement route, could you please confirm whether TJPDC-2026-02 permits proposals from an international company with its development team based outside the United States?
- Does TJPDC impose any geographic restrictions on personnel or subcontractors performing services under this contract? Specifically, may an offeror utilize remote personnel or subcontractors located outside the United States for website development, design, content management, QA, graphic design, or technical-support activities, provided that the U.S.-based prime contractor remains fully responsible for contract performance and compliance?
- If offshore or international resources are permitted, are there any restrictions on such personnel accessing administrative or privileged systems such as WordPress, hosting/cPanel, DNS, Microsoft OneDrive, Mailchimp, domain-management platforms, or other TJPDC systems?
- Are smaller independent web teams eligible to submit for this engagement?
- Whether a firm incorporated outside the United States may participate in this competition.
- Whether an overseas supplier can register in Virginia's eVA system and submit without a U.S. office or U.S.-incorporated entity.
- Whether U.S./Virginia business registration or tax documentation must already be in place at proposal stage, rather than completed if selected.
- Does TJPDC-2026-02 require the prime offeror to be based in Virginia or elsewhere in the United States, or may a foreign business entity submit a proposal if it otherwise satisfies the RFP requirements?
- Attachment C states that, if required by Virginia law, the contractor must be authorized to transact business in the Commonwealth of Virginia. For a foreign partnership firm, would Virginia State Corporation Commission registration or authorization be required?
- If such registration/authorization is required, must it be completed before proposal submission on October 21, 2026, or may it be completed after selection but before contract execution/award?

- Are there any other foreign-entity, tax, insurance, federal-funding, or contracting requirements that would make an India-based remote-services firm ineligible to serve as the prime contractor?
- Before preparing anything formal, could you confirm whether an international independent contractor is eligible to respond?
- Is a proposed subcontractor/teaming partner required to have a UEI, CAGE Code, active SAM.gov registration, eVA registration, or any other specific vendor registration to participate under this contract? Our proposed subcontractor is an S-Corp registered in Virginia, but currently does not have a UEI or CAGE Code.
- Is the request still open, and are independent providers based outside the United States eligible to work remotely on it?
- Are out-of-state, solo providers eligible to deliver this work remotely? Are any on-site visits required?
- Before asking them to assess your detailed scope, could you confirm whether a Romania-based provider delivering remotely is eligible, and whether US incorporation, a local office or regular on-site attendance is required?
- Location of work. Is remote delivery acceptable, and may website development and maintenance be performed by team members located outside the United States? We have a US based project lead with developers in India.
- Subcontracting, staff location, and contract requirements. Are subcontractors permitted, and do any restrictions apply to where staff performing remote digital work are located? Attachment C requires the contractor to be authorized to do business in Virginia — for an out-of-state LLC, may registration with the Virginia State Corporation Commission be completed after award and before contract execution? Finally, please confirm which certifications in Attachment C (e.g., Davis-Bacon, debarment) must be returned with the proposal versus at contract signing.
- Before taking that review further, does TJPDC permit a disclosed Kenya-based subcontractor to deliver this work remotely, subject to the lead meeting the RFP's registration and contractual requirements?
- Before we prepare a formal response, could you please confirm whether a company incorporated outside the United States, specifically Pakistan, may submit a proposal if it can satisfy all contractual, insurance, security, data handling and service-delivery requirements?
- Please also let us know whether Virginia eVA registration or a US legal entity is mandatory at proposal stage.
- Would TJPDC accept a proposal from a firm whose team works from India, with all WordPress and Elementor work on the six sites delivered remotely and meetings held by video during your business hours?
- Item 5 of the General Terms and Conditions asks the contractor to be authorized to do business in Virginia where it is subject to registration under Titles 13.1 or 50. Would TJPDC expect a company based in India and working remotely to register with the State Corporation Commission before award?
- Before investing time in a formal response, could you please confirm whether an international B2B firm is eligible to submit and whether there are any mandatory Virginia/U.S. registration, insurance, hosting or physical-presence requirements?
- May an India-registered provider submit by email and perform the work remotely, or is a Virginia/US presence or registration required at proposal stage?
- Before preparing a response, could you confirm whether an overseas remote provider is eligible for this engagement?
- In particular, please clarify applicable business registration, insurance, data-access/location and service-hours requirements.
- Is an offshore or hybrid delivery team acceptable for maintenance and development work, provided a U.S.-based point of contact is maintained?
- Are overseas individuals eligible to deliver the work fully remotely, and what registration or payment requirements would apply?

- Virginia SCC registration. Crushed Olives Studios is a Florida limited liability company and is not currently registered with the Virginia State Corporation Commission. Must an out-of-state LLC be authorized to transact business in Virginia, and give its SCC identification number, when it submits a proposal, or can registration be completed after the offeror is selected and before the contract is signed?
- Can an out-of-state firm provide the services remotely? Are any on-site visits or staff-location restrictions expected, and when would Virginia business authorization be required?
- May an out-of-state limited liability company submit a proposal and complete Virginia registration only if selected for award and before contract execution, or must the registration be active at proposal submission?
- Could you please confirm whether an India-based company with a global presence is eligible to participate in this RFP?
- Is Virginia State Corporation Commission registration needed when the proposal is submitted, or only before the contract is signed?
- Virginia registration: For an out-of-state agency performing services remotely, does TJPDC require Virginia State Corporation Commission registration before proposal submission or contract award?
- Can a qualified US/Florida-based prime contractor use Chat Pandas (Pakistan) as a fully disclosed subcontractor?
- Before preparing a formal response, could you please clarify whether firms incorporated outside the United States may bid and deliver the services remotely, provided they satisfy the contract, communication and security requirements?

III. Evaluation criteria, references, participation points [Link to Answers](#)

- For the MBE/WBE/DBE participation points, will a Maryland MBE/SBE certification be accepted, or is Virginia SWaM certification required?
- (Selection Criterion 4) Are the 3 points for MBE/WBE/DBE participation awarded in addition to the 100 points for the other criteria? Which certifications are accepted (for example, Virginia SWaM or DBE), and does subcontractor participation count toward these points?
- MBE/WBE/DBE participation. Are the 3 points awarded for the offeror's own certification, including Virginia SWaM or DBE, for subcontractor participation, or both? What documentation is required?
- References. Must the three required references come from government or public-sector clients, or may comparable private-sector engagements qualify?
- Since the evaluation criteria explicitly consider subcontractor qualifications, could you clarify whether the three required client references may include comparable projects completed independently by named subcontractors who will be assigned to the contract?
- Do the three client references need to be public-sector organisations, or are comparable private and non-profit clients acceptable?
- May the three required client references include similar work completed by a proposed subcontractor? Would work that subcontractor completed for the prime contractor's own website qualify as one reference, or must all three be independent external clients of the offeror?
- If consortium bids are permitted, do the three similar-project references need to belong to the prime bidder, or can relevant references be distributed across named team members?
- A prior TJPDC communications/website RFP required a minimum of three external client references. For the current TJPDC-2026-02 solicitation, is there again a fixed minimum number of external client references?
- CrecyStudio currently has one legitimate external client reference available, supplemented by completed studio-owned production website/software case studies that we clearly identify as studio-

owned rather than outside client work. Would one external client reference plus relevant completed production case studies be responsive under the current RFP?

- Also, is prior public-sector website experience a mandatory minimum qualification, or an evaluation consideration?
- Section 14 may be performed by a subcontractor. Does a subcontractor certified by the Virginia Department of Small Business and Supplier Diversity count toward the MBE/WBE/DBE Participation points, or only a certified prime offeror?
- Evaluation of Cost: For the 30-point Cost criterion, how will TJPDC compare offerors if proposed staffing levels or estimated annual hours differ? Will cost evaluation be based primarily on hourly rates, an evaluated annual scenario, or total proposed contract cost?
- The Selection Criteria identify 40 points for Experience and Qualifications, 30 points for References, 30 points for Cost, and 3 points for MBE/WBE/DBE Participation. Please confirm whether the MBE/WBE/DBE points are additional points or whether another evaluation weight should be adjusted.
- Is prior public-sector/government website experience a mandatory minimum qualification, or will comparable nonprofit and commercial website management experience be considered and scored under experience/qualifications?
- Are any specific WordPress, CMS security, digital marketing, Adobe/graphic-design, or other professional certifications mandatory for the prime contractor or proposed personnel?
- Reference eligibility. Will references verifying completed similar work performed by the proposed principal in prior employment be accepted? For ongoing client engagements, do completed similar work products within an active engagement qualify, or must the entire engagement be completed?
- Participation scoring. What documentation qualifies for the three MBE/WBE/DBE participation points, and is a current Virginia SWaM minority-owned certification accepted?
- The RFP requires a minimum of three references from clients for similar work. May the prime offeror include relevant past-performance references from its proposed subcontractor/teaming partner to satisfy this requirement, particularly when the subcontractor will be performing a significant portion of the relevant work?
- MBE/WBE/DBE. Will Virginia SBSDB SWaM certification as a women-owned business satisfy the WBE participation criterion, or is DBE certification required for those points?
- For a recently formed LLC whose managing member has completed relevant website, digital-content, CMS and publishing work through prior professional roles and founder-led/affiliated projects, may references and similar-project examples include work completed by the proposed key person before or outside the LLC, provided the proposal clearly identifies the actual relationship, role, dates and client/project context and does not present that work as corporate past performance?
- If not, should the three required references all be clients that contracted directly with the current legal entity for substantially similar website-management work?
- The RFP asks for a minimum of three references. Would references for comparable WordPress support work outside local government be acceptable?
- Can the three references be commercial clients with similar work, rather than public-sector clients?
- Can comparable custom website and web-application projects satisfy the three-reference requirement, or must they specifically cover ongoing WordPress/Elementor management?
- May an offeror rely on the qualifications, comparable projects and client references of named subcontractors or teaming partners for the experience and references evaluation criteria? If so, should those references be presented as subcontractor references, and should a commitment letter be included?
- May the three client references include comparable work completed by the proposed project lead under a previous employer, with the employer, individual role and dates clearly attributed and client permission secured, or must all three be contracts performed by the bidding entity?
- For the references requirement, must references be website clients, or may other technology-services clients be included alongside website clients?

- Will a New York State-certified Minority Business Enterprise (MBE) certification count toward the MBE/WBE/DBE evaluation points?
- References and Similar Work: The RFP requests three client references for "similar work products." ETI has completed web development and custom software development for federal clients, including work under the Chief Digital and AI Office (CDAO). Would references covering this mix of web and custom software development be accepted as "similar work products," or must all three references be specific to WordPress/website projects? Additionally, are references from federal clients acceptable?
- Also, may a prime bidder present qualified subcontracting partners' work as references if the partners are explicitly identified and their role is documented, or must all three references be the prime firm's own projects?
- MBE/WBE/DBE Participation: The RFP indicates that MBE/WBE/DBE Participation is worth 3 points in the selection criteria; however, we did not see a specific certification agency or certification program identified as being required or accepted. Our company is currently SBA-certified as a Women-Owned Small Business (WOSB) and NMSDC-certified as a Minority Business Enterprise (MBE). Could you please confirm whether these certifications would qualify the company for the MBE/WBE/DBE Participation points? If not, could you please advise which specific MBE, WBE, or DBE certifications/certifying agencies are acceptable for purposes of this evaluation criterion?

