



1900 Grand Chute BLVD, Grand Chute WI, 54913

## REQUEST FOR INFORMATION

This document is a Request for Information (“RFI”) for the Town of Grand Chute Hosted Website. The Town of Grand Chute is in the process of updating the public-facing websites with a content management system (CMS). The Town is requesting input from the vendor community via this RFI to help formulate the most effective approach for the project, including refining methodology, technical requirements, and shaping the procurement strategy.

To participate in this RFI, please submit an electronic copy of your response by email to [IT-Director@grandchutewi.gov](mailto:IT-Director@grandchutewi.gov) no later than **3:00 p.m. on Thursday April 16<sup>th</sup>, 2026**. (“**Submission Deadline**”). Vendors will receive a confirmation email notifying them of receipt. If vendors do not receive such email, please follow up by contacting the Town at [IT-Director@grandchutewi.gov](mailto:IT-Director@grandchutewi.gov). Respondents are solely responsible for all expenses associated with responding to this RFI.

### I. INFORMATION REQUEST

#### A. Project Background and Overview

##### Current Website:

The Town of Grand Chute currently has a hosted website, with some components of the town’s GIS and personnel services as resource links back to the Town for internal services.

#### B. Project Goals

The Town of Grand Chute is looking for an agency with demonstrated experience in web design, development, and implementation of content management systems (CMS) to deliver a new digital experience for members of the public, town personnel and other audiences and stakeholders. Our goal is to create a web presence that reflects best practices in design, user experience, usability, accessibility, and Search Engine Optimization (SEO) on a new CMS platform that improves content collaboration and rapid content production with well-developed workflows and tracks robust analytics.

**Implement a Seamless Web Experience:** Translate the completed designs into fully functional, accessible, and user-friendly websites that enhances the public’s access to legal resources and services.

**Ensure Compliance and Security:** Build secure, compliant websites in accordance with ADA, privacy, and state regulations.

**Optimize for Performance and Scalability:** Develop our two websites to be high-performing, responsive, and scalable to accommodate future growth or feature additions.

**Facilitate Efficient Content Management:** Ensure that the websites’ back-end allows easy updates and content management by the State Bar’s staff.

#### C. Project Objectives

**Flawless Design Implementation:** Accurately translate the existing UI/UX designs into functional, interactive websites that adhere to the approved visual and technical specifications.

**Cross-Platform Compatibility:** Ensure that the websites are fully responsive and perform consistently across all platforms (desktop, mobile, tablet).

**CMS Integration:** Implement a robust content management system (CMS) that allows non-technical staff to manage and update site content without technical assistance.

**ADA and Regulatory Compliance:** Verify that the websites meet minimum ADA accessibility standards (WCAG 2.1) and other relevant regulations.

**Security and Performance Testing:** Conduct thorough testing, including performance, security, and usability tests, to ensure the websites function smoothly and securely before launch.

#### **D. Key Deliverables**

Developing a website reflecting the town's departments and the department needs.

Implementing a new CMS to create, update, optimize, and deliver content to the right audiences at the right time that facilitates impactful digital experiences.

Ongoing support post launch for the duration of the contract.

##### **Fully Developed Website:**

A public facing website built according to the approved designs, ensuring that all pages, functionalities, and interactive elements are fully implemented.

##### **Responsive Design Implementation:**

Webpages and content that are fully responsive, ensuring seamless functionality across all devices (desktop, tablet and mobile) with a consistent user experience.

##### **Content Management System (CMS):**

A robust, user-friendly CMS that allows non-technical staff to easily update and manage content, including the ability to add, edit, and remove pages and content.

##### **ADA and Regulatory Compliance:**

Websites that meet at a minimum WCAG 2.1 accessibility standards, ensuring compliance with ADA and other relevant regulations.

**ADA Compliance and Accessibility Report:** Documentation of accessibility testing results and steps taken to ensure compliance.

##### **Security Features:**

Implementation of all necessary security measures such as SSL certificates, data encryption, and user authentication.

**Security Features Documentation:** A document outlining the security protocols and best practices for maintaining security post-launch.

##### **Testing and QA Reports:**

Detailed reports from performance, usability, security, and cross-platform testing, ensuring the websites reliability and adherence to requirements.

