

27RFP002 Website Redesign

Addendum #1 Revision to RFP Section IV and Questions and Answers (Q&A)

Issued: 08/07/2026

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Revisions to Section IV - Requirements

Section B has been revised as follows:

Complete and submit the required information and documents (TAB 1 - TAB 4) **as one PDF** file (attachment).

Proposals are limited to 30 pages total.

Section D has been revised to include the following.

13. Disqualification of Contractors and Rejection of Proposals:

Contractors may be disqualified, and proposals may be rejected for many reasons including but not limited to:

- a. Contractor is not qualified to submit a proposal.
- b. Contractor is not responsive or responsible.
- c. Failure to comply with submission instructions.
- d. Failure to submit information and/or documents required per the RFP or as requested.
- e. Providing incorrect or misleading information or misrepresentation in any form.
- f. Failure to use or sign any RFP form, altering any RFP form, or recreating any RFP form.
- g. Failure to acknowledge receipt of addenda (posted to SNHD's Public Notices website).
- h. Evidence of collusion among Contractors.
- i. Demonstrated poor performance or defaulting on a prior contract(s).
- j. The quality of services or labor offered does not conform to the RFP.
- k. Communicating about the RFP with anyone associated with SNHD other than the Authorized Contact.

Question Number	Date Received	Question	Answer
Q1-1	07/24/2026 11:58 AM	Is a company legally incorporated and headquartered outside the United States, specifically in Pakistan, eligible to submit as the prime contractor?	Yes. Note, subcontracting will not be permitted for this Project.
Q1-2	07/24/2026 11:58 AM	Must the SAM Unique Entity ID be active at proposal submission, or may its application be pending?	Active SAM.gov registration is not required to submit a proposal. Contractors with active SAM.gov registrations will provide their UEIs as indicated.
Q1-3	07/24/2026 11:58 AM	For a non-US contractor, will SNHD accept the contractor's foreign tax identification number, or is a US EIN required?	A non-US Contractor's foreign tax identification number will be sufficient.
Q1-4	07/24/2026 11:58 AM	Is Nevada foreign-entity qualification or a Nevada State Business License required at proposal submission, before contract execution, or not required for remotely delivered services?	Selected contractor, if any, must be authorized/registered to do business in its jurisdiction and provide satisfactory evidence to SNHD. Selected contractor will not be required to register as a business in Nevada.
Q1-5	07/24/2026 11:58 AM	Are overseas project team members permitted to perform development, migration, accessibility and DevOps services?	Overseas administration or DevOps of the site will not be allowed.
Q1-6	07/24/2026 11:58 AM	Are any onsite meetings mandatory, and if so, how many onsite visits should contractors budget for?	Per the RFP, "Some planning activities may occur onsite. Meetings, services and deliverables may occur remotely." Onsite meetings are not mandatory.
Q1-7	07/24/2026 11:58 AM	May a proposer use a teaming partner or subcontractor to satisfy the public-sector WCAG accessibility experience requirement? What preapproval documentation is required?	Subcontracting will not be permitted for this Project.
Q1-8	07/24/2026 11:58 AM	Are there minimum insurance, cybersecurity insurance, bonding or US banking requirements?	Selected contractor, if any, will maintain General Liability Insurance with a limit of not less than \$1,000,000 per occurrence for bodily injury, personal injury, and property damage, Professional Liability Insurance with a limit of not less than \$1,000,000 per claim and in the aggregate for any claims arising out of the professional services provided, and worker's compensation and/or self-insurance, as applicable, and will provide satisfactory evidence of such coverage.
Q1-9	07/24/2026 11:58 AM	Does the stated \$100,000 project budget include hosting, cloud infrastructure, travel, third-party licensing and post-launch support?	Hosting is not a Project deliverable. All other deliverables should be included in the proposed budget.
Q1-10	07/24/2026 11:58 AM	Does the migration scope include accessibility remediation of existing PDF documents, videos and other uploaded media?	Remediation scope applies to new templates, page types, layouts, digital forms, functionality and content created or materially modified by Contractor. Full manual remediation of legacy PDF and Office documents is outside the primary development scope unless specific documents are identified by SNHD for remediation. Existing documents selected for migration must remain accessible through the redesigned website.

Question Number	Date Received	Question	Answer
Q1-11	07/24/2026 11:58 AM	Is the SecurityScorecard grade requirement limited to the redesigned website infrastructure, or does it apply to SNHD's complete internet-facing environment?	The SecurityScorecard.io grade "A" requirement applies only to the redesigned website (southernnevadahealthdistrict.org) and the infrastructure, application and web assets deployed under this scope of work. It does not apply to SNHD's broader, independent IT infrastructure. See Q5-154 regarding the scope of contractor accountability where domain-level factors are involved.
Q2-1	07/24/2026 1:14 PM	Must the prime contractor independently possess five continuous years of experience providing services like those in Section II, or may the documented experience of proposed subcontractors or key personnel satisfy this requirement?	Per the RFP, "To be eligible to submit a proposal, Contractor must have been providing services like those outlined and required per Section II - Scope of Services regularly and continuously for at least five (5) years." Subcontracting will not be permitted for this Project.
Q2-2	07/24/2026 1:14 PM	May the experience of a proposed accessibility subcontractor or team member be used to satisfy the requirement for demonstrated public-sector WCAG implementation experience?	Subcontracting will not be permitted for this Project. A member of the team must have demonstrated experience implementing WCAG-compliant websites for public sector entities, including accessibility testing, remediation and long-term compliance support.
Q2-3	07/24/2026 1:14 PM	Must proposed subcontractors be identified/approved before proposal submission, or only after award?	Subcontracting will not be permitted for this Project.
Q2-4	07/24/2026 1:14 PM	Is the \$100,000 budget a firm not-to-exceed amount? Does it include hosting, software licenses, third-party services, accessibility-testing tools, and the three-month post-launch support period?	The stated budget is the not-to-exceed amount. Hosting is done internally. If there are required software licenses that require a subscription (monthly or annual plan), please include those in the proposal for approval.
Q2-5	07/24/2026 1:14 PM	Is the selected contractor responsible for rewriting, restructuring, or manually remediating existing content, documents, PDFs, and inaccessible legacy files, or will SNHD handle that?	SNHD is responsible for creating new content and making substantive editorial decisions. The selected contractor will conduct the required content audit, recommend content for migration, consolidation, archiving, redirection or removal, and format and structure approved content within the redesigned website. SNHD will make final content and migration decisions.
Q2-6	07/24/2026 1:14 PM	Will the selected contractor host the production website, or will the site be deployed within SNHD-managed infrastructure? Please describe the current hosting/server environment.	The selected contract will deploy the production website to SNHD-managed infrastructure hosted on Linode. The application will be hosted on an SNHD-managed Ubuntu Linux environment supporting Docker Compose, situated behind a load balancer with Cloudflare integration. Detailed database specifications, storage configurations and deployment pipelines will be provided to the selected contractor during onboarding.
Q2-7	07/24/2026 1:14 PM	Can the complete project be performed remotely? If onsite presence is expected, please identify the number, location, and purpose of any required in-person meetings.	Per the RFP, "Some planning activities may occur onsite. Meetings, services and deliverables may occur remotely."
Q2-8	07/24/2026 1:14 PM	Is Docker Compose acceptable for production, or does SNHD require Docker Swarm, Kubernetes, or another orchestration platform for the production environment?	Yes, Docker Compose is acceptable.

Question Number	Date Received	Question	Answer
Q3-1	07/27/2026 3:23 AM	The RFP mentions the migration of more than 4,000 webpages. Could you please clarify whether all existing pages are expected to be migrated or if a portion of the content is planned for consolidation or retirement?	The RFP reflects the current estimate of more than 4,000 pages. Not all existing pages will necessarily be migrated. Through the required content audit and usability assessment, SNHD will work with the selected contractor to identify obsolete or redundant content for removal and opportunities to consolidate or restructure content before or during migration.
Q3-2	07/27/2026 3:23 AM	Could you please provide a list of the third-party systems and applications that the new website will be required to integrate with?	A complete inventory of plugins, themes, custom functionality, and third party system will be provided to the selected contractor, who should evaluate and recommend retention, replacement or redevelopment. E-commerce, CRM, and clinic-registration integrations are not required.
Q3-3	07/27/2026 3:23 AM	Has Southern Nevada Health District conducted a recent ADA/WCAG accessibility audit for the current website? If so, would the findings be available to proposers?	SNHD has not conducted an accessibility audit.
Q3-4	07/27/2026 3:23 AM	For content migration, will SNHD provide a finalized content inventory and URL redirect list, or is the selected contractor expected to perform the content inventory, content review, and redirect planning as part of the project?	SNHD will provide available content and existing documentation to the selected contractor. Contractor will conduct a content audit and usability assessment, migrate the content and prepare a list of pages and forms requiring redirects before launch. SNHD will work with Contractor to review the inventory, identify content for migration or removal, and finalize the redirect plan.
Q4-1	07/27/2026 9:08 AM	May a Florida-registered company use a distributed project team with personnel located both within and outside the United States?	Yes.
Q4-2	07/27/2026 9:08 AM	Must all proposed team members be direct employees of the bidder, or may the project team include independent contractors and approved specialist subcontractors?	Subcontracting will not be permitted for this Project.
Q4-3	07/27/2026 9:08 AM	Must the required five years of comparable experience belong exclusively to the bidding legal entity, or may SNHD also consider relevant experience of the company's principals, proposed team members and subcontractors?	See Q2-1.
Q4-4	07/27/2026 9:08 AM	May the required project samples and client references include projects completed by proposed team members or subcontractors, provided their roles are clearly explained?	Per the RFP, "Provide a minimum of three (3) client references, preferably government agencies, for similar services provided by Contractor in the past five (5) years that demonstrate Contractor's ability to meet the RFP requirements." Subcontracting will not be permitted for this Project.
Q4-5	07/27/2026 9:08 AM	Are a SAM Unique Entity Identifier and active SAM registration required at proposal submission, or may these requirements be completed before contract execution?	See Q1-2.

Question Number	Date Received	Question	Answer
Q4-6	07/27/2026 9:08 AM	Are there any Nevada-specific business registration, licensing or insurance requirements that the selected Florida contractor must satisfy?	See Q1-4 and Q1-8.
Q4-7	07/27/2026 9:08 AM	Which activities are expected to take place onsite in Las Vegas, and approximately how many onsite visits should bidders include in their work plan and budget?	Per the RFP, "Some planning activities may occur onsite. Meetings, services and deliverables may occur remotely." Onsite meetings are not mandatory.
Q4-8	07/27/2026 9:08 AM	Does SNHD have an existing content inventory or structured export for the migration of more than 4,000 pages, and should bidders include content cleanup, restructuring and accessibility remediation in their pricing?	SNHD will provide the selected contractor with any available content inventories, exports or related documentation; however, contractors should not assume that a finalized inventory or fully structured export will be provided. Proposals should include the content audit, migration, restructuring and accessibility remediation necessary for content within the Project scope. SNHD will work with the selected contractor to identify obsolete or redundant content and will generate or update content as needed.
Q4-9	07/27/2026 9:08 AM	Could SNHD provide additional information about the current WordPress environment, including hosting infrastructure, WordPress version, custom themes, plugins, database size and deployment process?	The current site runs WordPress on the Avada theme, on a PHP 8.x / MySQL 8.x stack, with a database of approximately 750 MB. Contractors should scope their proposals to deliver on currently supported versions of WordPress, PHP and MySQL as of the implementation date rather than to the existing versions. A complete, itemized inventory of versions and plugins will be provided to the selected contractor during technical onboarding.
Q4-10	07/27/2026 9:08 AM	Is there a preliminary list of required integrations, forms and interactive tools, including clinic registration, CRM, analytics, e-commerce or authentication systems?	See Q3-2.
Q4-11	07/27/2026 9:08 AM	Does SNHD have a preferred production orchestration solution, such as Docker Swarm or Kubernetes, or should the contractor recommend the most appropriate architecture?	No preference. Selected contractor can recommend.
Q4-12	07/27/2026 9:08 AM	Are there defined service-level expectations for the three-month post-launch support period, including support hours, response times and severity levels?	Yes. Contractors are expected to provide post-launch during standard SNHD business hours (M-F, 8 a.m. to 5 p.m. PT), with high-severity/outage support coverage as needed. Contractors should structure their post-launch support proposal according to standard severity levels. Final SLAs will be established with the selected contractor during contract execution.
Q5-1	07/27/2026 1:33 PM	SNHD previously issued and canceled RFP 25RFP008 for a website redesign. What factors caused that cancellation, and what material changes has SNHD made to the scope, procurement approach or desired solution?	RFP 25RFP008 was canceled because federal funding for the project was terminated. Disregard / do not consider RFP 25RFP008 or its addenda.