IV. **Contract terms, insurance, attachments, required forms** [Link to Answers](#)

- Beyond Attachment C, what other terms will the final agreement contain, including insurance requirements, invoicing and payment timing, and ownership of work product?
- (Attachment C) What types and minimum limits of insurance (for example, general liability, professional liability and cyber liability) will be required at contract award?
- (Attachment C, Federal Provisions) Several federal provisions in Attachment C (for example, Davis-Bacon, Contract Work Hours and Safety Standards, and Cargo Preference) typically apply to construction or goods. Can TJPDC confirm whether they apply to this services contract?
- Attachments and contract terms. Attachments A, B, and C are referenced but not included in the RFP document. Can TJPDC provide them? Must signed copies be returned with the proposal or only at contract execution? Does Attachment C specify insurance coverages and limits, and do any IT security requirements flow down from the USDOT/FHWA funding?
- Invoicing by program. Several sites appear to support federally funded programs. Should invoices separate hours by website or program?
- What is the anticipated service start date? Are additional insurance, confidentiality, security, data handling, or subcontractor approval requirements applicable beyond the supplied RFP and Attachments A through C?
- Are signed forms or certifications required with the proposal, or completed at contract execution? What documentation is required to substantiate the MBE/WBE/DBE participation points?
- Could you share Attachment C or confirm any insurance requirements?
- Are there any required insurance coverages or minimum coverage limits for the selected contractor that are not identified within the RFP or Attachment C?
- Insurance requirements: Please confirm whether the selected contractor will be required to maintain any insurance coverage (for example, commercial general liability, professional liability, or cyber liability) during the contract term. If so, please advise the required limits and when certificates of insurance must be provided.
- Does the contract include any guaranteed minimum number of hours or minimum annual expenditure, or will services be requested and billed entirely on an as-needed basis?
- Attachment C includes several federally funded contract provisions addressing labor standards, domestic preference, recovered materials, cargo preference, and other requirements. Can TJPDC

clarify which of these provisions are expected to be operationally applicable to this Website Management and Digital Communications Services engagement?

- Are there specific insurance limits that must be demonstrated at proposal submission, or are certificates required only after award?
- Contract and submission requirements. Please confirm which federally funded Attachment C provisions apply, particularly construction, wage and ocean-shipping clauses; any insurance requirements; required signed acknowledgments/certifications at proposal submission; and whether a page limit applies.
- Which accessibility/document-remediation standards, insurance requirements and signed forms apply at proposal stage?
- Which accessibility/document-remediation standards, insurance requirements and signed forms apply at proposal stage? Please distinguish award-stage certifications and clarify the RRRC reference in Attachment C.
- Funding. Will this contract be funded in whole or in part with federal funds, such that the Additional Provisions for Federally-Funded Contracts in Attachment C apply?
- Insurance. The RFP does not list insurance requirements. Please confirm whether any coverages and minimum limits will apply to this contract (e.g., general liability, professional/technology errors and omissions, cyber), and whether a certificate of insurance would be required only upon award.
- For an individual sole proprietor, what insurance policies and limits, vendor registrations and tax documents are required, and at what stage? Is eVA registration necessary for an emailed proposal?
- What invoice frequency and payment period apply, and how are project estimates, additional hours and scope changes authorized?
- Are there required insurance types and limits, and when would evidence of coverage be needed?
- Does TJPDC or its member localities have IT security policies (e.g., MFA requirements, password standards, access logging, VITA standards) that the vendor must comply with?
- Insurance. The RFP and the General Terms and Conditions do not list insurance requirements. Will the selected contractor need to provide certificates of insurance? If so, which types of coverage and what minimum limits are required (for example, general liability, professional liability/E&O or cyber liability)?
- Should offerors return signed copies of Attachments A, B, and C with the proposal, or is a written statement of acceptance sufficient?
- What insurance types and coverage limits would the selected contractor need?
- Where are the insurance requirements specified, and what coverage levels are required?
- Are there minimum insurance coverages, cybersecurity requirements, or incident-response times not stated in the published package?
- Should Attachments A through C be separately signed or acknowledged within the proposal, and are any additional forms required at submission?
- Which attachment acknowledgments or signed forms must accompany the proposal, rather than be completed at contract award? Attachment A appears to contain the agency's assurance, while Attachment C includes contractor certifications.
- Forms and contract provisions: Are any signed assurances or certifications from Attachments A–C required with the proposal, or are these completed at contract execution? Please also clarify whether the construction-related provisions, including Davis-Bacon requirements, apply to this website-services contract.

V. Pricing format, rates [Link to Answers](#)

- Pricing: Does TJPDC prefer one blended hourly rate or separate rates by service category?

- Cost format. For the hourly cost estimate, does TJPDC prefer a single blended hourly rate, or a rate card by labor category such as webmaster, developer, and graphic designer? Will the resulting contract be time and materials against those rates, a fixed monthly retainer, or a monthly base plus hourly for development work?
- What is your preferred framework for presenting “hourly cost estimates”? Is an agency rate card sufficient? Are you expecting estimated monthly hours for certain items in the request scope of services?
- Should pricing be a single blended hourly rate, or separate rates by role (web development, content management, graphic design)?
- Should hourly rates be provided by role (for example developer, designer, content manager) or as a single blended rate?
- Pricing structure: The evaluation criteria request hourly cost estimates. Should respondents provide an hourly rate schedule only, or may they propose a monthly retainer with defined hours and additional hourly rates?
- Multiyear rates: Should hourly rates remain fixed throughout the initial three-year term, or may respondents propose annual adjustments? How will pricing be handled for renewal periods?
- (Selection Criterion 3) Is a single blended hourly rate acceptable, or should rates be provided by role (for example, developer, designer, content manager)? May offerors also propose an optional monthly retainer or block of hours?
- (Term) Should hourly rates be fixed for the initial three-year term, or may offerors propose an annual adjustment? How should rates for the two optional three-year renewal periods be presented?
- Cost proposal format. The RFP requests an estimated cost of non-professional services and scores Cost on “reasonable hourly cost estimates” (30 points). Should offerors submit an hourly rate schedule by role, a blended rate, a monthly retainer with included hours, or an estimated annual total? Is there a required pricing form, and will TJPDC apply an assumed number of annual hours to compare rate schedules across offerors?
- Rates over the term. Should hourly rates remain fixed for the initial three-year term, or may offerors propose annual adjustments? How will rates be set for the optional renewal periods?
- Is hourly billing based on actual work performed acceptable, with estimated annual hours and costs and separate task estimates for major development? Is there a prescribed pricing format, and should rates remain fixed throughout the initial three-year term?
- Is there a required pricing form or format? Should rates be a single hourly rate, or broken out by service type (web management, content updates, graphic design)?
- For the optional three-year renewal periods, may contracted hourly rates be adjusted to reflect changes in labor costs or market conditions? If so, is there a preferred methodology for those adjustments?
- Hourly rate structure: The RFP requests reasonable hourly rates. Should offerors propose a single blended hourly rate for all services, or separate rates by service category (for example, website maintenance, development, and graphic design)? Is there an estimated annual volume of hours, or a budget ceiling, that we should use as a reference?
- Regarding pricing, does TJPDC prefer: a single blended hourly rate, separate hourly rates by labor category or service type, a monthly retainer plus hourly rates for additional work, or another pricing structure?
- Expected Level of Effort: Does TJPDC anticipate this engagement being structured as a defined number of hours per month/year, an on-call hourly arrangement, or a fixed monthly retainer with additional services ordered as needed?
- Pricing New Development: Should significant website redesigns, new websites, major integrations, and substantial new functionality be included within the proposed ongoing hourly rate/estimated level of effort, or will TJPDC authorize these as separate projects/task orders?

- Pricing Structure: Would TJPDC prefer offerors to propose separate hourly rates by labor category (e.g., website manager, developer, designer, accessibility/security specialist), or a single blended hourly rate?
- Estimated Cost Requirement: The RFP requests an “Estimated cost of nonprofessional service.” Does TJPDC expect offerors to provide only hourly labor rates, or should the proposal also include estimated annual hours and an estimated annual/three-year contract value?
- For the Cost evaluation criterion, does TJPDC prefer hourly rates by personnel/service category, a blended hourly rate, or another pricing format? Should anticipated hosting, licenses, and other recurring third-party costs be presented separately?
- Pricing and task authorization. May offerors propose hourly rates with estimated monthly hours or a defined retainer plus overage rates, and separately authorized estimates for new websites and major redesigns? How are work, third-party costs and rate changes approved, invoiced and paid?
- Format of the cost estimate. Does TJPDC prefer a single blended hourly rate, or separate rates for distinct kinds of work (for example administration and content, development and design, and graphic design under item 14)? Should the proposal also state an estimated annual total, or is the hourly estimate alone sufficient for the 30-point cost criterion?
- Pricing format. Should cost be submitted as a single blended hourly rate or as separate rates by service type (e.g., content management, development, design)? May offerors also propose a fixed monthly fee for routine maintenance and security monitoring (Scope Section 4) alongside hourly rates? Should the proposal include an estimated annual cost?
- Should larger projects, like a site redesign or a new program website, be billed at the same hourly rates? Or would you prefer those quoted separately as they come up?
- Cost format. Is there a required cost form? Should the hourly cost estimate be provided as a single blended rate or by role/task, and would TJPDC like estimated monthly hours for each task area alongside the rates?
- Must hourly rates remain fixed throughout the initial three-year term, and how are renewal rates handled?
- Regarding the rate submission, can we include a range that prices out services based on the given categories, or does your team prefer a single price based on hourly costs?
- Should pricing be presented as hourly rates only, or would TJPDC accept a monthly retainer for maintenance plus hourly rates for development and design work?
- Does TJPDC prefer a fixed monthly retainer, hourly or as-needed pricing, or a combination of these approaches?
- Can you provide information regarding the current hourly rate?
- Is a single blended hourly rate acceptable, or should offerors list rates by role? Should hosting, domain, Elementor Pro, plugin license, and Mailchimp costs be included in the estimate, or will TJPDC continue to pay those vendors directly?
- Pricing asks for hourly rates by labor category. Should offerors also include an estimated annual total, and how should rates escalate across the two 3-year option periods?
- Pricing & Cost Proposal Expectations: Could TJPDC clarify its expectations regarding pricing submissions? • Should vendors provide hourly rates only? • Does TJPDC also wish to see estimated annual support budgets?
- Will you accept one hourly rate for all services, or do you want separate rates for web, Mailchimp and design work?
- Pricing Structure: The RFP requests hourly cost estimates. Could TJPDC confirm the required pricing format and whether separate hourly rates may be provided by service category or personnel level?
- Given the initial three-year contract and two potential three-year renewal periods, will TJPDC permit annual adjustments to established hourly labor rates based on changes in the Consumer Price Index (CPI) or other applicable cost-of-living adjustments, including during the initial contract period?