**Testing and QA Reports:** Comprehensive documentation of all testing activities and results, including any fixes made.

##### **Design Implementation Documentation:**

Documentation mapping the approved designs to the developed websites, detailing how the designs were implemented and any changes made during development.

##### **Maintenance and Support Plan:**

A post-launch support and maintenance plan, including ongoing updates, security patches, and performance monitoring.

**Maintenance and Support Documentation:** An outline of the support strategy and a schedule for updates, along with contact details for support.

##### **Deployment and Hosting Documentation:**

Detailed documentation of the deployment process, including hosting configuration and cloud services used, as well as guidance on scaling the websites.

##### **Training Materials:**

Training resources for internal staff, such as guides, video tutorials, or live session materials, to ensure efficient website management post-launch.

##### **Specific Department Needs:**

1. All:
  - a. User friendly "back-end" with easy search and find for quicker user satisfaction.
  - b. Updated and modern look.
  - c. Inclusive payments (3<sup>rd</sup> party integration with Town)
  - d. Potential staff website for intranet services.
  - e. Ability to use as a recruitment tool.
  - f. ADA compliance.

2. Admin Services:
  - a. Ability to submit licenses (form based)
  - b. Interactive Cemetery Map (GIS)
  - c. Agenda and Minutes integration/linking (utilizing Granicus)
  - d. Secure Payment Processing (suggestions for 3<sup>rd</sup> party vendor encouraged).
3. Fire:
  - a. To be used as a recruitment tool, in order to post jobs, activities and documentation, as well as allow public and potential personnel to get a “feel” for the department.
  - b. ESRI (GIS) inclusion
  - c. Find a Form for Fire Permit submissions and other fire related forms.
  - d. “Make a payment” to include fire and ambulance payments.
4. PD:
  - a. Calendar Events
  - b. Form Submission (retail theft, event registration, etc.)
  - c. Employment links in process with our online HR system (Munis).
  - d. More photos and less text.
5. HR:
  - a. Analytics
  - b. Employee Onsite resources
6. Public Works:
  - a. Construction Projects allows for interactive project location map with links to individual projects.
  - b. Separate pages for parks, recreation and events to make it easier for users to find what they are looking for with reservations or activities.
7. Finance:
  - a. Links for making payments
8. Court:
  - a. Year calendar with Initial appearance dates and trial dates.

## E. Project Scope

The selected vendor will be responsible for the following scope of work:

**Needs Assessment:** Review the current websites content, features, and technical infrastructure; analyze design outputs from the Websites Redesign Project and conduct stakeholder interviews to understand business requirements and user needs. Meet with our department heads to verify their needs are being met with the proposed solution.

**Requirements:** Identify content management goals and objectives, including scalability, streamlining workflows, improving content accessibility and customer experience.

**CMS Platform Evaluation:** Demonstrate how document management is provided within the hosted solution and recommend/develop new designs that best meet our user, functional and technical requirements.

**Implementation and Configuration:** Install, configure, and customize to match our branding, content workflow and department specifications.

**Content Migration:** Migrate existing websites content from the current CMS to the new selected platform, preserving formatting and metadata.

**Integration and Connectivity:** Ensure the new website seamlessly integrates with our existing infrastructure and relevant systems and tools.

**Training and Documentation:** Provide comprehensive training for our web content authors and administrators. Deliver detailed user and technical documentation.

**Support and Maintenance:** Offer ongoing technical support, security updates and platform maintenance for the duration of the contract.

## F. Scope Considerations –

Nonfunctional Requirements

**Availability:** External system must be available 24/7 at all times except during scheduled maintenance windows and

achieve 99.5 percent uptime.

### **Manageability**

The system must have various roles with different permissions or the ability to customize permissions/roles.

The system should track or provide a report on changes made to the system and who made the changes for the last 90 days.

### **Performance**

The system must provide an average response time (in 95th percentile) for all user- based interactions/transactions.

### **Recoverability**

Recovery Time Objective (RTO) - 4 hours

The system should be backed up on a regular predefined schedule, including immutability such that it may be restored to a working state.

### **Security**

The system must confirm the validity of user authentication based on identity provider.