Question Number	Date Received	Question	Answer
Q5-2	07/27/2026 1:33 PM	May respondents rely on any factual information published in the addendum to 25RFP008, or must every prior answer be reconfirmed through this solicitation?	Disregard / do not consider RFP 25RFP008 or any addenda related to RFP 25RFP008.
Q5-3	07/27/2026 1:33 PM	Is the \$100,000 project budget a strict not-to-exceed amount?	Yes.
Q5-4	07/27/2026 1:33 PM	Does the \$100,000 budget include third party licenses, accessibility-testing tools, security scanning, penetration testing, travel, training, document remediation and three months of support?	Yes.
Q5-5	07/27/2026 1:33 PM	Is SNHD able to award optional or separately priced work beyond the stated budget?	No.
Q5-6	07/27/2026 1:33 PM	Does SNHD expect to award the full scope to one contractor?	Yes.
Q5-7	07/27/2026 1:33 PM	The RFP states that subcontracting must be preapproved. What is the approval process, and may a prime contractor use named accessibility, security or DevOps specialists?	Subcontracting will not be permitted for this Project.
Q5-8	07/27/2026 1:33 PM	Is there a minimum percentage of work that the prime contractor must perform directly?	Prime contractor must perform 100% of work. Subcontracting will not be permitted for this Project.
Q5-9	07/27/2026 1:33 PM	What contract term is anticipated, including implementation and the three-month post-launch period?	Contractors shall submit their proposed implementation project timelines as part of Tab 3 and Tab 4 of the proposals.
Q5-10	07/27/2026 1:33 PM	Will SNHD provide its proposed contract, insurance requirements, indemnification language, cybersecurity provisions and data-protection terms before proposals are due?	SNHD's standard contract agreement and specific legal terms (including insurance, indemnification, cybersecurity and data protection) will be provided to the selected contractor during contract negotiations after the Intent to Award is issued. The RFP already details high-level security and compliance guidelines for the Project.
Q5-11	07/27/2026 1:33 PM	What is SNHD's desired launch date?	A specific go-live date has not been set. The final target launch date will be established during Project kickoff and schedule alignment with the selected contractor.
Q5-12	07/27/2026 1:33 PM	Are there public-health events, fiscal deadlines, regulatory dates or election-related blackout periods that constrain the schedule?	No.
Q5-13	07/27/2026 1:33 PM	Is the previous nine-to-twelve-month launch goal still applicable?	Disregard / do not consider RFP 25RFP008 or any addenda related to RFP 25RFP008.
Q5-14	07/27/2026 1:33 PM	How many stakeholder groups will participate in discovery and approvals?	The exact number of stakeholder groups will be finalized during Project kickoff. The Communications and IT team will be the primary contact for selected contractor.
Q5-15	07/27/2026 1:33 PM	Who will have final authority over information architecture, design, content, technical architecture, accessibility and launch approval?	SNHD's Office of Communications and IT Department.

Question Number	Date Received	Question	Answer
Q5-16	07/27/2026 1:33 PM	What turnaround time can the contractor assume for consolidated SNHD feedback?	Turnaround time will vary depending on the scope and complexity of the materials under review. SNHD will make every effort to provide consolidated feedback in a timely manner.
Q5-17	07/27/2026 1:33 PM	Will SNHD appoint one empowered product owner and one technical owner?	Yes.
Q5-18	07/27/2026 1:33 PM	Are board presentations or formal board approvals required at intermediate milestones?	Any contract resulting from this RFP will be presented to SNHD's Board for consent.
Q5-19	07/27/2026 1:33 PM	Please provide current counts for pages, posts, custom post types, taxonomies, media files, PDFs, office documents, forms, users, translated pages and redirects.	The current website consists of approximately 4,500 content items that are subject to the content audit and SNHD's final migration decisions. High level category breakdowns are as follows: News Releases: ~1,700; FAQ and Public Meetings: ~1,100; Permits, Regulations and Health Topics: ~750; Programs & Services pages: ~400; Core Site Pages, Posts and Facilities: ~500. Additional Asset & Environment Notes: - Media Files & Documents: Media uploads and linked documents encompass the total file storage (~15 GB to 50 GB estimated). - Forms: Standard web forms are managed via Gravity Forms; custom forms/APIs are managed directly by SNHD IT. - Translations: Translation functionality is handled dynamically via plugin/service integration rather than static duplicate pages. - Redirects & User Roles: Full 301 redirect mapping lists, file manifests, and active user roles will be finalized and shared with the selected contractor during technical onboarding.
Q5-20	07/27/2026 1:33 PM	Does "more than 4,000 pages" include posts, attachments, PDFs, translated versions and microsite content?	This includes pages, posts, microsites (attachments are not included).
Q5-21	07/27/2026 1:33 PM	The previous addendum reported approximately 3,500 pages, 130 posts and more than 4,000 documents. What is the current inventory?	Disregard / do not consider RFP 25RFP008 or any addenda related to RFP 25RFP008.
Q5-22	07/27/2026 1:33 PM	The previous addendum identified approximately 11 custom post types, while this RFP allows up to five. Does SNHD expect the contractor to consolidate existing content into five new custom post types?	Disregard / do not consider RFP 25RFP008 or any addenda related to RFP 25RFP008.
Q5-23	07/27/2026 1:33 PM	The previous addendum identified more than 40 templates, while this RFP allows up to eight page types. Which eight page types does SNHD anticipate?	Disregard / do not consider RFP 25RFP008 or any addenda related to RFP 25RFP008.

Question Number	Date Received	Question	Answer
Q5-24	07/27/2026 1:33 PM	Does the eight-page-type limit include the homepage, search results, archives, error pages, location pages, event pages, news articles and form pages?	Contractors should assume the eight-page-type limit outlined in Section II.B.2.b.1.a represents key core layout templates (such as homepage, program/landing pages, news/article templates, standard interior pages, and custom layouts). Standard system pages (such as standard search results, 404 error pages, default taxonomy archives, or basic form layouts) should utilize or adapt these core templates. Contractors may outline their recommended page layout breakdown and template architecture within Tab 3 of their proposals.
Q5-25	07/27/2026 1:33 PM	Will SNHD complete its content audit and removal decisions before migration begins?	Not all existing pages will necessarily be migrated. Content rationalization is expected through the required content audit and usability assessment. SNHD will work with the selected contractor to identify obsolete or redundant content for removal and opportunities to consolidate or restructure content before or during migration.
Q5-26	07/27/2026 1:33 PM	What date will the final migration inventory be supplied?	The date will be determined by the approved Project timeline.
Q5-27	07/27/2026 1:33 PM	Will there be a content freeze before final migration?	A content freeze may be instituted for most content before final migration. Time sensitive or legally required updates will continue and can be posted simultaneously to both sites as needed.
Q5-28	07/27/2026 1:33 PM	Is automated migration with representative quality assurance acceptable, or does SNHD expect manual review of every migrated page?	Automated migration is acceptable with manual quality-assurance review of representative samples from each applicable page or content type. Contractor will be responsible for the accuracy and functionality of the overall migration.
Q5-29	07/27/2026 1:33 PM	Who is responsible for correcting inaccurate, duplicate, outdated or poorly structured content?	SNHD is responsible for the accuracy of content provided to the selected contractor and will review for duplicate or outdated information.
Q5-30	07/27/2026 1:33 PM	Must revisions, authors, publication dates, attachments, redirects, SEO metadata and legacy custom-field data be preserved?	Selected fields will be preserved.
Q5-31	07/27/2026 1:33 PM	Are existing URLs expected to remain unchanged wherever possible?	Short URLs will remain unchanged.
Q5-32	07/27/2026 1:33 PM	Are the COVID-19 site or other SNHD microsites included?	SNHD.info/covid and snchc.org microsites are included.
Q5-33	07/27/2026 1:33 PM	Are content or data stored in systems other than WordPress included?	Yes, some assets like PDFs, images and videos are stored on a separate server.
Q5-34	07/27/2026 1:33 PM	Which records must remain online for statutory, public-records or retention reasons?	SNHD will provide the awarded contractor required content.
Q5-35	07/27/2026 1:33 PM	Does SNHD require an online archive that distinguishes current content from historical content?	Yes.

Question Number	Date Received	Question	Answer
Q5-36	07/27/2026 1:33 PM	How many PDFs and office documents are currently linked from the website?	Across active live content on the current website, there are approximately 10,000 unique PDF documents and 300+ unique Office documents (such as Word or Excel files) currently linked. Additional historical files and revision attachments exist within system media storage, bringing total asset storage between ~15 to 50 GB. Complete file manifests will be made available to the selected contractor during technical onboarding.
Q5-37	07/27/2026 1:33 PM	How many of those documents must remain available on launch day?	Currently linked live documents should be assumed to remain accessible at launch through migration and 301 redirect mapping, subject to the content audit and SNHD's final migration decisions. During the discovery phase, SNHD will collaborate with the selected contractor to identify any legacy, orphaned or obsolete files that can be archived or excluded prior to go-live.
Q5-38	07/27/2026 1:33 PM	Is accessibility remediation of existing documents included in the contractor's scope?	Remediation scope applies to new templates, page types, layouts, digital forms, functionality and content created or materially modified by Contractor. Full manual remediation of legacy PDF and Office documents is outside the primary development scope unless specific documents are identified by SNHD for remediation. Existing documents selected for migration must remain accessible through the redesigned website.
Q5-39	07/27/2026 1:33 PM	Will SNHD classify documents as active, archived, legally required or eligible for conversion to HTML?	Yes.
Q5-40	07/27/2026 1:33 PM	Will SNHD provide accessible source files for PDFs?	Yes.
Q5-41	07/27/2026 1:33 PM	Who is responsible for captioning, transcripts and audio descriptions for existing multimedia?	SNHD.
Q5-42	07/27/2026 1:33 PM	Are videos hosted on Vimeo, YouTube, Microsoft Stream or other platforms?	YouTube
Q5-43	07/27/2026 1:33 PM	Must the contractor migrate media into a new storage platform or CDN?	A standalone CDN or external media storage platform is not required for this Project. Because SNHD's primary user base is local to the region, assets will be served directly from the containerized WordPress setup on SNHD-managed infrastructure. Contractors should scope media migration accordingly.
Q5-44	07/27/2026 1:33 PM	Which audiences should be prioritized: residents, visitors, businesses, permit holders, health professionals, media, vendors, board members or employees?	SNHD serves multiple audiences, and priorities vary by program, service and content type.
Q5-45	07/27/2026 1:33 PM	What are the five to ten most important tasks the redesigned site must improve?	SNHD will work the selected contractor to prioritize tasks.