- Pricing and project authorization: Do you prefer hourly billing, a monthly retainer with an hours allowance, or a combination? Would new websites, major redesigns, and substantial integrations be separately estimated and authorized?
- May offerors propose a recurring monthly retainer that includes a defined allocation of service hours, with separately stated hourly rates for excess or project work, and does TJPDC have an anticipated annual budget or evaluation quantity it will use to compare hourly pricing?
- Is a flat monthly maintenance retainer per site (covering updates, backups and security monitoring) acceptable alongside the hourly rate schedule?
- Pricing and Workload: The RFP requests an estimated cost for "nonprofessional" services and scores "reasonable hourly cost estimates." Should we propose a single blended hourly rate, rates by role, or a monthly retainer with included hours? Could you also share the approximate number of support requests and monthly hours required over the past 12 months to help us provide a realistic estimate?
- The RFP asks for the estimated cost of "nonprofessional" service per VPPA §2.2-4301. Please clarify what constitutes "nonprofessional" service for the purposes of this requirement.
- Cost Proposal Format: Could you please confirm whether TJPDC has a specific format or template that offerors should use for the cost proposal? Should offerors provide hourly rates for the proposed team/resources, or is TJPDC expecting another pricing structure, such as a firm-fixed price, monthly fee, or other pricing format? If there is a required cost proposal template or additional pricing instructions, please provide those for our reference.

VI. Budget, historical spend, workload [Link to Answers](#)

- What does the routine content-publishing cadence look like - daily updates across seven sites, or more of a weekly/monthly maintenance rhythm?
- Historical workload: Approximately how many hours per month have these services required? Can you provide typical volumes for content updates, technical support, and development requests?
- Anticipated Workload (Pages 2–6, Scope of Services): Can TJPDC provide an estimate of the average monthly hours currently required to support its website portfolio, including routine content updates, maintenance, development, and communications support?
- Budget and Historical Expenditures (Page 6, Term and Pricing): Does TJPDC have an established annual budget or anticipated spending range for these services? Alternatively, can TJPDC share its approximate annual expenditures for comparable services over the past year?
- Volume. To support a reasonable cost estimate, can TJPDC provide the approximate volume of routine content requests per month across the six sites, and the annual hours or spend under the current arrangement?
- Monthly workload: Approximately how many content updates, new pages, development requests and support tickets do you receive in a typical month? Historical hours or examples would help us estimate costs accurately.
- What is the anticipated volume of monthly or seasonal content requests per website?
- Does TJPDC have an annual budget range for routine services (e.g., website content management and publishing) and special projects (e.g., new website development)?
- Could you share TJPDC's approximate annual hours or spend on website management for the seven sites in recent years?
- What is the approximate monthly volume of requests, or hours of support, across the seven websites over the past year?
- Budget and workload: Does TJPDC have an anticipated annual budget or estimated monthly number of service hours for this contract? Can you share historical hours or request volumes across website maintenance, content updates, development, and communications support?

- (Cost criterion; Scope §5, §7) To help offerors provide realistic hourly estimates, can TJPDC share the approximate monthly volume of content requests and development or design hours over the past 12 months, or the annual budget for these services?
- Volume. Can TJPDC share an approximate monthly volume of routine content requests (page updates, postings, agendas/minutes, etc.) across the six websites, or the approximate monthly hours the current arrangement consumes?
- Is there a max budget for this project.
- Historical workload and budget. Can TJPDC share workload data for the past 12 to 24 months, such as content requests per month and hours or amounts invoiced, ideally separated by website maintenance, content publishing, development, Mailchimp support, and graphic design? Are seasonal peaks expected, and has an annual budget or spending range been established for these services?
- Can TJPDC provide approximate monthly or annual volumes for routine content requests, meeting updates, Mailchimp campaigns, reports, infographics, and printed communications?
- Can TJPDC provide approximate monthly or annual volumes for new pages, content revisions, technical incidents, integrations, and functionality enhancements?
- If forecast volumes are unavailable, is historical workload information available for the most recent 12-month period?
- Does TJPDC have an anticipated annual budget or budget range for these services? Alternatively, if there is no established budget, are you able to share the approximate number of hours per month or year you anticipate needing under the contract, or the historical level of effort/spend for these services?
- What monthly workload or service hours should bidders plan for, and are any redesigns or new sites already planned? Who will pay for hosting, domains, software licenses and other third-party costs?
- Could you provide the actual billed hours and total expenditures for website management and related communications services during the most recent 12 months, separating routine maintenance and publishing from development and design if available? What monthly workload and annual budget are anticipated under this RFP?
- Is there an estimated annual budget or expected number of annual hours for these services?
- What is the approximate monthly volume of content requests, and how many staff members submit them?
- Scope 5, 13 and 14, Volume. TJPDC's 2024 communications RFP estimated 10 to 30 website publishing requests and up to 15 design requests a month. Is that still a fair estimate across the seven sites, and about how many Mailchimp campaigns go out each month?
- Approximately how many hours of website management, development, content management, graphic design, and digital communications services were utilized during the most recent 12-month period?
- Approximately how many routine website update or content-publishing requests does TJPDC submit during an average month?
- Can TJPDC provide the approximate historical level of effort for these services, including the average number of billable hours per week or month, and the approximate level of effort anticipated under the new contract?
- Can TJPDC provide the approximate annual expenditure under the current website management/digital communications arrangement, or an anticipated annual budget range for this contract?
- Approximately what proportion of the current workload is associated with: routine content updates and publishing, WordPress development and technical support, hosting/security/DNS administration, graphic design and document formatting, and Mailchimp/digital communications support?
- What is the expected monthly volume, in hours or requests, for Sections 1 to 12, Section 13 (Mailchimp) and Section 14 (graphic design and report formatting)? Is there an estimated annual budget or hours figure?

- Historical Workload — Most Important: Please provide the approximate number of hours per month or year currently expended supporting the seven websites identified in the RFP. If hours are unavailable, please provide the approximate number of website support/content requests received per month during the past 12 months.
- Budget: Has TJPDC established an anticipated annual budget or not-to-exceed amount for these services? If so, please provide the anticipated budget range.
- Content Publishing Volume: Approximately how many routine content requests—such as agendas, minutes, notices, newsletters, events, roster updates, and page changes—does TJPDC anticipate per week or month?
- Meeting/Committee Volume: Approximately how many boards, committees, working groups, and other bodies require agendas, minutes, supporting materials, or other documents to be published to the websites each month?
- Can TJPDC provide an approximate historical level of effort for website management and digital communications services, such as average monthly or annual hours, and the approximate volume of routine content-update requests?
- Does TJPDC have an anticipated annual budget, historical annual spend, or approximate annual hours for these services that proposers may use when structuring hourly rates and projected costs?
- Workload and budget. Could you provide recent monthly service hours or request volumes for maintenance, content, development and design, the anticipated volume of new sites/redesigns, and any available budget range or minimum service commitment?
- Current workload. To size the hourly estimate requested on page 6, can TJPDC share the approximate monthly hours spent on website management over the past twelve months, split roughly between routine content and publishing (Scope item 5) and development or redesign work (items 7 and 10)? Are any site rebuilds, rebrands, or new sites (item 10) anticipated in the first contract year?
- What are the typical monthly hours and request volumes across the six websites and the communications/design work?
- Is there an anticipated monthly or annual budget range you can share?
- What monthly workload and critical-incident coverage are expected, and does Mailchimp or other integration work include custom API development?
- What monthly workload and critical-incident coverage are expected, and who funds hosting, domains and third-party licenses?
- Expected volume. Approximately how many content and publishing requests does TJPDC submit per month across the six sites? Are any redesigns, rebrands, or new websites (Scope Section 10) anticipated in the first year of the contract?
- Volume. Roughly how many hours per month of website work does TJPDC expect, and is the current provider eligible to propose?
- Budget. Is there an annual budget or not-to-exceed amount for this contract?
- Roughly how many hours or requests per month does the current website work involve? And is there an annual budget for this contract?
- Budget and workload. Is there an anticipated annual budget or not-to-exceed amount for this contract? Does it cover only ongoing website management and digital communications support, or also new-website and redesign/rebranding work? To help us size the team, could you share the approximate monthly volume of requests (web updates, Mailchimp campaigns, graphics) or average monthly hours under the current arrangement?
- What are the current monthly support hours and request volumes across the six websites?
- Estimated monthly workload: Do you have an approximate number of hours per month currently spent maintaining and updating the six websites? If hours aren't tracked, could you provide a general picture of a typical month's activity, such as the number of news posts, content updates, document uploads, page changes, or other recurring requests? Even a rough breakdown would help me understand the expected workload and prepare accurate pricing.

- Work distribution: Are the six websites expected to require similar levels of ongoing attention, or are some primarily maintained with occasional updates while others receive more frequent changes?
- Anticipated budget and service volume: Is there an anticipated annual budget, recent average monthly service-hour volume, or historical workload benchmark?
- Content management workload: Approximately how many routine publishing and editing requests does TJPDC generate monthly across the portfolio? Are there seasonal peaks?
- Roughly how many content requests per month do the seven sites generate today?
- What monthly workload or historical support hours should vendors assume across the six WordPress/Elementor sites, including the secondary Mailchimp and design work?
- Can TJPDC share approximate size metrics for each of the seven sites (page count, posts, media library size, number of PDFs/documents) so we can scope ongoing management effort per site?
- What is the typical monthly volume of content requests across all sites (e.g., number of agendas, minutes, notices, events and page updates)?
- Is there an estimated annual budget or expected number of hours per month that offerors should use to frame cost estimates?
- What budget, payment currency/cycle and typical monthly request volume should an offeror plan around?
- What is the anticipated annual budget or not-to-exceed amount for this engagement?
- Could you please share TJPDC's annual expenditures for these services over the past two to three years, if this information is available?
- Approximately how many hours per month does the current provider spend supporting and managing the seven websites?
- Budget and hours. Is there an estimated budget, not-to-exceed amount, or expected number of hours per month (or per year) for this contract? For the cost section, should we give a single blended hourly rate, or separate hourly rates by service type (for example, website management and development versus Mailchimp support and graphic design)?
- Can you share approximate annual website-management hours/spend over the past 1-2 years? If so, can you provide the breakdown by site and type of work?
- What is the typical monthly volume of content-update requests? Is there any seasonality to them?
- Do you have an anticipated annual budget or not-to-exceed amount?
- To prepare reasonable hourly estimates, can TJPDC share the approximate number of hours or requests per month under the current arrangement, and any redesign, rebrand, or new-site projects already anticipated in Year 1?
- Is there an anticipated annual budget or monthly workload, and any minimum commitment?
- Roughly how many content publishing requests does TJPDC submit per month?
- Is there an annual cap on billable hours or a not-to-exceed amount per contract year?
- Website Portfolio & Content Management Activity: For each website in the portfolio, could TJPDC provide the following historical activity levels as monthly or annual averages?
 - Approximate Number of website content update requests received per month
 - Number of staff members or contributors who typically submit website requests
 - Approximate mix of routine content edits versus creation of new pages or sections
 - Frequency of meeting-related content publication and updates
- Could TJPDC provide the approximate historical annual hours or expenditure, routine monthly request volume, and anticipated allocation between content updates, technical maintenance, development, and graphic design?
- About how many hours a month has website management and content work taken over the past year?
- Is there a budget or not-to-exceed amount for the contract?
- Content Management Volume: Could TJPDC provide an estimate of the average monthly volume of routine content requests, including page updates, announcements, meeting materials, event updates, committee updates, and document postings?