The system should only be allowed to be accessed via Identity Provider (AD\_azure).

The system should support role-based access control for different groups of users.

The system should require multi-factor authentication for content editing.

The system must make use of Transport Layer Security (TLS) 1.2 or higher to encrypt all network traffic between clients and servers. All data in transit will be encrypted via TLS or Secure File Transfer Protocol.

Sensitive PII and PCI data must be encrypted/masked/redacted.

The system will provide a security audit trail on application and infrastructure access, user activity, and changes.

Websites should be accessed anywhere excluding certain countries. The system must support configurable network access control. The system should prevent data scraping for nonpublic information.

The system must meet Open-Source Foundation for Application Security (OWASP) Top 10 vulnerabilities. Critical, High, and Medium security vulnerabilities should be addressed.

Provide virus scanning of all uploaded documents. (i.e., Currently OPSWAT is used).

The system should perform penetration tests regularly and provide reports.

### **Usability**

Application must follow responsive web designs to allow usage on different devices and browsers. Should support HTML5 capable browsers. Should be accessible on Android and iOS platforms. All exceptions or user errors must be clearly communicated with actionable feedback and help.

The system navigation and summary must be familiar and consistent.

The System must meet ADA and WCAG 2.2 requirements or similar.

ADA compliant - as published by the Web Accessibility Initiative of the World Wide Web Consortium at a minimum Level AA success criteria.

### **Data Management**

The system must not delete any record or document and keep them in accordance with the retention policy.

## II. RESPONSE INSTRUCTIONS

### Submission Requirements

1. An executive summary of no more than five pages, providing an overview of the bidder’s organizational structure, history, services, market position, unique qualifications, strategic alliances, etc.
- Qualifications, background, experience and resumes of the project director and other staff proposed to work on the project.
2. A detailed description of the services, techniques, approaches, and methods to be used in in completing the project.
  3. A detailed description of the chronology for completing the work, including a timeline and deadlines for each task and deliverables (as applicable). Timelines should be designed in weeks, in series starting from Week 1; all concurrent services should be clearly noted as such.
  4. A detailed cost competitive estimate and answer the following questions:
    - a. Can you provide examples of similar projects you’ve worked on, specifically public-facing websites for government agencies?
    - b. What is your experience with developing websites that meet ADA compliance?
    - c. What technologies, frameworks, and tools, including content management systems (CMS) do you typically use for web development projects of this scope? Why do you prefer these?
    - d. What measures do you take to ensure website performance, such as load times, scalability, and performance during high traffic periods?
    - e. How do you keep clients informed of progress and ensure the project stays on schedule?
    - f. Describe project methodology and approach, including project phases and tasks.
    - g. What risks are typically encountered in this type of project and how will you mitigate them?
    - h. What steps do you take to maintain data security?
    - i. How do you ensure the quality of your deliverables?
    - j. In addition to deliverables noted above, what else do you typically provide to your clients?
    - k. Provide your project assumptions.
  5. A description of the history of work previously performed for other government agencies.
  6. Confirmation that the bidder has all necessary business licenses, professional certifications, or other credentials to perform the services, and that the bidder, if a corporation, proof that it is in good standing and qualified to conduct business in Wisconsin.
  7. Any other information or suggestions you may have in providing services designed to meet stated project goals.

| DESCRIPTION   |                |
|---|----------------|
| <p>The Town of grand Chute requests information for an <b>Hosted Website Solution</b>.</p> <p><u><i>NOTE: THIS IS NOT A BID. THIS IS A REQUEST FOR INFORMATION ONLY.</i></u></p> <p>This Request for Information (RFI) is issued solely for information and planning purposes and <b>does not constitute a solicitation or competitive process</b>. Responses to the RFI will not be returned. Responses to this RFI are not an offer although can be used by the Town as a basis to form a binding contract.</p> |                |
| COMPANY NAME:   |                |
| COMPANY ADDRESS:  |                |
| SIGNATURE:  | DATE :         |
| TYPE OR PRINT NAME:   | TITLE:         |
| TELEPHONE NUMBER: (    )  | Contact Name:  |
| FEIN NUMBER:  | EMAIL ADDRESS: |