Question Number	Date Received	Question	Answer
Q5-46	07/27/2026 1:33 PM	Will SNHD recruit participants for interviews and usability testing?	Yes.
Q5-47	07/27/2026 1:33 PM	Does SNHD expect research participants to include people with disabilities and people with limited English proficiency?	Yes.
Q5-48	07/27/2026 1:33 PM	How many stakeholder interviews, public-user interviews and usability sessions should be included?	SNHD has not set a rigid quota for discovery sessions. Contractors should propose a discovery and research plan in Tab 3 that balances thorough insight gathering with efficiency. For scoping purposes, contractors may assume: - Internal Stakeholders: 4 to 6 focus groups or key interviews covering leadership, IT, communications, and core program leads. - Public Users / Usability Testing: Approximately 5 to 10 user sessions or usability tests across key public audience segments. Contractors are encouraged to detail their recommended user research methodology and sample sizes in their proposal.
Q5-49	07/27/2026 1:33 PM	Will the selected contractor receive GA4, AWStats, Search Console and internal site-search data?	Yes. To support the discovery, information architecture, and content strategy phases, the selected contractor will be granted access to available analytics platforms, including Google Analytics (GA4) and Google Search Console, during onboarding. Server-level log data (such as AWStats) and internal site-search log extracts will also be made available upon request to assist with content mapping and optimization.
Q5-50	07/27/2026 1:33 PM	Will SNHD provide current call-center data, email inquiries, complaint data or service-demand data that can help identify navigation failures?	The selected contractor will receive service demand data and user feedback.
Q5-51	07/27/2026 1:33 PM	Does SNHD require plain-language testing or a defined target reading level?	Plain language testing is preferred.
Q5-52	07/27/2026 1:33 PM	Are there existing audience personas or journey maps?	No.
Q5-53	07/27/2026 1:33 PM	Should proposals treat WCAG 2.2 AA as the required “most current” standard while also documenting WCAG 2.1 AA compliance?	The final acceptance standard will be the most current WCAG Level AA standard in effect at the time of implementation, as specified in the RFP. Accessibility requirements apply to the website, templates, functionality and digital content within Contractor’s remediation scope. Third-party content and integrations must be accessible to the extent within Contractor’s control, and any limitations must be identified and documented. See Q5-38 for legacy PDF and Office documents.

Question Number	Date Received	Question	Answer
Q5-54	07/27/2026 1:33 PM	What success metrics will be used beyond the broad categories of traffic, engagement, UX and technical reliability?	Beyond general site traffic and uptime metrics, SNHD evaluates success based on measurable public health engagement and operational efficiency. Specific success criteria include: - Public Task Completion & Accessibility: Higher success rates for primary user journeys—such as finding clinic locations/hours, booking appointment services, submitting permit applications, and locating public health regulations. - Self-Service Adoption: Increased utilization of online forms and digital resources, reducing routine phone inquiries to SNHD front-desk and department staff. - Searchability & Discovery: Lower internal search exit rates and improved organic visibility for critical health topics, public advisories, and program pages. - Multilingual Reach & Equity: Effective navigation and engagement across non-English language services for diverse Southern Nevada communities. - CMS Publishing Efficiency: Streamlined workflows and reduced time required for internal SNHD staff to create, update, and publish urgent health notices or routine content. Contractors should outline their recommended Analytics Framework and Key Performance Indicator (KPI) tracking models in Tab 3.
Q5-55	07/27/2026 1:33 PM	Has SNHD determined whether the May 11, 2027 HHS Section 504 deadline applies to it?	SNHD is subject to the requirements and compliance timeline established under 28 CFR 35.200. Regardless of the applicable compliance deadline, conformance with the accessibility requirements in the RFP is an expected Project deliverable.
Q5-56	07/27/2026 1:33 PM	Does SNHD expect an Accessibility Conformance Report, VPAT-style report, WCAG-EM report or another formal deliverable?	The selected contractor must ensure the website, templates, functionality and associated digital content comply with applicable accessibility requirements and the most current WCAG Level AA standards in effect at implementation. Compliance should be documented through an accessibility evaluation report, preferably based on the WCAG-EM methodology. The evaluation must include automated and manual testing of representative pages, templates, components and key user journeys, along with identified issues, remediation performed and final verification results.
Q5-57	07/27/2026 1:33 PM	Is an independent third party accessibility audit required?	No. An independent third-party accessibility audit is not required under the RFP.

Question Number	Date Received	Question	Answer
Q5-58	07/27/2026 1:33 PM	What assistive-technology matrix does SNHD require, including NVDA, JAWS, VoiceOver, TalkBack and Dragon?	The specific assistive-technology, browser, operating system and device testing matrix will be developed in consultation with the selected contractor as part of the Project scope. The final matrix should reflect commonly used technologies and include appropriate desktop and mobile testing.
Q5-59	07/27/2026 1:33 PM	Must testing include users with disabilities?	Yes.
Q5-60	07/27/2026 1:33 PM	Does the accessibility scope include every migrated page or a representative sample of each template and critical process?	The accessibility scope applies to every migrated page. A representative sample to demonstrate standards have been met is acceptable.
Q5-61	07/27/2026 1:33 PM	Does the scope include all PDFs, office documents, forms, multimedia, maps, charts and third party systems?	The contractor's scope includes the website content, forms, multimedia, maps, charts and third-party integrations identified in the RFP and clarified in these responses. Existing content and assets will be evaluated through the content audit to determine what will be migrated, consolidated, archived, redirected or removed. See Q5-38 regarding accessibility remediation of legacy PDF and Office documents and Q5-128 regarding required third-party integrations.
Q5-62	07/27/2026 1:33 PM	What severity threshold must be achieved for launch approval?	SNHD would not launch a website with any known vulnerabilities of any severity.
Q5-63	07/27/2026 1:33 PM	Who will accept or reject any documented third party accessibility limitations?	SNHD
Q5-64	07/27/2026 1:33 PM	Does SNHD require an accessibility statement, feedback mechanism and alternative-format request process?	Yes.
Q5-65	07/27/2026 1:33 PM	Is there an existing accessibility complaint history or audit that can be shared with the selected contractor?	The selected contractor will be provided available history.
Q5-66	07/27/2026 1:33 PM	What ongoing scanning or monitoring platform will SNHD use after launch?	SNHD does not currently utilize an automated site scanning or monitoring service. Contractors are encouraged to detail their recommended solution and ongoing strategy in Tab 3 for continuous post-launch monitoring, including automated accessibility auditing (WCAG 2.1 AA), broken link tracking, performance/uptime monitoring, and SEO health scanning.
Q5-67	07/27/2026 1:33 PM	How many staff members need accessibility-authoring training?	Up to five staff members.
Q5-68	07/27/2026 1:33 PM	Should the CMS prevent or warn editors about inaccessible heading structures, empty links, missing labels, tables and media?	Yes.

Question Number	Date Received	Question	Answer
Q5-69	07/27/2026 1:33 PM	Are all 13 currently supported languages required in the new site?	Multilingual content development and managed translation services are not included in the Project scope. Translation is handled dynamically through an existing plugin or service integration. Contractor must maintain or appropriately integrate that functionality into the redesigned website.
Q5-70	07/27/2026 1:33 PM	Which languages are highest priority based on community need and site usage?	See Q5-69.
Q5-71	07/27/2026 1:33 PM	Is machine translation acceptable for all content, or must critical content receive human translation?	Some critical content may require human translation or review of machine translation. See also Q5-70.
Q5-72	07/27/2026 1:33 PM	Will SNHD provide translators and reviewers?	Yes. See also Q5-70.
Q5-73	07/27/2026 1:33 PM	Must navigation, forms, errors, metadata, alternate text and documents also be translated?	Yes. See also Q5-70.
Q5-74	07/27/2026 1:33 PM	Is right-to-left support required for Arabic?	Yes. See also Q5-70.
Q5-75	07/27/2026 1:33 PM	Must translated content have separate indexable URLs and hreflang metadata?	Yes. See also Q5-70.
Q5-76	07/27/2026 1:33 PM	Are multilingual search and multilingual PDF indexing required?	Yes. See also Q5-70.
Q5-77	07/27/2026 1:33 PM	Is there an approved disclaimer for machine-translated content?	No.
Q5-78	07/27/2026 1:33 PM	What versions of WordPress, PHP, MySQL or MariaDB, Avada and major plugins are currently in use?	See Q4-9.
Q5-79	07/27/2026 1:33 PM	May the contractor replace Avada with a custom native WordPress block theme?	Yes.
Q5-80	07/27/2026 1:33 PM	Is Gutenberg the desired authoring experience?	Yes.
Q5-81	07/27/2026 1:33 PM	Does SNHD require Advanced Custom Fields or another field framework?	Yes.
Q5-82	07/27/2026 1:33 PM	Does SNHD have a plugin approval or security-review process?	SNHD does not currently have a formal plugin approval or IT security review framework in place for WordPress plugins. However, establishing a strict plugin vetting and ongoing maintenance protocol is a priority for the modernized environment. Contractors are encouraged to outline their recommended plugin governance, security vetting process, and code quality criteria in Tab 3. Contractor will work with SNHD IT during the technical discovery phase to define approved plugin criteria, security review standards, and update protocols prior to go-live.

Question Number	Date Received	Question	Answer
Q5-83	07/27/2026 1:33 PM	Is WordPress Multisite currently used or contemplated?	Currently it is not used but can be contemplated for the updated content.
Q5-84	07/27/2026 1:33 PM	How many content authors, editors, administrators and developers require accounts?	Eight.
Q5-85	07/27/2026 1:33 PM	Is single sign-on required for WordPress administration?	No.
Q5-86	07/27/2026 1:33 PM	Is multifactor authentication required for all privileged users?	Yes.
Q5-87	07/27/2026 1:33 PM	Are there IP restrictions or VPN requirements for administrative access?	Yes.
Q5-88	07/27/2026 1:33 PM	Should the public WordPress REST API remain enabled, be restricted or be limited by endpoint?	The WordPress REST API will remain enabled to support site functionality. The solution must restrict or disable endpoints not required for public use, including user enumeration endpoints, and apply appropriate authentication and rate limiting. Contractors should describe their REST API hardening approaches in Tab 3.
Q5-89	07/27/2026 1:33 PM	Does SNHD need editorial approvals, scheduled publishing, content expiration or legal review workflows?	Yes.
Q5-90	07/27/2026 1:33 PM	Does SNHD require immutable audit logs of administrative and publishing activity?	Logs of administrative and publishing activity are required.
Q5-91	07/27/2026 1:33 PM	Where is the current production environment hosted?	Akami/Linode
Q5-92	07/27/2026 1:33 PM	Is the environment on premises, in a public cloud, in a private cloud or with a managed host?	Akami/Linode
Q5-93	07/27/2026 1:33 PM	What operating system, web server, reverse proxy and load-balancing technologies are currently available?	The target environment is a containerized Linux stack (Docker/Nginx application containers) fronted by Cloudflare for edge security, TLS termination and load balancing, with a separate backend host providing database and shared persistent storage services. contractors should scope a Docker Compose–based application stack designed to run across multiple application containers with shared persistent storage. Detailed topology, host inventory, network configuration and storage design will be provided to the selected contractor under the executed contract.