- Can you share typical monthly request volume and any available annual budget range for the full website and communications scope?
- Can TJPDC provide the approximate annual expenditures and average monthly hours for website management, maintenance, content updates, and development services during the current contract period?
- Workload and budget: Can you share the approximate monthly hours, typical volume of content requests, and annual expenditure under the current arrangement? Is there an anticipated budget for this contract?
- Baseline volume: what were the average hours per week actually billed under the current contract in FY25 and FY26, and typical monthly counts of content requests, new pages, and design requests?
- Please provide, for the most recent 12-month period, the approximate number of service requests and labor hours by category, including routine content updates, development or redesign work, security incidents, accessibility remediation, graphic design, and after-hours support.
- Could TJPDC share the approximate monthly volume of content requests or hours of website work over the past 12 months, to help offerors size their pricing?
- What annual budget or anticipated contract range is available, and should hosting, domain registrations, software licenses and other third-party costs be included in the proposed fees or billed separately?
- What is the typical monthly workload across the six websites and the secondary email/design services, including content requests, technical support and planned new websites or major redesigns?
- What has the typical monthly support, content and design workload been across the six websites, or is there a budget range bidders should use for ongoing services?
- Budget: Is there an anticipated monthly or annual budget range for this engagement? If a range cannot be shared, can you provide recent spending or estimated service hours for comparable work?
- Workload: Approximately how many requests or hours should we anticipate in a typical month? A rough breakdown between content publishing, technical maintenance, development, email support, and graphic design would be helpful.

VII. Websites in scope, new sites, redesigns [Link to Answers](#)

- Which of the seven sites drive the most traffic or are first in line for a redesign? I am curious whether tjpdc.org leads the pack or if program sites like rideshareinfo.org are the priority.
- Any plans during the contract term to add new sites or retire any of the seven?
- Development and redesign: Are any new websites, major redesigns, rebranding efforts, or integrations anticipated during the first year? Should these assignments be estimated separately using the proposed hourly rates?
- Website Redesign and New Development (Pages 4–5, Sections 9–10): Does TJPDC anticipate any significant website redesigns, rebranding initiatives, or new website development projects during the initial contract term? If so, can TJPDC share their general scope and timing so offerors can account for them?
- Website scope: The RFP lists six websites. Are these the complete portfolio, or should we anticipate additional websites during the contract?
- Does TJPDC expect translation or language-access features on the websites, and if so, for which languages?
- New websites and redesigns: Are new website builds, significant redesigns, and rebranding projects expected to be included within the ongoing service budget, or will these be separately scoped and authorized? Are any such projects already anticipated during the initial contract term?

- (Scope §1) Can TJPDC share the approximate size of each of the six websites (number of pages and posted documents) and indicate whether any site is expected to be added, retired or merged during the initial term?
- (Scope §10) Is a redesign or rebranding of any of the six websites planned for the first year of the contract? If so, which sites?
- New website projects. When TJPDC requires a new website or a major redesign during the contract term, is it anticipated that such projects will be performed under this contract on the basis of approved written estimates at the contractor's proposed hourly rates?
- New sites and redesigns. Section 10 includes new site construction and significant redevelopment and rebranding of existing sites. Are any specific redesigns or new sites anticipated during the initial term? Should these be scoped and approved as separate project estimates before work begins, or billed against the same hourly rates as routine work?
- Are any new websites, redesigns, rebranding efforts, migrations, major sections, integrations, or functionality enhancements anticipated during the initial contract term?
- If future initiatives are anticipated, is information available regarding their expected quantities, scope, affected websites, and timing?
- Are new websites, migrations, or major redesigns already planned? What volume of Mailchimp, report formatting, infographics, and printed communications support is anticipated?
- I would like to know if you are open to a proprietary CMS ? If so, please do send me the RFP.
- Are any new websites, redesigns, or rebranding projects already planned for the first year?
- Are there recurring tasks the current provider handles that aren't listed in the scope, such as social media or Google Business Profile?
- Does TJPDC anticipate any major website redesigns, migrations, rebranding efforts, or development of new websites during the initial contract year?
- Does TJPDC anticipate any major website redesigns, rebranding initiatives, migrations, or development of new websites during the first year of the contract?
- Will TJPDC consider a proposal covering Sections 1 to 13 only? If not, may hourly rates be quoted separately by section?
- Planned Redesigns: Does TJPDC currently anticipate redesigning or rebranding any of the seven existing websites during the initial three-year contract period? If yes, which websites and approximately when?
- New Websites: The RFP requires the ability to construct new websites. How many new websites, microsites, or project sites does TJPDC anticipate may be required annually?
- Could you also confirm whether the full website portfolio must be covered by one provider or whether proposals for the design and document-formatting work are welcome separately?
- Are major redesigns and new website builds scoped and priced separately from ongoing support?
- New websites and rebranding. How many new websites or major rebuilds does TJPDC anticipate during the initial three-year term, and is a rebrand planned for the first year? Will TJPDC provide the brand identity (logo, colors, typography), or is brand design part of this scope?
- Development versus maintenance: For larger requests, such as significant redesigns, new website sections, or custom functionality, would those typically be handled under the same hourly arrangement, or would they be scoped and approved separately before work begins?
- New development and redesign: Will major redesigns, rebranding, new websites, and significant enhancements be separately scoped and approved, or should vendors include an ongoing allowance?
- Do the sites currently share a common theme, design system or brand framework, or does each site carry its own independent look?
- Are any of the seven sites planned for retirement, merger or a full redesign in Year 1? If so, which ones and roughly when?

- Does TJPDC anticipate launching new program or project websites during the contract term? If yes, how many per year should we assume for planning?
- Civic CMS Platform Flexibility: Does TJPDC have a mandatory requirement to use WordPress as the underlying Content Management System (CMS), or would TJPDC consider a purpose-built Civic CMS as an alternative platform? If alternatives are permitted, may vendors propose their own proven Civic CMS solution that is specifically designed for public-sector and government websites and supports TJPDC's requirements for accessibility, security, content governance, integrations, workflows, and ease of administration?
- Is TJPDC open to the vendor recommending a move away from Elementor over time (e.g., to the native block editor) if it improves performance, accessibility or maintainability?
- Is a redesign or rebrand of any specific site already planned for Year 1? If so, which site, and is it priced within this contract or as separate project work?
- Does TJPDC have current brand guidelines (logo, colors, typography) for TJPDC and its program sites such as RideShare, PATH VA and Move Safely Blue Ridge?
- Should the program sites keep distinct identities, or move toward a unified TJPDC family design system with shared components?
- Who are the primary audiences for each site (residents, local government staff, elected officials, commuters, partners), and are there known user pain points or complaints?
- Is TJPDC open to user research activities (stakeholder interviews, surveys, usability testing) as part of redesigns, or should design decisions be staff-driven?
- Are there interactive features TJPDC would like to add in the future, such as maps, project dashboards, public comment forms or interactive plans?
- Are any major website redesigns, rebranding initiatives, migrations, or new websites anticipated during the first contract year? If so, could you please provide any available details and clarify whether these projects should be included in the base contract pricing or proposed separately?
- So our question: if we proposed a solution built on something other than WordPress and Elementor, while still covering everything in the scope (hosting, security, quick content publishing, meeting archives, new pages and sites, redesigns, and Mailchimp), would TJPDC consider it? Or is WordPress with Elementor a firm requirement?
- Are there any planned major redesigns or new website development work anticipated during the term of the contract?
- Would new websites, major redesigns, migrations, and malware remediation be handled under separate scopes?
- Website Development & Enhancement Volume: Could TJPDC provide the following historical and anticipated enhancement activity? • Average number of newly created pages per month • Average number of new website sections or functional enhancements requested annually • Number of significant site redesign or rebranding initiatives completed during the last three years • Any planned redesign, rebranding, or major enhancement initiatives anticipated during the contract term
- New Website Development: Could TJPDC clarify its expectations for developing new websites? • How many new websites or microsites have been launched during the past three years? • Are any new websites, program sites, initiative sites, or microsites currently anticipated during the initial contract term? • If anticipated, would these typically be expected as standalone websites or sections within existing websites?
- Website Redesign and Rebranding: Could TJPDC identify which existing websites are currently expected to undergo redesign, rebranding, major redevelopment, or content restructuring during the initial contract term, along with the anticipated scope or priorities?
- New Website Development: For new website development, could TJPDC clarify whether development of new websites is expected to be included within the standard hourly services or handled as separate project work?
- Is a site redesign expected early in the term, or later as needs come up?

- Are any new website builds or rebrands already planned for the first twelve months?
- Should substantial new-site builds or rebrands be priced separately from ongoing support, and are any major projects already anticipated in the near term?
- Priorities and outcomes: What are the highest-priority needs for the first three to six months? Are there known redesigns, new websites, technical issues, or other initiatives the selected firm should plan for immediately?
- Larger projects and pricing: Should new websites, substantial redesigns, and larger enhancements be included within an ongoing monthly allowance, or separately scoped and authorized? Would you prefer a monthly retainer with additional hourly rates, or primarily hourly pricing?

VIII. Current provider, transition [Link to Answers](#)

- Current Provider and Transition (Pages 1–2, Scope of Services): Are these services currently provided by an external contractor or internal staff? If an incumbent contractor exists, is that contractor eligible to compete, and does TJPDC anticipate a formal transition or onboarding period for the selected provider?
- Is there a current provider, and will there be a transition period?
- Is there a current website manager or vendor for the websites listed in Section 1, and approximately how many hours per month (or what annual budget) has TJPDC used for the services described in the Scope of Services?
- Transition and onboarding: What is the anticipated contract start date, and will the current provider assist with transferring credentials, documentation, hosting access, and outstanding work? Are there known issues requiring immediate attention?
- (Scope §1–4) Are the websites currently managed by an outside provider or by TJPDC staff? Will the current provider or staff assist with handover of credentials, documentation and backups, and is a transition period anticipated?
- Transition. Will the current website manager provide administrative credentials and reasonable transition cooperation to the successful offeror?
- Current provider and transition. Is there an incumbent provider or in-house staff person currently performing this role? What is the anticipated start date and transition period? Will the outgoing provider supply credentials (cPanel, DNS, registrar, WordPress, OneDrive, Mailchimp), backups, license records, and documentation, and be available for knowledge transfer? Should transition hours be included in the cost estimate?
- Could TJPDC clarify the anticipated contract start date and whether a transition period precedes full operational responsibility?
- Who is the current provider, and are they eligible to submit a proposal? Will they assist with transferring logins and access?
- Current Contract / Incumbent: Are these services currently being performed by an incumbent contractor or TJPDC staff? If performed by a contractor, please provide the approximate annual contract value, labor hours, and/or level of effort of the current contract, if available.
- Transition Period: Will the incumbent/current website administrator provide transition and knowledge transfer to the selected contractor? If so, what transition period does TJPDC anticipate?
- Starting environment and transition. Are the six named web properties the complete starting portfolio? Please identify hosting arrangements, Elementor/plugin licenses, backups/staging, OneDrive integration method, and known migration or remediation needs, expected contract start date, and incumbent handoff support.
- Current services. Is there a current contract or provider for these services? If so, can TJPDC share the approximate annual expenditure or hours billed over the past 12 months, and will the current provider assist with transition (administrative access, documentation, backups)?

