Request for Proposals

Design, Hosting, and Implementation of the Town Website and Online Forms Platform

Proposals Due: 12:00 PM on January 29, 2026

Deliver proposal responses to: Kevin LaBarr, 1280 Titus Avenue, Rochester, New York 14617

NOTICE OF REQUEST FOR PROPOSALS

Dated: January 12, 2026 The Town of Irondequoit ("Town") is requesting proposals to design, host, and implement a modernized municipal website, including a robust online forms and workflow system.

RFP TIMELINE

- **RFP Release:** January 12, 2026

- **Question Deadline:** January 22, 2026 @ 12:00 PM

- **Proposal Submission:** January 29, 2026 @ 12:00 PM

- **Interviews:** February 2026

- **Contract Award:** February/March 2026

SCOPE OF WORK & DETAILED REQUIREMENTS

1. User Access & Security (SaaS Model)

The proposed solution must provide a flat-fee model for internal access to ensure long-term scalability:

- **Unlimited CMS Users:** The annual fee must explicitly cover an unlimited number of internal staff accounts for content management.

- **Unlimited Internal Users for Forms:** There shall be no cap on the number of internal staff members authorized to use, manage, or review submissions within the "Online Form Builder" and "Citizen's Engagement" modules.

- **Role-Based Security:** Administrators must be able to create individual accounts and assign specific roles (e.g., Editor, Developer, Administrator, Workflow Approver) to an unlimited number of staff members.

2. Implementation & Design Services

The project implementation fee must be all-inclusive of the following:

- **Iterative Design:** The vendor must provide unlimited rounds of changes for the home page and inner page mockups until final approval is reached.

- **Module Setup & Integration:** Full setup of all core CMS modules (Calendar, Document Center, News, etc.) including seamless linking and integration with any additional 3rd party web applications.

- **Sitemap & Content Migration:** The vendor is responsible for sitemap development and the migration of existing content according to the new architecture. This includes spell checking and style corrections to ensure data integrity during the move.

- **ADA/WCAG Compliance:** The design must meet WCAG 2.1 AA standards at launch.

3. Technical & Data Requirements

- **Data Ownership:** All data, workflow history, and documents remain the sole property of the Town.

- **Portability:** Data must be exportable at any time in non-proprietary formats (PDF, CSV, XML, JSON) at no additional cost.

- **Authentication:** Native support for Microsoft Entra ID SSO.

PROPOSAL CONTENTS

Respondents must include:

- **Company details** and project team resumes.

- **Municipal experience** and references.

- **Project timeline** and milestones.

- **Itemized fees** including total cost, maintenance, and training.