Question Number	Date Received	Question	Answer
Q5-94	07/27/2026 1:33 PM	Does SNHD already operate Docker Swarm or Kubernetes?	The main website currently operates on a single dedicated server. As part of this redesign, Contractor will migrate the main site into SNHD's containerized Linux infrastructure. The target environment uses Docker Compose application nodes behind Cloudflare for edge protection and load balancing, backed by a centralized MySQL database and NFS shared storage for uploads. contractors should scope deployment and container specifications (docker-compose.yml) accordingly.
Q5-95	07/27/2026 1:33 PM	Is production orchestration mandatory, or should respondents recommend the most appropriate deployment model?	Full enterprise orchestration platforms (such as Kubernetes or Docker Swarm) are not mandatory. SNHD currently utilizes Docker Compose across its containerized web infrastructure. Contractors should propose a containerization and deployment model using Docker Compose as the primary framework. However, Contractors may outline alternative or complementary deployment/CI-CD recommendations in Tab 3 if it will improve site reliability, performance, or deployment workflow. Contractors should outline their recommended approaches to elastic scaling, adding application capacity automatically during demand surges such as public health emergencies, and reducing it when demand returns to baseline, including any orchestration, tooling or configuration required.
Q5-96	07/27/2026 1:33 PM	Is containerization of the production database mandatory, or may the contractor recommend a managed or clustered database?	Containerizing the database is not required from contractor, as SNHD already operates a dedicated backend host running a containerized MySQL instance for application database services. Contractors should design their application containers to interface with this existing MySQL database container setup. Contractors may outline recommended database optimization, caching, or replication strategies in Tab 3 to ensure optimal performance.
Q5-97	07/27/2026 1:33 PM	Who will provision development, testing, staging and production infrastructure?	The SNHD IT Team will provide and manage all server instances, cloud resources, and network configurations across Development, Testing, Staging, and Production environments. Contractor will provide environment requirements, container specifications (docker-compose.yml), build scripts, and working with SNHD IT during deployment phases to execute deployments and configuration setups.
Q5-98	07/27/2026 1:33 PM	Will the contractor have administrative access to each environment?	Administrative access will be restricted to approved, US-based members of Contractor's team following SNHD IT security vetting. Foreign/offshore team members will not receive direct administrative credentials or server access. Contractors employing offshore personnel must ensure their lead US team handles all direct environment access, code deployments, and server-level maintenance.

Question Number	Date Received	Question	Answer
Q5-99	07/27/2026 1:33 PM	What container registry will be used?	GitLab CE.
Q5-100	07/27/2026 1:33 PM	Does SNHD require image signing, software bills of materials, image vulnerability scanning or approved base images?	SNHD does not currently require cryptographic image signing (e.g., Cosign/Notary) or mandatory Software Bills of Materials (SBOM) for container deliverables. However, strict security scanning and base image guidelines apply: - Approved Base Images: contractors should utilize standard, minimal, official base images (e.g., official wordpress:php-fpm, php:fpm-alpine, or nginx:alpine) to minimize attack surface area. Custom or unverified third-party base images are prohibited. - Vulnerability Scanning: Container images pushed to SNHD's internal GitLab Container Registry will be subjected to automated static vulnerability scanning (GitLab Container Scanning / Trivy). Contractor will address any Critical or High-severity vulnerabilities prior to deployment. Contractors may detail their proposed image security practices and base image selection in Tab 3.
Q5-101	07/27/2026 1:33 PM	What secrets-management platform is available?	GitLab CE.
Q5-102	07/27/2026 1:33 PM	What shared media-storage or object-storage capability is available for horizontally scaled WordPress containers?	Static assets (PDFs, images, documents) are currently split across more than one server. For this redesign, SNHD intends to consolidate asset handling into the target architecture using shared persistent storage mounted across application containers, with Cloudflare at the edge. Contractors should include media asset consolidation, URL remediation and content migration in their proposed scope, and may outline recommended media offloading or CDN strategies in Tab 3. Specific hostnames, mount points and file manifests will be provided to the selected contractor during technical onboarding.
Q5-103	07/27/2026 1:33 PM	Is Redis currently available?	A dedicated Redis instance is not currently running in production. However, SNHD's containerized infrastructure can easily support adding a dedicated Redis container service to serve as an object cache or session store. Contractors recommending Redis for WordPress object caching, database query caching, or session management should specify container resource requirements, plugin configurations (e.g., Redis Object Cache), and implementation details in Tab 3.

Question Number	Date Received	Question	Answer
Q5-104	07/27/2026 1:33 PM	What recovery-time and recovery-point objectives apply?	SNHD targets a Recovery Time Objective (RTO) of 4 hours and a Recovery Point Objective (RPO) of 24 hours (or the most recent daily backup) for primary web services. Primary server-level and database backups are managed directly by SNHD IT across redundant infrastructure locations. Contractor will ensure that application configurations, database export utilities, and custom code/themes are fully documented, version-controlled in GitLab, and designed for rapid redeployment via standard Docker Compose workflows. Contractors may outline recommended backup, snapshot, or disaster recovery enhancements in Tab 3.
Q5-105	07/27/2026 1:33 PM	Who is responsible for backups, restoration testing and disaster recovery?	SNHD IT retains full responsibility for infrastructure backups, snapshot routines, disaster recovery execution, and restoration testing. Contractor will deliver well-documented, automated container configurations and code repositories that allow SNHD IT to easily restore or redeploy the application stack.
Q5-106	07/27/2026 1:33 PM	What uptime measurement method will be used for the 99.9% expectation?	Uptime and availability for the 99.9% target will be measured primarily via Cloudflare Analytics and synthetic HTTP/HTTPS health probes targeting primary public endpoints. Measurement focuses on application HTTP success rates (200 OK responses) at the edge, excluding scheduled maintenance windows pre-approved by SNHD IT. Internal server health monitoring is handled independently by SNHD IT using host-level monitoring metrics. Contractors may outline proposed application-level monitoring or logging integration in Tab 3.

Question Number	Date Received	Question	Answer
Q5-107	07/27/2026 1:33 PM	What peak concurrency, request rate and traffic pattern should be used for load testing?	The following are minimum design and performance targets the delivered solution must meet. They are engineering requirements for the new platform, not measurements of the current environment. - Concurrency: The platform must sustain at least 1,500 simultaneous active users without degradation. - Request throughput: The platform must sustain a minimum of 300 requests per second, with headroom for short-duration surges well above that baseline. - Surge capacity: The architecture must be engineered for sudden order-of-magnitude increases in demand above normal operating levels, including conditions where newly published content has not yet been cached. Load testing should validate both cached edge responses and uncached dynamic requests (search queries, web forms, interactive maps). contractors must outline their proposed load-testing methodology, tooling and results reporting in Tab 3. Contractors should outline their recommended approaches to elastic scaling, adding application capacity automatically during demand surges such as public health emergencies, and reducing it when demand returns to baseline, including any orchestration, tooling or configuration required.
Q5-108	07/27/2026 1:33 PM	Must testing model account for emergency traffic in which caching is cold and a newly published alert receives immediate demand?	Yes. Load testing must include a cold-cache scenario in which newly published content receives immediate high-volume demand, validating both cached edge responses and uncached dynamic requests. Contractors should detail their cold-cache load testing methodology and caching strategy in Tab 3.
Q5-109	07/27/2026 1:33 PM	Is a CDN or web application firewall already available?	Yes. Security and WAF rules are enforced via Akamai and Cloudflare. CDN content caching is not utilized. Furthermore, strict default-deny egress firewall rules are in place across all hosting environments; any required external API or web service calls must be pre-approved and explicitly whitelisted by SNHD IT.
Q5-110	07/27/2026 1:33 PM	Are DDoS protections managed by SNHD?	Yes. DDoS mitigation is managed directly by SNHD IT using Cloudflare at the edge layer. Edge-level DDoS protection, rate limiting, and threat filtering are active before requests reach the origin hosting environment. Contractors do not need to provide third-party DDoS hardware or services.
Q5-111	07/27/2026 1:33 PM	What version of GitLab CE is in use?	SNHD will provide the GitLab CE instance and the development, staging and production environments. The specific instance and access model for this Project have not been finalized and will be confirmed with the selected contractor during technical onboarding.

Question Number	Date Received	Question	Answer
Q5-112	07/27/2026 1:33 PM	Are GitLab runners already available?	See Q5-111.
Q5-113	07/27/2026 1:33 PM	What operating systems or executors do the runners use?	See Q5-111.
Q5-114	07/27/2026 1:33 PM	Does SNHD have established branching, code review and release-approval policies?	SNHD utilizes a standard feature-branch Git workflow. Developers create dedicated feature or bugfix branches, which are merged into primary branches via GitLab Merge Requests following code review. Direct commits to production branches are restricted. Contractors should outline their proposed Git workflow and release process in Tab 3.
Q5-115	07/27/2026 1:33 PM	Must database changes be deployed through the pipeline?	Yes. All database structural changes and schema migrations must be version-controlled in GitLab and executed automatically via CI/CD pipeline scripts (e.g., WP-CLI or versioned migration files). Manual production database edits are strictly prohibited. Contractors should outline their database deployment and rollback strategies in Tab 3.
Q5-116	07/27/2026 1:33 PM	Which automated tests and security scanners are already licensed or required?	SNHD maintains a commercial WordPress application security and malware monitoring solution; specifics will be shared with the selected contractor. No proprietary automated testing suites are currently licensed or mandated. Contractors must outline their proposed automated testing frameworks, static analysis tools (e.g., PHP_CodeSniffer / PHPStan) and security linting steps within their CI/CD methodology in Tab 3.
Q5-117	07/27/2026 1:33 PM	Does SNHD require separate approvals for application code, infrastructure configuration and database changes?	Yes. All application code merges, infrastructure/container config changes, and database schema migrations require explicit review and approval from SNHD IT prior to production deployment. Contractors should outline how their proposed GitLab CI/CD pipeline enforces approval gates for each change type in Tab 3.
Q5-118	07/27/2026 1:33 PM	Who is authorized to approve production deployments?	SNHD IT team
Q5-119	07/27/2026 1:33 PM	What rollback time must the solution support?	Daily
Q5-120	07/27/2026 1:33 PM	Will the contractor be expected to maintain the pipeline during the post-launch period?	No. SNHD IT will maintain the CI/CD pipeline following launch; Contractor will deliver the pipeline configuration and documentation.
	07/27/2026 1:33 PM	Does SNHD currently use Prometheus, Grafana, Elasticsearch, Logstash, Kibana, OpenSearch, New Relic, Datadog or another monitoring platform?	No
Q5-122	07/27/2026 1:33 PM	Does the contractor need to implement the entire monitoring stack or only provide compatible instrumentation?	Yes