- Who currently manages the websites (in-house staff, an outgoing vendor, or no one), and will there be a formal handover with documentation and credentials?
- Will there be a transition period between the current vendor and new awardee? What documentation will be provided as part of this handoff?
- Is there an incumbent vendor performing this work now, and will they cooperate on transition, documentation, and credential handover?
- Transition and Access Requirements: Could TJPDC clarify the transition process from the current website management arrangement, including the availability of administrative credentials, hosting/cPanel access, domain/DNS access, source files, plugin/theme licenses, documentation, and backups?
- Transition and planned projects: What is the anticipated contract start date, and will the current provider assist with transferring access and documentation? Are any significant redesigns or new websites planned for the first year?
- Is a transition or knowledge-transfer period with the incumbent anticipated, and who holds administrative credentials today?
- Does TJPDC currently use an outside website-management provider, and what transition support, administrative access and documentation will be provided, including any known technical problems or unfinished work?
- Is there an incumbent webmaster / web management vendor for these services? If so, is any transition documentation available, and is that vendor participating in this RFP?

IX. Hosting, domains, third-party costs [Link to Answers](#)

- On hosting and DNS - would you want us to consolidate everything under managed hosting, or administer your existing providers?
- Current environment: What hosting providers and arrangements support the six websites? Are the sites managed through separate WordPress installations or a multisite environment?
- Hosting Changes (Page 2, Section 2): Is TJPDC open to recommendations to consolidate or migrate hosting if it would improve security, performance, or cost? Would such a migration be in scope or treated as a separate project?
- Hosting Environment (Page 2, Section 2): Who are the current hosting providers and domain registrars? Are all seven sites on a single hosting account or spread across several? Are the accounts owned by TJPDC, and will hosting, domain, software license costs, and other third-party services, be paid directly by TJPDC or passed through the contractor?
- Account ownership and pass-through costs. For hosting, domain registrations, the Mailchimp subscription, and premium plugin or theme licenses, will TJPDC continue to hold these accounts directly with the contractor administering them, or is the contractor expected to hold the accounts and pass the cost through? Should those costs be included in the proposed cost estimate or excluded as TJPDC-furnished?
- Hosting and software expenses: Will TJPDC pay hosting, domain renewals, Elementor and other software licenses directly, or should those expenses be included in our proposed pricing?
- What vendor platform(s) are the sites currently hosted on?
- Should hosting costs be included in this contract's cost proposal?
- Who is the current hosting provider? Are hosting, domain, and premium license fees (such as Elementor Pro) paid directly by TJPDC, or should they be included in the contractor's pricing?
- Who currently holds and pays for the hosting accounts and domain registrations, and are those costs part of this contract or billed directly to TJPDC? May a proposer recommend moving one or more sites to a different hosting environment?

- Hosting and third-party expenses: Is the contractor expected to retain the current hosting environment or recommend and implement a new environment? Should hosting, domain renewals, premium plugins, security tools, and other subscription expenses be included in proposed pricing or billed separately?
- (Scope §2) Which hosting provider(s) and plans are currently used, are all six websites on a single hosting account, and is TJPDC the registrant of record for all domains?
- (Scope §3) Are the Elementor Pro and other premium plugin or theme licenses held in TJPDC's name? Is a current plugin and license inventory available?
- (Scope §2, §3, §13) Will TJPDC pay hosting, domain registration, premium plugin licenses and Mailchimp subscription costs directly, or should offerors include these as pass-through costs in their proposals?
- Hosting arrangement. May the successful offeror host the websites on its own infrastructure, with hosting included in its proposed monthly cost?
- Hosting and account ownership. Who is the current hosting provider, and who holds and pays for hosting, domain registrations, SSL certificates, Elementor Pro and other premium licenses, and the Mailchimp subscription? Will these remain in TJPDC's name with the contractor given administrative access? Is migration to a contractor-managed hosting environment acceptable, and if so, should it be priced in this proposal?
- Can TJPDC clarify the current hosting arrangement for each website, including hosting platform, DNS management, and cPanel administration?
- Could TJPDC clarify whether proposed pricing should include hosting, domains, Elementor, plugins, themes, security tools, Mailchimp, and similar third-party subscriptions?
- Will TJPDC retain and pay directly for hosting, domains, and existing licenses, or should these be included in proposed costs? What hosting, backup, staging, monitoring, and OneDrive integration arrangements are currently in place?
- Where are the sites hosted, and are all seven built in WordPress and Elementor? Will the contractor cover hosting and premium plugin licenses (such as Elementor Pro), or will those stay with TJPDC?
- Scope 2, Hosting. The seven sites appear to be hosted on the current provider's server. If the provider changes, should hosting move to accounts in TJPDC's name, and are the domain registrations already held by TJPDC?
- Are website hosting, domain registrations, premium WordPress/Elementor licenses, Mailchimp fees, and other third-party software or service costs paid directly by TJPDC, or should offerors include those expenses within their proposed rates?
- Hosting and systems access: Will TJPDC provide the contractor with administrative access to the existing hosting accounts, domain registrars, and related services for the seven websites, or is the contractor expected to provide hosting? Are there any requirements regarding hosting location or security certifications?
- Should costs for hosting, domain renewals, Elementor or other premium WordPress licenses, plugins, security tools, backup services, accessibility tools, Mailchimp subscriptions, stock imagery, or similar third-party services be included in the proposed hourly rates, priced separately, reimbursed at cost, or paid directly by TJPDC?
- Will TJPDC retain ownership of all domains, hosting accounts, WordPress administrative accounts, software licenses, Mailchimp accounts, and related credentials, with the selected contractor receiving appropriate administrative access?
- Hosting and Software Costs: Will TJPDC continue to pay directly for hosting, domains, Elementor, plugins, security tools, Mailchimp, SSL certificates, and other software/services, or should offerors include these costs in their pricing?
- Please describe the current hosting environment for the seven websites, including whether the websites share a hosting environment or are hosted separately, and whether TJPDC expects the selected contractor to assume or migrate the existing hosting accounts.

- Will TJPDC retain ownership of its domains, hosting accounts, software licenses, and administrative credentials, with the selected contractor receiving the access necessary to manage them?
- Hosting, domains, and licenses. Are the hosting accounts, domain registrations, and paid software licenses (for example Elementor Pro, premium themes or plugins, and Mailchimp) held and paid for by TJPDC, with the contractor administering them, or is the contractor expected to procure and pass through any of these costs? Will administrative access to the current accounts transfer to the selected contractor at award?
- Who pays hosting, domain renewals and third-party licenses/subscriptions, and what hosting platform is currently used?
- Hosting and licenses. How many hosting accounts currently support the six sites, and with which provider(s)? Are hosting, domain registrations, Elementor Pro, premium plugin licenses, and Mailchimp paid directly by TJPDC, or are they expected to be included or passed through by the contractor?
- Where are the seven sites currently hosted? And would TJPDC consider moving them to contractor-managed hosting?
- Hosting, domains, and DNS. Which hosting provider(s) and domain registrar(s) are currently used for the websites? Will TJPDC continue to hold and pay for these accounts directly, or should hosting costs be included in our pricing? Will the current provider supply transition support (credentials, documentation, and backups)?
- Website Hosting and Access: Who is your current hosting provider, and what type of hosting environment do you use (e.g., dedicated server, VPS, or shared hosting)? Does the TJPDC team have direct access to the hosting accounts, or would access need to be coordinated through your current or previous development provider?
- Domain and DNS Management: Does TJPDC own and have administrative access to the DNS settings for each domain associated with the websites in scope?
- Existing Plugin Licenses: Who currently pays for the licenses and renewals of plugins used across the websites, the existing developer or TJPDC?
- Budget for New Plugin Licenses: If the selected developer determines that a premium plugin or other licensed tool is needed, how would the purchase and ongoing renewal costs be evaluated, approved, and budgeted during the engagement?
- Hosting and licensing: Should the selected contractor administer existing hosting, domains, DNS, and software licensing? Should third-party expenses be quoted separately from professional services?
- Will TJPDC keep its current hosting accounts, or should we propose hosting?
- Are the six sites on one hosting account (or a WordPress multisite), and should the contractor take over hosting or keep TJPDC's current host?
- Who is the current hosting provider, and are all sites on one hosting account or spread across several? What plan/tier (shared, managed WordPress, VPS)?
- Will hosting and domain renewal costs remain TJPDC's direct expense, or should the proposal include hosting as a managed service? Is TJPDC open to migrating to a recommended host?
- Where are domains registered and who holds registrar ownership? Is DNS managed at the registrar, the host, or a third party such as Cloudflare?
- Which Elementor edition is in use (Free, Pro, or Elementor Hosting), and who holds the license? Same question for premium themes and paid plugins.
- Are hosting, premium WordPress and Elementor licenses, security tools, and other third-party costs expected to be included in the proposed service fees, or may these costs be itemized and billed separately?
- Websites and hosting. Is the list in Scope Item 1 (tjpd.org, ca-mpo.org, waterstreet.tjpd.org, rideshareinfo.org, pathva.org and rivannariverbasin.org) the complete set of websites in scope? Who hosts them now? Specifically, are they on one hosting account or several, which provider(s) are used, and are the hosting and domain accounts held in TJPDC's name? Will hosting, domain and premium

plugin/Elementor license fees continue to be paid directly by TJPDC, or should the contractor's price include them?