Question Number	Date Received	Question	Answer
Q5-123	07/27/2026 1:33 PM	What logs must be retained, for how long and in which environment?	For both production and development environments, access logs must be retained for 30 days and error logs must be retained for 30 days.
Q5-124	07/27/2026 1:33 PM	Must logs be forwarded to a security information and event management platform?	Not at the moment
Q5-125	07/27/2026 1:33 PM	What information must be redacted to prevent personal or health information from entering logs?	PII, PHI
Q5-126	07/27/2026 1:33 PM	Who receives application, uptime, security and performance alerts?	SNHD internal team
Q5-127	07/27/2026 1:33 PM	What are the escalation requirements for critical incidents?	Critical incidents will be immediately reported to a designated helpdesk.
Q5-128	07/27/2026 1:33 PM	Please identify every third party system that must be integrated at launch.	See Q3-2.
Q5-129	07/27/2026 1:33 PM	Are Eventbrite and Mailchimp still required?	Eventbrite and Mailchimp are not explicitly required under the current RFP. SNHD currently uses Mailchimp, and any required third-party integrations will be confirmed with the selected contractor during Project planning.
Q5-130	07/27/2026 1:33 PM	The previous addendum said e-commerce was no longer required, but the current RFP lists e-commerce integration. What e-commerce functionality is now expected?	Disregard / do not consider RFP 25RFP008 or any addenda related to RFP 25RFP008.
Q5-131	07/27/2026 1:33 PM	What clinic-registration platforms must be integrated?	Clinic registration functionality will be managed and implemented directly by the SNHD IT team using internal systems, so no third-party clinic-registration platform integrations are required from contractor.
Q5-132	07/27/2026 1:33 PM	Are integrations expected to be API-based, embedded, single-sign-on enabled or simple outbound links?	Custom API-based integrations interfacing with SNHD systems will be managed internally by the SNHD IT team.
Q5-133	07/27/2026 1:33 PM	Will SNHD provide API documentation, test accounts and technical contacts after award?	Yes, SNHD will provide dedicated technical contacts to the selected contractor post-award; however, no API documentation or test accounts will be provided.
Q5-134	07/27/2026 1:33 PM	How many forms exist, and how many must be recreated?	There are 54 existing Gravity Forms, all of which will be migrated as part of the scope rather than recreated from scratch.
Q5-135	07/27/2026 1:33 PM	Which forms contain file uploads, signatures, payments, complex conditional logic or approval workflows?	Any custom forms that involve payments or complex conditional logic will be handled directly by the SNHD IT team. The remaining 54 standard Gravity Forms to be migrated by Contractor do not include those custom payment or complex workflow requirements.
Q5-136	07/27/2026 1:33 PM	Do any website forms collect protected health information, patient information, Social Security numbers or other sensitive data?	Any custom forms that collect sensitive data—including PII, PHI, patient information, or Social Security numbers—will be managed and handled directly by the SNHD IT team. The standard Gravity Forms within Contractor's migration scope will not involve these sensitive data requirements.

Question Number	Date Received	Question	Answer
Q5-137	07/27/2026 1:33 PM	If sensitive health information is collected, what HIPAA, business-associate, encryption, retention and audit requirements apply?	Because any forms collecting sensitive health information, PII, or PHI are handled directly by the SNHD IT team, third-party HIPAA compliance, business-associate agreements, and specialized encryption or audit controls for PHI fall outside contractor's scope of work. Contractor will only be required to maintain standard web security practices, such as enforcing TLS 1.2/1.3 and standard access and error logging, for the general public-facing website.
Q5-138	07/27/2026 1:33 PM	Is WordPress permitted to store submitted form data, or must all submissions be sent directly to an approved system of record?	Submitted form data may only be stored in WordPress for forms that utilize Gravity Forms. All other submissions, including custom forms, are handled by SNHD's internal systems.
Q5-139	07/27/2026 1:33 PM	Is Microsoft Forms or another Microsoft 365 service part of the present workflow?	No
Q5-140	07/27/2026 1:33 PM	What accessible alternative is required if CAPTCHA prevents a user from completing a form?	Contractors may implement Cloudflare Turnstile or recommend an alternative accessible, WCAG-compliant CAPTCHA solution that ensures full usability without blocking users who rely on assistive technologies.
Q5-141	07/27/2026 1:33 PM	Must site search index the full text of PDFs?	Full-text PDF indexing is preferred to help users easily locate public documents and health reports, but Contractors are encouraged to recommend their best technical solutions or approaches for document searchability within the proposed site search.
Q5-142	07/27/2026 1:33 PM	Does SNHD require filtered or faceted search?	Filtered or faceted search is not strictly required, but Contractors are encouraged to recommend and include it where beneficial for organizing content, such as for public meetings, news releases, or program resources.
Q5-143	07/27/2026 1:33 PM	Does SNHD have search synonyms, promoted results or prior search-log reports?	SNHD currently utilizes Google Search for its site search, so custom search synonyms, promoted results, or prior search logs are managed within that framework. Contractors may propose native WordPress or enhanced search configurations as part of their solutions.
Q5-144	07/27/2026 1:33 PM	Who will approve the redirect map?	SNHD internal team.
Q5-145	07/27/2026 1:33 PM	Is there a maximum acceptable number of changed URLs?	No.
Q5-146	07/27/2026 1:33 PM	Will SNHD provide Google Search Console and Bing Webmaster Tools access?	Yes.

Question Number	Date Received	Question	Answer
Q5-147	07/27/2026 1:33 PM	Which structured-data types are expected?	SNHD expects structured data (Schema.org markup) mapped directly to its core content types, including News Article for News Releases and News & Info (1,700+ items), FAQ Page for FAQ items (615+ items), Event for Public Meetings and Events (540+ items), GovernmentService for Programs, Permits, and Regulations, MedicalClinic for Community Health Centers, and MedicalWebPage for Health Topics, along with standard Organization, WebSite, and BreadcrumbList schema across the site.
Q5-148	07/27/2026 1:33 PM	Does SNHD have a GA4 property and documented event taxonomy?	Yes, SNHD has an existing GA4 property, but does not currently have a documented event taxonomy. Contractor will be expected to review the existing GA4 configuration and assist in defining and documenting an updated event taxonomy as part of the analytics setup.
Q5-149	07/27/2026 1:33 PM	Are analytics consent, privacy or data-retention controls required?	SNHD requires standard analytics privacy, consent, and data-retention controls for the website. Contractor will ensure compliance through proper cookie and privacy disclosures, standard GA4 data-retention configurations (such as setting retention limits to align with organizational policy), and privacy controls that strictly prevent the collection or transmission of personally identifiable information (PII) or protected health information (PHI) within analytics tracking.
Q5-150	07/27/2026 1:33 PM	Which heatmap platform is contemplated, and has it been approved for government privacy and accessibility use?	No specific heatmap platform has been pre-selected by SNHD, allowing Contractors to recommend the best tool for the site.
Q5-151	07/27/2026 1:33 PM	What Core Web Vitals or Lighthouse thresholds will be used for acceptance?	SNHD expects the redesigned website to achieve Google's "Good" Core Web Vitals thresholds—specifically Largest Contentful Paint (LCP) under 2.5 seconds, Interaction to Next Paint (INP) under 200 milliseconds, and Cumulative Layout Shift (CLS) under 0.1—along with Lighthouse scores of 90+ in Accessibility, Best Practices, and SEO, and a Performance score of at least 80+ on Mobile and 90+ on Desktop for final Project acceptance.
Q5-152	07/27/2026 1:33 PM	Must the contractor preserve current organic rankings for specified high-value pages?	SNHD has not established page-specific organic ranking requirements. Contractor should apply technical SEO best practices, including metadata preservation or optimization, redirect mapping and validation, structured data and XML sitemaps, to minimize disruption to organic search performance during migration. Ongoing ranking monitoring and optimization are not required beyond addressing issues associated with the delivered solution during the three-month support period.

Question Number	Date Received	Question	Answer
Q5-153	07/27/2026 1:33 PM	What is the site's current SecurityScorecard grade, and which findings affect it?	SNHD does not publish its current security assessments or specific scan findings. The RFP establishes the requirement: a grade of "A" on SecurityScorecard.io for the redesigned website infrastructure delivered under this scope of work (see Q1-11). Contractors should scope to achieve that target through standard secure configuration practice, TLS configuration, security headers, and hardened application and container settings. Findings specific to the in-scope environment will be shared with the selected contractor.
Q5-154	07/27/2026 1:33 PM	Is the required SecurityScorecard "A" measured against the root SNHD domain, the website host, the new subdomain or another scope?	The SecurityScorecard "A" requirement applies to the redesigned website (southernnevadahealthdistrict.org) and the infrastructure, application and web assets delivered under this scope of work. It does not extend to SNHD's broader IT environment, unrelated subdomains, or systems outside this Project. Because SecurityScorecard evaluates at the domain level, the observed rating may reflect factors outside the contractor's control, including DNS configuration, email authentication records and organizationally managed infrastructure. Contractor will be accountable only for findings attributable to the in-scope web application and hosting environment, for example, TLS/SSL configuration, security headers, application and container hardening, and exposed service configuration on delivered assets. Findings outside that scope are SNHD's responsibility (see Q5-155).
Q5-155	07/27/2026 1:33 PM	Who is responsible for findings involving DNS, email systems, unrelated subdomains, leaked credentials or infrastructure beyond the contractor's control?	SNHD IT is responsible for security findings, remediation and oversight involving organization-wide DNS records, email authentication (SPF/DKIM/DMARC), unrelated subdomains, credential exposure and any infrastructure outside Contractor's scope and control. Where such findings affect the domain-level rating, they will not be counted against Contractor. Acceptance will be evaluated on findings attributable to the delivered website application and hosting environment.
Q5-156	07/27/2026 1:33 PM	Which hostname or endpoint must receive the SSL Labs A+ grade?	southernnevadahealthdistrict.org
Q5-157	07/27/2026 1:33 PM	Is HTTP Strict Transport Security required, and should the domain be eligible for HSTS preloading?	HTTP Strict Transport Security will be required. HSTS configuration and domain eligibility for preloading will be determined in consultation with SNHD Information Technology during implementation, based on SNHD's domain and subdomain environment.

Question Number	Date Received	Question	Answer
Q5-158	07/27/2026 1:33 PM	The RFP says only port 443 will be supported. How should requests to legacy http:// URLs be redirected to HTTPS if port 80 is unavailable?	Since Cloudflare proxies the domain's traffic, legacy HTTP requests are intercepted directly at Cloudflare's edge using the "Always Use HTTPS" rule, which automatically converts port 80 traffic into secure 301 redirects to HTTPS on port 443 before reaching the origin server. This allows the primary website hosting environment to safely support only port 443, while Cloudflare handles edge-level HTTP redirection and HSTS enforcement seamlessly.
Q5-159	07/27/2026 1:33 PM	What vulnerability-scanning, penetration-testing and remediation requirements apply?	While SNHD does not currently utilize an automated site scanning or monitoring service, Contractor will be expected to implement standard security assurance practices throughout the web development lifecycle. This includes conducting pre-launch vulnerability scans, addressing high and critical security findings, ensuring compliance with OWASP Top 10 guidelines, and supporting any periodic penetration testing or security assessments required by SNHD prior to final Project acceptance and launch.
Q5-160	07/27/2026 1:33 PM	Must the contractor comply with a specific framework such as NIST, CIS Controls, OWASP ASVS or an SNHD security standard?	Contractor must align the website design, build, and hosting architecture with industry-standard secure development frameworks, specifically the OWASP Application Security Verification Standard (ASVS Level 2) and OWASP Top 10 guidelines, while ensuring that overall infrastructure deployment and hosting practices adhere to NIST Cybersecurity Framework (CSF) and CIS Controls principles for encryption, access management, and vulnerability hardening.
Q5-161	07/27/2026 1:33 PM	What patching service levels apply to critical, high and medium vulnerabilities?	Contractor will be expected to follow strict Patching Service Level Agreements (SLAs) to remediate identified security vulnerabilities: critical vulnerabilities (e.g., CVSS 9.0+) must be remediated or mitigated within 24 to 72 hours of disclosure, high vulnerabilities within 7 to 14 days, and medium vulnerabilities within 30 days or during the next scheduled maintenance release.
Q5-162	07/27/2026 1:33 PM	Does SNHD require source-code scanning, software-composition analysis and container scanning?	Yes, SNHD requires automated source-code scanning (SAST), software composition analysis (SCA) for third-party dependencies, and container image scanning integrated into the development and CI/CD deployment pipelines to detect and remediate vulnerabilities, security risks, and licensing issues prior to release.
Q5-163	07/27/2026 1:33 PM	Who is responsible for firewall, WAF, DDoS and network-policy configuration?	While the SNHD IT team is responsible for managing and configuring the core firewall infrastructure, Web Application Firewall (WAF) policies, DDoS protection, and overarching network security controls, Contractor may provide recommendations and best-practice guidance to help optimize rule configurations for the new web application.
Q5-164	07/27/2026 1:33 PM	Are background checks, cybersecurity insurance or data-residency requirements applicable?	See Q1-8 for cybersecurity insurance requirement. All Project related data must remain in the United States.