- Are hosting, premium plugins, security services, and other third-party costs paid directly by TJPDC or should proposers budget for them?
- Are the hosting, domain registrar, and DNS accounts held in TJPDC's name? Will the contractor manage the existing host, or may the contractor recommend a hosting change if it improves security and performance?
- Are hosting, domain, plugin license, and SSL costs paid directly by TJPDC, or should the vendor carry them as reimbursable pass-through expenses?
- Who hosts the six sites today, and will the vendor take over hosting and DNS or manage the Commission's existing environment?
- Are the hosting, domain and Mailchimp accounts in TJPDC's name today, or held by the current provider?
- Hosting and Third-Party Costs: Could TJPDC clarify whether the selected contractor is expected to cover hosting, domain registration/renewal, premium WordPress/Elementor plugins, third-party software, Mailchimp, security tools, or other external service costs, or whether these costs will remain TJPDC's responsibility?
- Will hosting, domain, Elementor, plugin and other recurring third-party charges be paid directly by TJPDC, or must any be included in the proposed hourly pricing? Which existing services and licenses would the selected provider inherit?
- Can TJPDC provide a list of current premium WordPress plugins, themes, Elementor licenses, and other paid website-related subscriptions, including associated annual costs? Does TJPDC pay these expenses directly, or are they included in the incumbent provider's fees?
- Can TJPDC provide the current annual hosting and domain-related expenditures for the seven websites and clarify whether TJPDC pays these costs directly or includes them in the incumbent provider's fees?
- Hosting and licenses: Who currently provides hosting, and will TJPDC continue paying hosting, domain registrations, Elementor, plugin licenses, and Mailchimp fees directly? Is any hosting migration anticipated?
- Hosting, domains, Elementor Pro, and plugin licenses: are these accounts held and paid by TJPDC or by the contractor today? Should those costs be treated as pass-through or built into the hourly estimate?
- Who is the current hosting provider, and does TJPDC intend to keep it?
- Who is the current hosting provider, and does TJPDC hold the hosting, domain registrar, Elementor Pro and Avada licenses, or are any held by the current vendor?
- Hosting and third-party costs: Should respondents assume that existing hosting providers and accounts will remain in place? Should hosting, domain registrations, paid plugins, and other third-party costs be included in our pricing or remain directly billed to TJPDC?

X. Technical environment, security, backups, analytics, reporting [Link to Answers](#)

- Are all seven currently on WordPress/Elementor, or are some on other platforms that would need migrating into the portfolio?
- Current website and document-archive challenges: What recurring issues have TJPDC staff or members of the public experienced with the websites, content publishing, or OneDrive meeting-document archives? Examples may include technical problems, delays in submitting or approving content, broken links, access difficulties, or challenges finding agendas, minutes, and supporting materials. Please identify the issues with the greatest operational or public impact, any previous efforts to address them, and the improvements TJPDC would prioritize during the contractor's first 90 days.

- Current Technical State (Page 2, Section 3): Are all sites on supported versions of WordPress and PHP? Are any sites set up as a WordPress multisite? Does TJPDC hold active Elementor Pro and premium plugin licenses, and are there known outstanding issues, broken functionality, or deferred updates?
- Security History and Backups (Pages 2–3, Section 4): Have any of the sites experienced a security breach or malware incident in recent years? What security tools, firewalls, and backup solutions are currently in place, and is there an expectation for backup frequency or retention?
- Are all of the sites currently up to date with secure versions of WordPress and PHP? How many plugins are currently activated on each site?
- Does TJPDC have any existing tools for security monitoring? If so, please describe them, e.g., hosting package, third-party service, and/or plugins.
- Can TJPDC share each site's current hosting provider, WordPress and Elementor versions (including whether Elementor Pro is licensed), and the date and results of the most recent accessibility and security reviews? Will administrative credentials and documentation be provided to the selected contractor at transition?
- Existing website condition: Can TJPDC provide an inventory of each website's approximate page count, themes, plugins, custom functionality, integrations, and known technical issues? Are all six listed properties built on WordPress and Elementor?
- Themes. Is TJPDC committed to retaining the current WordPress themes or would TJPDC be open to the contractor recommending a transition to a different theme where it would improve security, maintainability, or consistency across the portfolio, whether during routine maintenance or as part of a redesign?
- Technical inventory and known issues. Beyond WordPress and Elementor, can TJPDC identify for each of the six sites the themes, child themes, premium plugins, custom code, approximate page counts, and software versions? Are there known security, performance, compatibility, or functionality issues, or a backlog of requested improvements, that would need attention at the start of the contract?
- Backups and security. What requirements apply for backup frequency and retention, off-site storage, backup ownership, and recovery time after an outage or compromise? What security and backup services are currently in place? Should malware remediation be billed at contract hourly rates?
- Is information available regarding the WordPress and Elementor environments, including versions, themes, plugins, integrations, and paid licenses?
- Could TJPDC clarify whether known technical issues, security concerns, or significant platform limitations currently affect the website portfolio?
- Is information available regarding current security assessments, known findings, required controls, or unresolved security issues affecting the websites?
- Could TJPDC clarify whether any security-monitoring, malware-protection, or other security tools are mandatory for the selected contractor?
- Before the Oct 9 question deadline: are the sites hosted together, and is the Elementor build shared across them or per site?
- Are Google Analytics and Search Console set up on each site, and does TJPDC own those accounts?
- Scope 3 and 10, Elementor. When a site is redesigned or rebranded, is TJPDC open to rebuilding it on the WordPress block editor rather than Elementor, or should Elementor remain the standard across the portfolio?
- Can TJPDC provide additional information about the current technical environment, including current hosting provider(s), number of hosting or cPanel environments, significant WordPress themes/plugins, Elementor configuration, custom code, APIs, integrations, or other specialized functionality that should be considered when estimating the effort?
- Current Technical Environment: Please identify the current hosting provider(s), hosting plans, WordPress versions, Elementor licensing, themes, major plugins, security products, backup solutions, analytics platforms, and other significant third-party services currently used.

- Technical Debt / Current Issues: Are there any known technical, security, performance, compatibility, accessibility, plugin, hosting, or maintenance issues with the existing websites that the selected contractor will be expected to address immediately after award?
- Security Monitoring Expectations: Does “monitoring websites for security issues, malicious activity, and potential breaches” require automated 24x7 monitoring, or does TJPDC expect periodic monitoring during normal business hours?
- Can TJPDC identify the significant WordPress/Elementor plugins, integrations, security tools, backup services, or other licensed services currently used across the website portfolio, including any associated recurring costs?
- Please confirm the current number of websites covered by the contract and the primary technology stack/hosting environment we should price for, including WordPress/Elementor, hosting, DNS/cPanel, Mailchimp and document/archive integrations.
- Are all seven sites built on WordPress with Elementor, or do any use a different CMS, theme builder or static setup (e.g., Waterstreet.tjpd.org as a subdomain)?
- Are the sites run as separate WordPress installs, a WordPress Multisite network, or a mix? Is consolidation into Multisite something TJPDC would consider?
- Is a CDN, web application firewall or SSL certificate management currently in place?
- What backup system exists today (frequency, retention, off-site storage), and has a full restore ever been tested?
- Are there staging environments for any of the sites, or are changes currently made directly on production?
- Are there any email services (MX records, SMTP relays, form email delivery) tied to these domains that the vendor would need to administer or avoid disrupting?
- Can TJPDC share a current list of active plugins per site, or grant read-only access before award, so we can flag outdated, abandoned or conflicting plugins?
- Are there any custom-coded plugins, child-theme customizations or bespoke integrations whose source code we should expect to inherit?
- Approximately how many WordPress user accounts exist across the sites, and how many TJPDC staff actively edit content themselves?
- Are there current known issues, broken features or update-related problems that would need to be addressed at onboarding?
- Has any of the sites experienced a security incident, malware infection or defacement in the past 24 months? If so, how was it resolved?
- Is there an existing security plugin, uptime monitor or malware scanning service in place, and is TJPDC open to the vendor's recommended tooling?
- Which event calendar tool is currently in use, and are events shared across multiple sites or maintained separately per site?
- Are there current performance concerns (slow page loads, poor mobile experience, Core Web Vitals warnings)?
- What is the hosting environment and which security/backup tools do you currently utilize?
- Are all websites currently built in WordPress/Elementor? Do they include/require any custom code/plugin development?
- What is the current state of the six sites: last redesign dates, known technical debt, outdated plugins, or pending issues the incoming vendor would inherit?
- Development & Technical Support Activity: Could TJPDC provide the following information about technical support demand during the past 12 months? • How frequently external web developers or technical support providers have been engaged • The largest website enhancements, integrations, or technical projects completed during that period • The approximate frequency of hosting, DNS, WordPress, plugin, security, or functionality-related issues requiring investigation or remediation

- Website Technical Environment: Could TJPDC provide the current technical inventory for each of the six websites, including WordPress version, Elementor version, active themes/plugins, major integrations, hosting provider, hosting plan, storage usage, and any known technical issues?
- Security, Backup and Monitoring: Could TJPDC clarify the required backup frequency, backup retention period, security monitoring expectations, malware response requirements, and incident-response responsibilities?
- Please provide an inventory of the current WordPress installations, hosting environments, domains, custom themes or code, material integrations, and paid theme/plugin/Elementor licenses, and confirm which accounts and licenses will transfer to the selected contractor.

XI. Service levels, turnaround [Link to Answers](#)

- Service expectations: Does the approximately 24-hour turnaround for routine content requests refer to business hours or elapsed hours? What evening, weekend, or holiday support is expected for urgent issues?
- Service Availability and Response Expectations (Pages 3 and 5, Sections 5 and 12): Beyond the approximately 24-hour turnaround specified for routine content requests, does TJPDC have defined response-time expectations for critical website outages or security incidents? Is after-hours or weekend availability required?
- Response expectations: Does the approximately 24-hour turnaround for routine content requests mean business hours or calendar hours? What response time and after-hours availability do you expect for urgent website problems?
- Does TJPDC expect routine requests to be addressed on weekends (RE: “turnaround of approximately 24 hours”)? Or, can we anticipate working within standard business days/hours?
- Beyond the approximately 24-hour turnaround for routine content requests, what response time does TJPDC expect for a significant issue affecting site operation, and is after-hours or weekend response expected?
- Content turnaround: Does the approximately 24-hour turnaround for routine content requests mean business hours or calendar hours? Does it apply to completed publication or initial response, and are evenings, weekends, or holidays included
- Emergency support: What response and resolution expectations apply to outages, security incidents, and other significant issues? Is 24/7 on-call availability required?
- (Scope §5) Should the approximately 24-hour turnaround for routine content requests be measured in business hours (for example, a request received Friday afternoon completed Monday)?
- (Scope §12) What response time does TJPDC expect for a site outage or security incident, and is coverage expected outside business hours, on weekends and on holidays?
- Response expectations. Section 5 cites roughly 24-hour turnaround for routine content, and Section 12 calls for prompt response to significant issues. Does TJPDC have defined expectations for response time on site-down emergencies, or for after-hours, weekend, and holiday coverage?
- Could TJPDC clarify the required support hours, incident priorities, response targets, and restoration targets for significant website issues?
- Could TJPDC confirm whether support requirements include evenings, weekends, or holidays?
- Does the 24-hour content turnaround include weekends and holidays? For significant incidents, what coverage hours and response or restoration targets are expected?
- What service hours and response expectations apply to significant website incidents? Is after-hours, weekend, or holiday coverage required, and does the approximately 24-hour routine publishing expectation apply outside business days?
- What are the after-hours or weekend response expectations if a site goes down?

- Does TJPDC require designated contractor personnel to be available during specific business hours or specific days of the week? Please clarify the expected support window, including whether evening, weekend, holiday, or after-hours availability is required.
- For significant website outages, security incidents, or other critical issues, does TJPDC have defined response-time or resolution-time expectations beyond the approximately 24-hour turnaround stated for routine content requests?
- Emergency Support / SLA: What response and resolution times does TJPDC expect for critical website outages, security incidents, or other significant problems? Is after-hours, weekend, or holiday support required?
- Hours of Coverage: What are TJPDC's expected standard support hours, and are there specific hours during which the contractor must be available?
- For the approximately 24-hour turnaround identified for routine content requests, is this expectation based on business days/business hours, and does TJPDC have a separate response-time expectation for urgent website outages or security incidents?
- Service coverage. Does the approximately 24-hour turnaround for routine requests mean elapsed hours or business hours? What weekend/holiday coverage, significant-incident response times, and on-site attendance are expected?
- Responsiveness expectations. Item 12 asks for sufficient availability to respond promptly to significant issues. Does TJPDC expect coverage outside normal business hours, and is there an expected response time for an outage or security incident? Are there recurring peaks, such as Commission or MPO meeting cycles, that drive the roughly 24-hour content turnaround in item 5?
- Does the approximately 24-hour turnaround for routine requests mean business or calendar hours? What response times and after-hours coverage are expected for emergencies?
- Responsiveness. For significant website issues (Scope Section 12), does TJPDC expect after-hours or weekend response, and is there a target response time?
- Is the approximately 24-hour routine-content turnaround measured in elapsed or business hours, including weekends and holidays? What response and resolution expectations apply to urgent incidents and after-hours coverage?
- Response expectations: The RFP mentions approximately 24-hour turnaround for routine content updates and prompt attention to significant website issues. Are urgent issues expected to be handled outside normal business hours, including evenings and weekends, or primarily during regular business hours?
- Routine service turnaround: Does the approximately 24-hour turnaround for straightforward requests mean business hours or elapsed hours? Does that period begin when approved content is received?
- Emergency response: What coverage and response times are expected for outages, security incidents, or urgent public notices outside regular business hours?
- Beyond the routine content-update turnaround, what after-hours coverage and response times are expected for security incidents or site outages?
- What is TJPDC's expected maintenance cadence for core, theme and plugin updates (weekly, monthly), and are there blackout periods such as public meetings or comment deadlines?
- Is the 24-hour turnaround expected on business days only, or also weekends and holidays? How should requests be submitted (email, ticketing system, shared form)?
- Are any public notices subject to legal posting deadlines (e.g., FOIA or public meeting notice requirements) that require guaranteed posting windows?
- What response and resolution time does TJPDC expect for critical outages versus routine requests?
- What service hours and time zone, incident-response expectations and onsite attendance are required?
- What are your expectations for after-hours/emergency responses? Do you have an SLA for outages/security issues?
- Can you provide examples of what constitutes an emergency request or after-hours support?

- Does "24-hour turnaround" mean one calendar day or one business day?
- The 24-hour content publishing requirement: is that business hours or calendar hours, and is there an on-call expectation for urgent postings such as meeting notices?
- Definition of Routine Content Requests & 24-Hour Turnaround Expectations: Does TJPDC have existing service levels for operational issues, security incidents, functionality issues, and routine requests? If not, should vendors propose an incident-prioritization framework with corresponding response and resolution targets?
- Definition of Routine Content Requests & 24-Hour Turnaround Expectations: Could TJPDC confirm whether the approximately 24-hour turnaround for routine content requests is measured in business hours and explain how requests submitted after business hours, on weekends, or on holidays are handled?
- Does the 24-hour turnaround for routine requests mean business days? What response do you expect for an outage outside business hours?
- Service Response and Support Requirements: Could TJPDC provide the required response and resolution expectations for critical, high-priority, and routine website issues, including the expected support hours and whether after-hours or weekend support is required?
- For a significant website outage or suspected security incident, what support hours and target response or restoration times should bidders price? Is coverage outside ordinary business hours required?
- Response expectations: Does the approximately 24-hour turnaround for routine requests refer to business days? What evening, weekend, or holiday coverage is expected for urgent issues?
- Does the approximately 24-hour turnaround expectation apply only during business days and normal business hours, and what coverage and target response times are expected for outages or significant security incidents outside those hours?
- For the approximately 24-hour turnaround on routine content requests and prompt response to significant website issues, what business hours, weekend/holiday coverage and after-hours response times are expected?
- Does the approximately 24-hour turnaround for routine content requests apply during business hours, and what response is expected for emergencies or after-hours requests?

XII. Accessibility, SEO, OneDrive, document archives [Link to Answers](#)

- Website accessibility: The RFP refers to accessibility requirements under HB 2541. What accessibility requirements should the contractor follow when maintaining the current websites or making updates? How will TJPDC determine whether those requirements have been met, and does it expect any testing, review, or reporting?
- Does the HB 2541 accessibility requirement include bringing existing pages and PDF archives into conformance, or only new and updated content?
- Which accessibility standard and version does TJPDC require under HB 2541 (for example WCAG 2.1 AA or 2.2 AA), and is remediation of existing site content, including archived documents, expected under this contract?
- Accessibility: What accessibility standards and deliverables does TJPDC expect for websites, email templates, and published documents? Does the scope include auditing and remediating existing content and archived PDFs, or primarily maintaining accessibility for new work?
- (Scope §9; Attachment B, Appendix E) Does TJPDC expect the contractor to maintain the websites and posted documents to a specific accessibility standard, such as WCAG 2.1 Level AA? If so, should accessibility auditing and remediation be included in the proposed pricing?
- Accessibility. What accessibility standard should the contractor maintain, for example WCAG 2.1 AA consistent with ADA Title II requirements? Does this extend to remediating existing pages and the

archive of posted PDFs, and if so, should that remediation be scoped and priced separately from ongoing support?

- Is information available regarding the current accessibility status, audit results, conformance reports, or remediation backlog for the websites?
- Could TJPDC clarify whether remediation of existing accessibility issues is included within the contract scope?
- Meeting materials and archives: What is the typical volume of meeting materials published each month, and how is Microsoft OneDrive currently integrated with the websites? Does the scope include making supplied PDFs or other documents accessible?
- How is the OneDrive document archive currently integrated with the websites (for example embed, link, plugin or manual copy), and approximately how many documents are added each month?
- Document archives: How are OneDrive materials currently integrated with the websites? Is the contractor expected to maintain the existing structure or also reorganize, migrate, or remediate historical documents? Approximately how large is the archive?
- (Scope §6) How are the OneDrive materials currently connected to the websites (for example, shared links, embedded folders or a plugin)? What is the approximate monthly volume of agendas, minutes and supporting documents posted?
- Integrations and document archive. How is the OneDrive archive currently organized and connected to the websites? What other third-party integrations exist across the sites, such as event calendars, GIS or mapping, ArcGIS StoryMaps, forms, public comment tools, or analytics, and which of these would the contractor administer?
- Can TJPDC clarify the current method used to integrate Microsoft OneDrive document repositories with the websites?
- Is information available regarding the size, update frequency, and website coverage of the OneDrive-based document archives?
- For the accessibility requirement referencing HB 2541, what standard and acceptance testing will apply? Does the scope include remediation of existing PDFs and documents in the OneDrive meeting archives?
- What accessibility standard and acceptance criteria should offerors use to satisfy the HB 2541 requirement? Are existing accessibility assessments or remediation findings available?
- Do the existing sites currently meet accessibility standards under HB 2541? If not, is remediation included under the hourly rate or handled as a separate project?
- For agendas, minutes, and other staff-supplied documents, is the contractor expected to remediate PDFs for accessibility, or will they be provided in an accessible format?
- Scope 6, Document archive. Meeting materials on ca-mpo.org link to OneDrive. Is that the pattern across the other sites, and would TJPDC consider publishing the public archive directly in the sites?
- The RFP requires website accessibility as defined by HB 2541. Does TJPDC require conformance to a specific WCAG version or level, or a particular accessibility testing, reporting, or remediation methodology?
- Accessibility Requirements: The RFP requires website accessibility as defined by HB 2541. Does TJPDC expect the contractor to perform an initial accessibility audit of all existing websites and remediate existing accessibility deficiencies, or primarily ensure that new and modified content complies going forward?
- Accessibility Testing: Does TJPDC require specific accessibility testing tools, manual testing, assistive-technology testing, accessibility reports, or periodic compliance audits?
- Accessibility and archive responsibilities. What website and document accessibility standards and testing/reporting deliverables apply? Is remediation of existing PDFs and archived meeting materials included, and what is the approximate archive volume?

- Accessibility baseline. Item 9 requires accessibility as defined by HB 2541. Has TJPDC assessed the seven sites against that standard, and does the scope include remediating existing content and documents, or primarily ensuring new work meets the standard?
- Document archive. How is the OneDrive document archive currently integrated with the websites (e.g., a WordPress plugin), and will the contractor be given access to the relevant OneDrive/Microsoft 365 folders?
- Meeting documents and accessibility. Which system currently feeds the agendas, minutes, and meeting packets published online (e.g., SharePoint or a WordPress plugin)? Does TJPDC expect accessibility remediation of existing PDFs and archived content, or that new content meet WCAG 2.1 AA going forward?
- OneDrive integration: What tools and workflows currently connect the sites to Microsoft OneDrive meeting-material archives? Is maintenance expected, or restructuring and enhancement?
- Accessibility: Which WCAG conformance standard should bidders use for future work? Should existing PDFs and legacy materials be included in ongoing remediation or separately scoped?
- How is the OneDrive document archive currently integrated with the websites: direct links, embedded folders, a plugin, or manually uploaded copies?
- Is TJPDC open to a structured meeting/document management solution on the website (e.g., searchable, filterable archive by committee, date and document type)?
- Roughly how many committees, boards and projects publish meeting materials, and how far back does the public archive need to go?
- Has TJPDC conducted an accessibility audit of any of the sites? If so, can the results be shared?
- What WCAG version and level does TJPDC consider compliant under HB 2541 (e.g., WCAG 2.1 AA or 2.2 AA)?
- Is remediation of the existing PDF archive (agendas, minutes, reports) in scope, or only new documents going forward? Roughly how many legacy PDFs exist?
- Does TJPDC require an accessibility statement, a feedback/request mechanism, or periodic compliance reports as part of the service?
- Are there language-access or Title VI requirements, such as translated content or a translation tool, for any of the sites?
- Do large planning documents also need to be published as accessible web pages or accessible PDFs?
- Has TJPDC adopted a target accessibility standard (for example WCAG 2.1 Level AA under the ADA Title II rule and Virginia's ITAA as amended by HB 2541)? Is remediation of existing PDF meeting materials in scope, or only new content going forward?
- How are OneDrive documents currently connected to the sites (direct links, embeds, or a plugin), and is TJPDC open to recommendations on archive structure?
- Are there WCAG/ADA accessibility compliance requirements for the sites, and has an accessibility audit been performed?
- Meeting Materials & Document Archive Management: To clarify the scope of ongoing meeting and document management, could TJPDC provide the following information?
 - The number of committees, boards, commissions, or recurring groups supported across the website portfolio
 - The average number of meeting agendas posted each month
 - The average number of meeting minutes posted each month
 - Whether meeting materials are currently uploaded manually or if any automation/integration processes are in place
- Should accessibility work toward WCAG 2.1 AA, the standard in the federal web accessibility rule, be priced within the hourly rate?
- OneDrive Document Archive Integration: Could TJPDC provide details regarding the current OneDrive-to-website integration, including the existing integration method and whether the selected contractor will be responsible for modifying or rebuilding this integration?