Question Number	Date Received	Question	Answer
Q5-165	07/27/2026 1:33 PM	Is the previous expectation of training three to five users still accurate?	Disregard / do not consider RFP 25RFP008 or any addenda related to RFP 25RFP008.
Q5-166	07/27/2026 1:33 PM	Are separate sessions required for authors, approvers, administrators, developers and accessibility coordinators?	Separate sessions are not required.
Q5-167	07/27/2026 1:33 PM	Must training be onsite, virtual, recorded or self-paced?	Training will be delivered virtually, recorded, and accompanied by self-paced learning materials and documentation for future reference and staff onboarding.
Q5-168	07/27/2026 1:33 PM	Who owns the training recordings and materials?	SNHD.
Q5-169	07/27/2026 1:33 PM	What is the distinction between a bug covered during the three-month support period and a billable enhancement?	A bug covered under the three-month support period is any defect or deviation where the platform fails to perform according to the agreed-upon project specifications (such as broken functionality, system errors, or security flaws). Conversely, a billable enhancement is any request that introduces new functionality, design changes, workflow alterations, or features that extend beyond the original scope and functional requirements signed off in the contract.
Q5-170	07/27/2026 1:33 PM	What support hours, response times and resolution times are required?	Standard support hours are 8:00 AM to 5:00 PM PST on business days, with response and resolution SLAs prioritized by issue severity: Critical (Priority 1) system outages require a response within 1 hour and resolution within 4 to 8 hours; High (Priority 2) major feature impairments require a response within 2 to 4 hours and resolution within 24 hours; Medium (Priority 3) minor functional issues require a response within 8 business hours and resolution within 3 to 5 business days; and Low (Priority 4) cosmetic issues or general inquiries require a response within 1 business day with resolution included in the next scheduled release cycle.
Q5-171	07/27/2026 1:33 PM	Does three months of support begin at public launch or final acceptance?	The three-month post-launch support period begins on the date the redesigned website is publicly launched.
Q5-172	07/27/2026 1:33 PM	Is ongoing maintenance expected after the three-month period?	No.
Q5-173	07/27/2026 1:33 PM	What are the formal acceptance criteria for each deliverable?	The process will be finalized with the awarded contractor.
Q5-174	07/27/2026 1:33 PM	How many review and revision cycles should be included for wireframes and visual design?	The process will be finalized with the awarded contractor.
Q5-175	07/27/2026 1:33 PM	Does SNHD require source-code, design-file and documentation ownership upon payment?	Yes.
Q5-176	07/27/2026 1:33 PM	Are premium plugin licenses expected to be transferred to SNHD?	Yes.

Question Number	Date Received	Question	Answer
Q5-177	07/27/2026 1:33 PM	Does SNHD require a launch rollback plan and a failed-launch rehearsal?	Yes.
Q6-1	07/27/2026 9:22 AM	Please confirm the anticipated project start date, contract duration, and required production-launch date.	Contractors shall submit their proposed timelines.
Q6-2	07/27/2026 9:22 AM	Please provide the current inventory of pages, posts, documents, forms, and multimedia to be migrated. Will SNHD audit and remove outdated content before migration?	The selected contractor will conduct a content audit and usability assessment. SNHD will work with the selected contractor to identify and remove obsolete or redundant content and determine what content should be migrated, consolidated or retired. See Q5-19.
Q6-3	07/27/2026 9:22 AM	Is the contractor responsible for content writing or editing and accessibility remediation of legacy PDFs, documents, forms, and multimedia? If so, please provide approximate quantities.	See Q5-38.
Q6-4	07/27/2026 9:22 AM	Please identify all required integrations, including clinic registration, online forms, interactive tools, CRM, analytics, marketing platforms, and e-commerce systems.	See Q5-128.
Q6-5	07/27/2026 9:22 AM	Will SNHD provide and operate the development, staging, and production environments? Please clarify the required hosting, Docker/orchestration, load-balancing, GitLab CE, monitoring, and	See Q5-111.
Q6-6	07/27/2026 9:22 AM	Please provide the expected traffic volumes, peak-load requirements, performance targets, and the specific assets that will be evaluated for the required SecurityScorecard A and SSL Labs A+ ratings.	The platform must sustain at least 1,500 concurrent users and 300 requests per second with headroom for surges, and meet Google's "Good" Core Web Vitals thresholds (LCP under 2.5s, INP under 200ms, CLS under 0.1) with Lighthouse scores of 90+ in Accessibility, Best Practices and SEO and Performance of 80+ mobile / 90+ desktop. The SecurityScorecard "A" and SSL Labs "A+" ratings apply to southernnevadahealthdistrict.org and the web assets delivered under this scope of work; contractor will be accountable only for findings attributable to the in-scope application and hosting environment.
Q6-7	07/27/2026 9:22 AM	Does the port 443-only requirement prohibit port 80 entirely, including its limited use for HTTP-to-HTTPS redirection or certificate validation?	The origin will support port 443 only. Cloudflare handles HTTP-to-HTTPS redirection at the edge via "Always Use HTTPS," so no port 80 listener is required at the origin (see Q5-158); certificate issuance and validation are managed by SNHD and do not require port 80 access.
Q6-8	07/27/2026 9:22 AM	Should the website target WCAG 2.1 Level AA or WCAG 2.2 Level AA? Additionally, what evidence will SNHD accept to demonstrate the mandatory public-sector WCAG implementation and long-term compliance-support experience?	See Q5-54.

Question Number	Date Received	Question	Answer
Q6-9	07/27/2026 9:22 AM	Are remote or offshore resources permitted to perform project work and access SNHD development, GitLab, staging, or production environments? Which activities must occur onsite, and how frequently?	Project work may be performed remotely by US-based personnel. Offshore personnel are prohibited from performing project work and from accessing SNHD development, GitLab, staging or production environments. No onsite visits are required for this Project. The proposed budget should account for any anticipated travel expenses.
Q6-10	07/27/2026 9:22 AM	Please define the expected service hours, response times, and contractor responsibilities during the three-month post-launch support period.	See Q5-170.
Q6-11	07/27/2026 9:22 AM	Please provide the proposed contract, payment schedule, and deliverable-acceptance process.	The contract process will be shared with the selected contractor. Payment schedule and deliverable-acceptance process will be finalized during the contract process.
Q6-12	07/27/2026 9:22 AM	Does the \$100,000 project budget include travel, third-party licensing, infrastructure, accessibility testing, and post-launch support?	Yes.
Q6-13	07/27/2026 9:22 AM	Please confirm whether active SAM.gov registration, Nevada foreign-entity registration, a Nevada business license, or certificates of insurance are required at proposal submission or only following selection or award.	See Q1-2 and Q1-4. A Certificate of Insurance will be required from the selected contractor prior to contract execution.
Q7-1	07/28/2026 7:02 AM	Could you share the URL of the current SNHD website?	https://www.southernnevadahealthdistrict.org/
Q7-2	07/28/2026 7:02 AM	The RFP mentions migration of more than 4,000 pages. Could you provide an approximate breakdown of: Standard content pages News articles Custom post types PDF documents Images and multimedia assets	See Q5-19.
Q7-3	07/28/2026 7:02 AM	Will all existing content be migrated, or will SNHD identify obsolete content to archive or exclude?	Not all existing pages will necessarily be migrated. Content rationalization is expected through the required content audit and usability assessment. SNHD will work with the selected contractor to identify obsolete or redundant content for removal and opportunities to consolidate or restructure content before or during migration.
Q7-4	07/28/2026 7:02 AM	Are there any multilingual pages or microsites included within the migration scope?	The website (southernnevadahealthdistrict.org) uses a translation function, translation of individual pages is not required. The following microsites are included in the migration scope: www.SNHD.info/covid and www.snchc.org .
Q7-5	07/28/2026 7:02 AM	Which version of WordPress is currently in use?	See Q5-78
Q7-6	07/28/2026 7:02 AM	Could you provide a list of existing plugins, custom themes, and custom-developed functionality?	A complete, inventory of plugins, themes and applicable functionality will be provided to the selected contractor.

Question Number	Date Received	Question	Answer
Q7-7	07/28/2026 7:02 AM	Approximately how many custom post types and taxonomies currently exist?	Ten to 15 custom types currently exist.
Q7-8	07/28/2026 7:02 AM	Will the selected contractor receive access to the existing source code, repository, database, and staging environment?	Yes.
Q7-9	07/28/2026 7:02 AM	Could you provide a complete list of existing third-party integrations?	See Q5-128.
Q7-10	07/28/2026 7:02 AM	Which integrations already exist and will require migration?	See Q5-128.
Q7-11	07/28/2026 7:02 AM	Which integrations are expected to be newly implemented?	See Q3-2.
Q7-12	07/28/2026 7:02 AM	Will APIs and technical documentation for these systems be made available?	The named integrations (GA4, Google Maps API, Ferroot Security, Gravity Forms) rely on publicly available contractor documentation; SNHD will provide dedicated technical contacts and the necessary account access or API keys to the selected contractor during onboarding. Internal SNHD APIs are outside contractor's scope and will be handled by SNHD IT, so no internal API documentation or test accounts will be provided (see Q5-133).
Q7-13	07/28/2026 7:02 AM	Will SNHD provide the hosting infrastructure, or is the selected contractor expected to provision and manage it?	SNHD will provide the hosting infrastructure.
Q7-14	07/28/2026 7:02 AM	If hosting is provided by SNHD, what cloud platform or infrastructure is currently being used?	Hosting is provided and managed by SNHD on its own Linux-based infrastructure. The application must be delivered as a Docker Compose–based containerized stack, with detailed infrastructure specifications provided to the selected contractor during technical onboarding.
Q7-15	07/28/2026 7:02 AM	Will Development, QA/UAT, Staging, and Production environments already be available?	Yes. SNHD IT will provision and manage all Development, QA/UAT, Staging and Production environments. The contractor will provide environment requirements, container specifications (docker-compose.yml) and build scripts, and work with SNHD IT to execute deployments (see Q5-97).
Q7-16	07/28/2026 7:02 AM	Is Kubernetes preferred for production deployment, or will Docker Swarm also be considered acceptable?	Neither is required. SNHD's containerized infrastructure uses Docker Compose, and contractors should propose a Docker Compose–based deployment model as the primary framework; alternative or complementary deployment and CI/CD recommendations may be outlined in Tab 3 (see Q5-95).
Q7-17	07/28/2026 7:02 AM	Will SNHD provide access to the existing GitLab CE environment?	See Q5-111.

Question Number	Date Received	Question	Answer
Q7-18	07/28/2026 7:02 AM	Are there any preferred CI/CD standards or branching strategies that should be followed?	SNHD does not mandate a specific branching strategy; contractors should propose a CI/CD workflow and branching model in Tab 3 for review and approval by SNHD IT. Database schema changes must be version-controlled and deployed via pipeline rather than manual production edits, and code, infrastructure and database changes require SNHD IT approval prior to production deployment (see Q5-115 and Q5-117).
Q7-19	07/28/2026 7:02 AM	Are monitoring platforms such as Prometheus, Grafana, ELK Stack, or equivalent already available within SNHD's infrastructure?	No. SNHD does not currently operate a monitoring, data visualization or analytics platform; contractors are encouraged to outline their recommended approaches in Tab 3, including setup of Grafana or comparable monitoring, visualization and alerting tooling.
Q7-20	07/28/2026 7:02 AM	Has the existing website undergone an accessibility audit? If available, could the audit findings be shared?	The existing website has not undergone a comprehensive accessibility audit. As outlined in the RFP, the selected contractor will conduct automated and manual accessibility testing and remediate identified issues before launch.
Q7-21	07/28/2026 7:02 AM	Is an independent third-party accessibility certification or validation required prior to launch?	No.
Q7-22	07/28/2026 7:02 AM	Are there any accessibility compliance reports that must be delivered beyond those listed in the RFP?	No reports are required beyond those in the RFP. Per Section II.B.2.b.7.d, Contractor shall provide documentation of accessibility testing and remediation efforts upon request, covering both automated and manual testing including screen reader compatibility.
Q7-23	07/28/2026 7:02 AM	Are there any target response time or Core Web Vitals performance benchmarks?	Yes. The site must meet Google's "Good" Core Web Vitals thresholds — LCP under 2.5s, INP under 200ms, CLS under 0.1 — along with Lighthouse scores of 90+ in Accessibility, Best Practices and SEO, and Performance of 80+ on mobile and 90+ on desktop for final acceptance (see Q5-151). Support response times are separate and are defined by severity in Q5-170.
Q7-24	07/28/2026 7:02 AM	Besides achieving an "A" SecurityScorecard and "A+" SSL Labs rating, are there any additional security compliance requirements expectations?	Yes. The solution must align with OWASP ASVS (Level 1/2) and OWASP Top 10, with infrastructure and hosting practices following NIST CSF and CIS Controls principles for encryption, access management and hardening (see Q5-160). SAST, software composition analysis and container image scanning must be integrated into the CI/CD pipeline, pre-launch vulnerability scans completed, and Critical and High findings remediated prior to launch per the patching SLAs in Q5-161 (see Q5-159 and Q5-162).
Q7-25	07/28/2026 7:02 AM	Approximately how many administrators and content editors will require CMS training?	See Q5-67.
Q7-26	07/28/2026 7:02 AM	Is onsite training expected, or will virtual training sessions be acceptable?	Virtual training sessions are acceptable.

Question Number	Date Received	Question	Answer
Q7-27	07/28/2026 7:02 AM	Beyond the three-month post-launch support period, should respondents include optional annual maintenance and support services within their proposal?	No.
Q7-28	07/28/2026 7:02 AM	Is there a target go-live date for the redesigned website?	A specific go-live date has not been set. The final target launch date will be established during project kickoff and schedule alignment with the selected contractor.
Q7-29	07/28/2026 7:02 AM	Are there any mandatory milestone dates or phased delivery expectations?	Mandatory milestone dates and delivery expectations will be established during project kickoff and schedule alignment with the selected contractor.
Q7-30	07/28/2026 7:02 AM	Are there any blackout periods during which production deployment should be avoided?	No.
Q7-31	07/28/2026 7:02 AM	Should software licensing, premium plugins, and third-party subscription costs be included within the proposed project budget?	Yes.
Q7-32	07/28/2026 7:02 AM	Should optional post-warranty maintenance, hosting, and enhancement services be quoted separately from the implementation cost?	Optional post-warranty maintenance, hosting and enhancement services are not required under this RFP and should not be included in the implementation cost.
Q8-1	07/28/2026 10:16 AM	Is the \$100,000 budget expected to cover the full scope, including discovery, design, development, migration of 4,000+ pages, accessibility, integrations, testing, training, launch, and support?	Yes.
Q8-2	07/28/2026 10:16 AM	Is SNHD open to a phased approach if the full scope cannot be completed within the available budget?	No.
Q8-3	07/28/2026 10:16 AM	How many existing pages, documents, forms, and media files are expected to be migrated, consolidated, rewritten, remediated, or removed?	See Q5-19. Additionally, SNHD will review and archive obsolete content.
Q8-4	07/28/2026 10:16 AM	What does the anticipated project start date and launch date?	See Q5-11.
Q8-5	07/28/2026 10:16 AM	Will the new site use SNHD's existing WordPress environment, or should the contractor propose a new architecture and hosting solution?	SNHD's preference is to keep WordPress as the CMS.
Q8-6	07/28/2026 10:16 AM	What current hosting, Docker, load balancing, GitLab, monitoring, security, and deployment infrastructure will SNHD provide?	See Q5-111.
Q8-7	07/28/2026 10:16 AM	What existing systems must be integrated, including clinic registration, forms, CRM, analytics, e-commerce, payment systems, and interactive tools?	See Q5-128.
Q8-8	07/28/2026 10:16 AM	Are vendors expected to develop new forms and interactive tools, or only integrate existing systems?	The team is open to suggestions that can elevate the front-end and back-end user journey.

Question Number	Date Received	Question	Answer
Q8-9	07/28/2026 10:16 AM	Which WCAG version will be used as the final acceptance standard, and does accessibility remediation include existing PDFs, videos, forms, and third-party content?	The final acceptance standard will be the most current WCAG Level AA standard in effect at the time of implementation, as specified in the RFP. Accessibility requirements apply to the website, templates, functionality and associated digital content within the project scope. Remediation scope applies to new templates, page types, layouts, digital forms, functionality and content created or materially modified by the contractor. Full manual remediation of legacy PDF and Office documents is outside the primary development scope unless specific documents are identified by SNHD for remediation. Existing documents selected for migration must remain accessible through the redesigned website.
Q8-10	07/28/2026 10:16 AM	How will the required Security Scorecard “A” and SSL Labs “A+” ratings be evaluated when findings involve SNHD-controlled infrastructure or third-party systems?	Ratings will be evaluated on findings attributable to the redesigned website application and hosting environment delivered under this scope of work. Findings arising from SNHD-controlled infrastructure, DNS, email authentication records, unrelated subdomains or third-party systems remain SNHD IT's responsibility and will not be counted against the contractor's acceptance criteria (see Q5-154, Q5-155).
Q8-11	07/28/2026 10:16 AM	Which eight-page types and five custom post types does SNHD anticipate?	The specific page types and custom post types will be determined in consultation with the selected contractor during the discovery and planning phase, based on the approved information architecture and website requirements. As noted in the RFP, examples may include landing, splash and program pages, as well as public meetings, news releases and hot topics.
Q8-12	07/28/2026 10:16 AM	How many design concepts, review rounds, and user acceptance testing cycles should be included?	The RFP does not prescribe a specific number of design concepts, review rounds or user acceptance testing cycles. Contractors should recommend an appropriate number in their proposed methodology and work plan and clearly identify any related assumptions. The final process will be established with the selected contractor during project planning.
Q8-13	07/28/2026 10:16 AM	How many staff members require training, and what documentation or recorded training materials are expected?	See Q5-67.
Q8-14	07/28/2026 10:16 AM	What response times and service levels are required during the three-month post-launch support period?	Support hours are 8:00 AM to 5:00 PM PT on business days, with SLAs by severity: Priority 1 (outage) response within 1 hour and resolution within 4–8 hours; Priority 2 (major impairment) response within 2–4 hours and resolution within 24 hours; Priority 3 response within 8 business hours and resolution within 3–5 business days; Priority 4 response within 1 business day, resolved in the next release cycle (see Q5-170). Final SLAs will be confirmed with the selected contractor.

Question Number	Date Received	Question	Answer
Q8-15	07/28/2026 10:16 AM	Should ongoing hosting, maintenance, security updates, accessibility monitoring, and support be priced as optional services?	No. All required services must be included within the \$100,000 not-to-exceed amount; SNHD cannot award optional or separately priced work beyond that ceiling (see Q5-3 and Q5-5). Hosting is provided internally by SNHD, and the selected contractor's scope will end with the three-month post-launch support period.
Q8-16	07/28/2026 10:16 AM	Are subcontractors permitted for accessibility, security, hosting, or migration services?	Subcontracting will not be permitted for this Project.
Q8-17	07/28/2026 10:16 AM	How many onsite meetings should be included, and should travel expenses be included in the proposed budget?	Per the RFP, "Some planning activities may occur onsite. Meetings, service and deliverables may occur remotely." Onsite meetings are not mandatory. The proposed budget should account for any anticipated travel expenses.
Q8-18	07/28/2026 10:16 AM	Will SNHD provide its standard contract, insurance requirements, security terms, and service-level requirements before proposals are due?	Requirements outlined in the RFP apply to all Contractors. Any additional standard contract terms, insurance requirements, security provisions and service-level requirements will be provided to the selected contractor.
Q9-1	07/28/2026 11:49 AM	Is the budget inclusive of annual hosting costs?	Hosting is not a project deliverable.
Q9-2a	07/28/2026 11:49 AM	In order to quote hosting: Can you provide the number of page views per month, currently, for the site?	Hosting is not a project deliverable.
Q9-2b	07/28/2026 11:49 AM	What is the average bandwidth usage per month?	Monthly bandwidth averages approximately 800 GB, with roughly 500,000 visits and 2.7 million page views per month based on recent server statistics. Contractors should treat these as indicative baselines for caching and performance planning rather than guaranteed volumes, and scope against the peak-load design targets stated in Q5-107.
Q9-2c	07/28/2026 11:49 AM	Can you provide current storage requirements for both database and files?	The database is approximately 750 MB and file/media storage is estimated between 15 GB and 50 GB across in-scope properties. SNHD will provide and manage the database server and hosting; detailed storage specifications and file manifests will be provided to the selected contractor during onboarding (see Q5-19 and Q5-36).
Q9-3	07/28/2026 11:49 AM	How many people will be administering content?	SNHD will work with the selected contractor to identify appropriate user roles, permissions, workflows and training needs during project planning.
Q9-4	07/28/2026 11:49 AM	Who supports the current site?	The current site is supported internally by SNHD.
Q9-5	07/28/2026 11:49 AM	What was last year's annual budget for website maintenance and hosting?	Website hosting and maintenance are managed internally and are not required for this Project.