- What accessibility standard and conformance level will govern the work? Does the base scope include remediation of existing PDFs and the historical OneDrive document archive, as well as new website content?
- Does TJPDC currently maintain accessibility audit reports, WCAG/Section 508 conformance assessments, or website translation tools? If available, will these be provided to the selected contractor? Additionally, is remediation of existing accessibility deficiencies, including historical PDF documents, expected to be included in routine website management, or will remediation efforts be separately scoped and compensated? Can TJPDC provide an approximate number of existing PDF documents that require accessibility review or remediation?
- Accessibility: What accessibility standard and remediation scope should the proposal address? Does this include existing PDFs, meeting materials, and documents stored in OneDrive, or primarily website templates and content?
- OneDrive integration: which plugin or method currently links OneDrive/SharePoint documents to the websites?
- HB 2541: does TJPDC have a target conformance level and date (for example, WCAG 2.1 AA or 2.2 AA)? Is an initial accessibility audit of the seven sites and the document archive within the scope of this contract, or should it be priced as an optional item?
- Approximate size of the document archive (number of PDFs), and is PDF remediation anticipated under this contract?
- What specific accessibility standard and conformance level should offerors use to demonstrate compliance with Virginia HB 2541, and will acceptance require automated testing, manual testing, a formal audit, or delivery of an accessibility conformance report?
- Analytics and Reporting (General): Does TJPDC expect regular reporting on site performance, analytics, uptime, or work completed? If so, at what frequency?
- SEO and reporting: Does the scope require ongoing SEO strategy, keyword research, analytics reporting, and performance recommendations, or primarily SEO best practices during website updates? What reporting frequency is expected?
- SEO and reporting. Does the SEO scope cover technical and on-page practices during regular work, or ongoing keyword research and content strategy? Are analytics reports expected, and how often?
- Is regular reporting expected (hours, maintenance logs, analytics), and if so, how often?
- SEO Expectations: Does SEO mean applying standard on-page SEO practices when content is created/updated, or does TJPDC expect an active SEO program involving keyword research, technical SEO audits, analytics, search-performance reporting, and optimization?
- Analytics and Reporting: Does TJPDC expect monthly or quarterly reporting on website traffic, uptime, security, accessibility, SEO, support requests, completed work, or other KPIs?
- Should the vendor provide a periodic maintenance and security report to TJPDC? If so, at what frequency and in what format?
- Which analytics tools are installed (Google Analytics 4, Search Console, others), and who has ownership access?
- Does TJPDC have SEO or traffic goals for any site, or should SEO be treated as best-practice maintenance only?
- Should the vendor provide periodic analytics reports, and if so, what metrics matter most to staff and the Commission?
- What website analytics tools do you use?

XIII. Mailchimp, graphic design [Link to Answers](#)

- Communications and design: How frequently is support needed for Mailchimp campaigns, report formatting, infographics, and printed materials? Will staff supply final content and source data?

- Mailchimp Scope (Page 5, Section 13): Roughly how many campaigns or newsletters are sent per month, and how many audiences or lists are maintained? Does TJPDC staff currently write and send campaigns, with the contractor providing template and technical support only?
- Graphic design and email volume: What is the anticipated frequency and scale of Mailchimp campaigns, reports, infographics, and printed materials? Can TJPDC provide representative examples, including typical report lengths?
- Mailchimp and graphic design volume. About how many Mailchimp campaigns are sent each month? What types and quantities of reports, infographics, and print materials are expected each year? Can TJPDC share representative examples, and is copyediting, data visualization, or print-vendor coordination expected?
- How often are Mailchimp campaigns sent, and is the contractor expected to build each campaign or mainly provide template and technical support?
- Mailchimp Volume: Approximately how many Mailchimp campaigns are distributed per month/year, how many subscriber lists/audiences are maintained, and approximately how many subscribers are currently managed?
- Email Campaign Responsibility: Will TJPDC staff provide final approved email content, with the contractor responsible primarily for formatting and technical support, or will the contractor also be expected to write/edit communications and manage campaign execution?
- Graphic Design Volume: Approximately how many reports, infographics, large planning documents, print materials, or other graphic-design assignments does TJPDC anticipate annually?
- Complexity of Graphic Design: For reports and planning documents, is the contractor expected primarily to format TJPDC-provided content/templates, or to provide original graphic design, data visualization, layout, and production services?
- Which existing or planned integrations are included, and does Mailchimp support involve custom API development?
- Design work. What software are reports and planning documents currently produced in (e.g., Word, InDesign, Canva)? (Scope Section 14)
- Digital communications and graphic design. For the Mailchimp and graphic design/report formatting work described in the RFP, what is the approximate frequency or annual volume, and should these services be priced separately from website services?
- Graphic Design, Reports, and Infographics: Could you provide an approximate estimate of the current volume of work in these areas, for example, the number of hours typically needed per month or year? This would help us better understand the expected workload and resource requirements.
- Mailchimp and graphic design: What typical monthly or annual workload should bidders anticipate for email campaigns, graphics, infographics, and report formatting?
- How many Mailchimp audiences and campaigns are sent per month, and does TJPDC need new branded templates or refinement of existing ones?
- Are website signup forms connected to Mailchimp today, and should audiences be segmented by program or site?
- What is the expected annual volume of graphic design work (reports, infographics, stylesheets, print pieces)? Which tools are reports currently produced in (Word, InDesign, Canva)?
- For the email marketing and graphic design components: approximately how many email campaigns are sent per month, and does TJPDC staff provide the campaign content and copy for the vendor to format, or is content development expected of the vendor?
- Graphic Design, Reports & Communications Support: Could TJPDC provide the following information about anticipated communications and design support needs? • Approximate number of infographic requests annually • Approximate number of reports or planning documents requiring formatting support annually
- Mailchimp & Email Communications Support: Could TJPDC provide the following information about anticipated email communications support? • Average number of Mailchimp campaigns distributed

per month • Whether support is primarily focused on template management and technical assistance or includes campaign creation and execution • Whether newsletters and campaigns typically require graphic design support

- Mailchimp Support: Could TJPDC provide an approximate volume of Mailchimp campaigns, templates, or other email communications expected to be supported per month, and clarify whether the contractor will only provide technical/formatting support or also be responsible for campaign creation and deployment?
- Graphic Design and Communications Support: Could TJPDC provide an estimated monthly or annual volume of reports, infographics, planning documents, and printed communications requiring contractor support?
- Mailchimp: approximate audience size and campaigns per month.

XIV. Working arrangements: requests, approvals, remote work, hours, and calls [Link to Answers](#)

- Communication and On-Site Presence (General): Is the work expected to be performed fully remotely, or will on-site meetings at TJPDC's Charlottesville office be required? Who will serve as the primary point of contact, and will requests come through a single staff member or multiple program staff?
- Is fully remote service acceptable?
- Content responsibilities and approvals: Will TJPDC supply final copy, images, and documents, or should the contractor anticipate original copywriting and content development? How many staff members will submit requests, and will there be a designated contact for prioritization and approval?
- (Scope §5, §8) How does TJPDC prefer to submit requests (email, ticketing system or other), and will there be a single designated staff contact? Are any on-site meetings expected, or may services be provided remotely?
- Request management. How many staff or program teams will submit requests? Will TJPDC designate a primary contact to prioritize work and approve estimates, designs, and publication? Which changes may the contractor make independently?
- Can routine updates and operational support be delivered remotely, with agreed availability for urgent website incidents and the approximately 24-hour routine-content turnaround described in the scope?
- If another person handles this procurement, please direct us to the appropriate contact.
- Also, are you available for a call to discuss your needs?
- Are any onsite meetings, in-person activities, or physical presence in Charlottesville expected during the contract term, or may the services be performed fully remotely?
- May the work, including staff meetings, be performed remotely from outside Virginia? Also, the RFP footer reads "Page 8 of 14," but the posted PDF has 8 pages. Are pages 9 to 14 Attachments A to C, or another document offerors must complete?
- On-Site Requirement: May all services be performed remotely, or does TJPDC anticipate any on-site meetings or support in Charlottesville? If on-site support is anticipated, approximately how frequently?
- Whether any on-site presence in Charlottesville is mandatory, or whether the services may be delivered primarily remotely.
- Would you be open to a short call?
- Is a Virginia office, local presence, or on-site availability required, or may the services be performed remotely provided the contractor meets TJPDC's response-time expectations?
- Would you have 15 minutes for a short call before the deadline?
- Request Coordination and Communication: Does the developer currently work with a single TJPDC team or designated point of contact who consolidates requests, or do individual teams submit requests directly? How do you envision this process working under the new engagement?

- Onsite Meetings: Do you anticipate requiring periodic onsite meetings, or can meetings and collaboration generally take place remotely?
- Can all services and meetings be delivered remotely, or are on-site visits required?
- Is a fully remote provider acceptable if we meet the 24-hour turnaround?
- For the approximately 24-hour turnaround on routine content and prompt incident response, are there defined Eastern Time coverage hours or onsite duties we should price and staff for?
- Is any on-site presence expected, or is remote support with Eastern business-hours response acceptable?
- For design approvals, who is the decision-maker, and how many review rounds are typical before publishing a new section or page design?
- Remote service. Can the work be performed fully remotely? Are any on-site visits or in-person meetings in Charlottesville expected, and if so, roughly how often?
- What does a successful partnership look like to you? How will you evaluate the vendor's performance?
- Will copy be pre-approved or should the vendor account for iterations of draft web pages?
- What is the approval process for pushing pages live?
- Is remote service acceptable, with in-person meetings in Charlottesville as needed? Is there an expected frequency of on-site meetings?
- Is the work expected to be performed remotely, and are any recurring on-site meetings or response obligations in Charlottesville mandatory?
- Is fully remote delivery acceptable, and are any onsite meetings or services required? Does the approximately 24-hour turnaround for routine content requests include weekends and holidays?
- And how do you prefer to talk: Zoom, Teams, Meet or phone?
- Is any on-site presence in Charlottesville expected for kickoff or periodic meetings?
- May kickoff, training and ongoing meetings be conducted virtually, or is in-person work required? If in-person work is expected, please specify its frequency and locations.