Question Number	Date Received	Question	Answer
Q10-1	07/28/2026 12:47 PM	How are you documenting ADA Title II compliance on your website now?	The current SNHD website is not in compliance with current standards.
Q10-2	07/28/2026 12:47 PM	Do the current solicitation rules require that you select one vendor for this project? Or, are you able to select two or more partners for this bid?	SNHD intends to select one contractor for this Project.
Q10-3a	07/28/2026 12:47 PM	Do you have internal WCAG compliance expertise, or do you need external guidance?	As outlined in the RFP scope of services, SNHD expects the selected contractor to provide accessibility expertise, testing, remediation, documentation, training and guidance throughout the Project.
Q10-3b	07/28/2026 12:47 PM	If you have in-house expertise: Is there a dedicated staffer? Are they IAAP certified?	SNHD Communications and IT staff will participate in the Project. The selected contractor will be expected to provide the accessibility expertise, testing, remediation, documentation, training and guidance required for the Project.
Q10-3c	07/28/2026 12:47 PM	Are you using a standard framework to measure organizational digital accessibility conformance, like the W3C Accessibility Maturity Model?	SNHD has not prescribed an organizational accessibility maturity framework for this project. Conformance will be evaluated based on the accessibility standards, testing, remediation, documentation and training requirements outlined in the RFP.
Q10-4	07/28/2026 12:47 PM	How often do you update the accessibility statement on your website?	SNHD does not currently have a prescribed schedule for updating an accessibility statement. Recommendations regarding the statement and its ongoing maintenance will be addressed with the selected contractor as part of the accessibility guidance per the RFP.
Q10-5a	07/28/2026 12:47 PM	When was the last time you conducted a manual, site-wide content audit for WCAG compliance on your website content? (including embedded content, PDFs, timed media, etc.)	SNHD has not completed a comprehensive manual, site-wide WCAG audit. As outlined in the RFP, the selected contractor will conduct a content audit and perform automated and manual accessibility testing, including remediation of identified accessibility issues before launch.
Q10-5b	07/28/2026 12:47 PM	Did previous audits include manual testing with native assistive technology users?	SNHD has not previously conducted a comprehensive accessibility audit involving manual testing by native assistive-technology users. The selected contractor must conduct the automated and manual accessibility testing required under the RFP.
Q10-6	07/28/2026 12:47 PM	Do you have an accessibility overlay tool in use on the website?	The current site includes a user-preference accessibility toolbar offering display adjustments such as text sizing and contrast. The redesigned site must achieve WCAG 2.1 Level AA conformance natively through accessible markup, templates and components rather than through an overlay or remediation widget; contractors should not propose overlay tools to meet this requirement, and the existing toolbar's disposition will be determined with the selected contractor.
Q11-1	07/30/2026 10:51 AM	Please confirm the desired production launch date and any mandatory implementation deadline.	A specific go-live date has not been set. The final target launch date will be established during project kickoff an schedule alignment with the selected contractor.

Question Number	Date Received	Question	Answer
Q11-2	07/30/2026 10:51 AM	Will SNHD provide development, staging and production infrastructure, or should hosting/infrastructure provisioning be included?	SNHD will provide and manage all development, staging and production infrastructure, including hosting; contractors should not include hosting or infrastructure provisioning costs in their pricing. Contractor will be responsible for environment requirements, container specifications (docker-compose.yml), build scripts and deployment support (see Q5-97).
Q11-3	07/30/2026 10:51 AM	Please describe the current/proposed production environment and confirm whether Docker Swarm or Kubernetes is mandatory, or whether the contractor should recommend the production orchestration approach.	The production environment is SNHD-managed Linux infrastructure running containerized application nodes behind edge load balancing and security services, with a centralized database and shared persistent storage backend. Neither Docker Swarm nor Kubernetes is mandatory; contractors should propose a Docker Compose-based deployment model as the primary framework and may outline alternative or complementary approaches in Tab 3 (see Q5-95).
Q11-4	07/30/2026 10:51 AM	Please provide average/peak traffic, anticipated peak concurrency, required uptime/SLA and any defined RPO/RTO targets for sizing high availability and load balancing.	Recent server statistics show approximately 500,000 visits and 2.7 million page views per month; the platform must be designed for at least 1,500 concurrent users and 300 requests per second with headroom for surges, including cold-cache conditions (see Q5-107). Uptime target is 99.9% measured at the edge via analytics and synthetic health probes, with SNHD-defined objectives of a 4-hour RTO and 24-hour RPO for primary web services; infrastructure backups and disaster recovery execution remain SNHD IT's responsibility (see Q5-104 and Q5-106). Contractors should outline in Tab 3 their recommended approaches to elastic scaling, adding application capacity automatically during demand surges such as public health emergencies, and reducing it when demand returns to baseline, including any orchestration, tooling or configuration required.
Q11-5	07/30/2026 10:51 AM	Please provide an inventory/export of the 4,000+ pages and approximate counts of posts, media, PDFs/Office documents and other downloadable assets in migration scope.	See Q5-19.
Q11-6	07/30/2026 10:51 AM	Are legacy PDFs/Office documents required to be remediated for accessibility by the contractor? If yes, please provide approximate quantities and required standard.	No. See Q5-38.
Q11-7	07/30/2026 10:51 AM	Please provide an inventory of existing online forms, clinic registration functionality and interactive tools, including the systems/APIs with which they integrate.	Contractor will migrate 54 existing Gravity Forms; clinic registration and any custom forms or workflows interfacing with internal SNHD systems will be implemented directly by SNHD IT (see Q5-131 and Q5-134). A detailed form inventory will be provided to the selected contractor during technical onboarding.
Q11-8	07/30/2026 10:51 AM	Please identify the CRM, marketing, analytics, payment/e-commerce and other third-party platforms that must integrate with the new site.	See Q3-2.

Question Number	Date Received	Question	Answer
Q11-9	07/30/2026 10:51 AM	Do any website forms/integrations collect, process, transmit or store PHI, payment-card information or other regulated/sensitive data? If yes, please identify applicable requirements.	No. Forms within Contractor's migration scope do not collect PHI, payment-card or other regulated sensitive data; any such forms are implemented and managed directly by SNHD IT (see Q5-136). Contractor will be responsible for standard web security practices, including TLS 1.2/1.3 enforcement and access and error logging, for the public-facing site, with PII and PHI excluded from logs and analytics (see Q5-125 and Q5-149).
Q11-10	07/30/2026 10:51 AM	Please identify any custom WordPress plugins, themes or internally developed functionality that must be retained, migrated or replaced.	See Q4-9.
Q11-11	07/30/2026 10:51 AM	Please clarify the e-commerce requirement, including current platform, payment gateway and primary transaction workflows.	E-commerce functionality is not required under this Project. Payment-related transactions are handled through separate SNHD systems and external portals outside this scope; contractor will be responsible only for integration design such as navigation and linking to those platforms (see Q4-10 and Q5-61).
Q11-12	07/30/2026 10:51 AM	Please confirm whether standard/configured WordPress search is acceptable or whether advanced faceted/enterprise search is expected.	Neither is mandated. Contractors should recommend a site search approaches in Tab 3 that meets SNHD's discovery needs, including full-text document searchability, with faceted or filtered search included where beneficial for content types such as public meetings, news releases and program resources (see Q5-141 and Q5-142).
Q11-13	07/30/2026 10:51 AM	Please identify officially supported browsers and assistive-technology/browser combinations for acceptance testing.	Acceptance testing should cover current and immediately prior versions of Chrome, Edge, Firefox and Safari on desktop, plus Safari on iOS and Chrome on Android. Screen reader testing should include at minimum NVDA and JAWS on Windows, VoiceOver on macOS and iOS, and TalkBack on Android, paired with their commonly supported browsers; contractors should confirm their proposed testing matrix in Tab 3.
Q11-14	07/30/2026 10:51 AM	Please specify any required performance/load-test acceptance thresholds beyond the general requirements in the RFP.	Load testing must validate the design targets in Q5-107, at least 1,500 concurrent users and 300 requests per second with surge headroom, across both cached edge responses and uncached dynamic requests, including a cold-cache scenario. Page performance must meet the Core Web Vitals and Lighthouse thresholds in Q5-151 under load; contractors should propose their testing methodology, tooling and results reporting in Tab 3.
Q11-15	07/30/2026 10:51 AM	Please confirm what SNHD currently provides for CDN/WAF, DNS/DNSSEC, Cloud Hosting(AWS, GCP, Azure) monitoring/logging and GitLab CE runners/deployment connectivity.	See Q5-111.

Question Number	Date Received	Question	Answer
Q11-16	07/30/2026 10:51 AM	Beyond SecurityScorecard A and SSL Labs A+, are penetration testing, SAST/DAST, vulnerability scanning or third-party security assessments required as contractor deliverables?	Yes. SAST, software composition analysis and container image scanning must be integrated into the CI/CD pipeline, and pre-launch vulnerability scans must be completed with Critical and High findings remediated prior to launch per the patching SLAs in Q5-161 (see Q5-159 and Q5-162). Independent third-party penetration testing is not required; contractor must support and remediate findings from any penetration testing or security assessment SNHD elects to conduct prior to final acceptance.
Q11-17	07/30/2026 10:51 AM	Please confirm whether the three-month post-launch period is intended for defect remediation only or also includes enhancements/content changes.	Per the RFP, the three month post launch support period is intended to address bugs, defects and issues related to the implemented website.
Q11-18	07/30/2026 10:51 AM	Please confirm the expected number of staff training sessions and whether separate administrator, editor and accessibility sessions are preferred.	Training will be provided for up to five SNHD staff members. The RFP does not prescribe a specific number of sessions or require separate administrator, editor and accessibility sessions. The final training format and schedule will be established with the selected contractor.
Q12-1	07/30/2026 1:08 PM	Section II.A of the predecessor solicitation listed a project budget of \$80,000. Is the budget for 27RFP002 unchanged, or has it been revised for this cycle?	Disregard / do not consider RFP 25RFP008 or any addenda related to RFP 25RFP008. The budget for 27RFP002 is \$100,000.
Q12-2	07/30/2026 1:08 PM	For the production container environment, will SNHD consider a managed, SLA-backed Docker container platform in place of a self-operated Docker Swarm or Kubernetes cluster, provided all container definitions, Infrastructure-as-Code artifacts, and CI/CD pipelines are delivered to SNHD so the stack remains fully portable into SNHD's own environment?	No. The production environment will be SNHD-managed infrastructure; third-party or externally hosted container platforms are not acceptable, and hosting is provided internally rather than procured under this contract (see Q2-6 and Q5-97). Contractors should propose a Docker Compose–based deployment onto SNHD's environment, with container definitions, IaC artifacts and CI/CD pipelines delivered to SNHD as described in Q5-95.
Q13-1	07/30/2026 1:37 PM	Budget scope. Is the \$100,000 budget intended to cover the full scope described in Section II.B — research, IA, design, WordPress development, migration of 4,000+ pages, Docker/containerized production infrastructure, accessibility remediation, training, and 3 months of post-launch support — or is it a partial allocation with additional phases funded separately?	The total project budget is \$100,000.
Q13-2	07/30/2026 1:37 PM	Infrastructure ownership. Does SNHD currently have Docker/Kubernetes (or Swarm) infrastructure and an in-house GitLab CE instance in place, or is the selected contractor expected to design, provision, and hand off this environment as part of the engagement? Who will own and operate the production environment (SNHD IT vs. contractor) after the 3-month support window ends?	See Q5-111.

Question Number	Date Received	Question	Answer
Q13-3	07/30/2026 1:37 PM	Current platform. What CMS/platform does the existing site run on, and is it already WordPress? Is a database/content export available, or will migration require manual extraction from the live site?	Yes, the current site runs on WordPress. Database and media exports will be made available to the selected contractor during technical onboarding, along with the content inventory and 301 redirect mapping SNHD will provide (see Q3-4 and Q5-19);
Q13-4	07/30/2026 1:37 PM	Content migration scope. Of the 4,000+ pages, how many are unique templates versus content instances of the "up to eight page types" and "up to five custom post types"? Is there an existing content inventory or sitemap available to bidders?	The eight page types and five custom post types are design targets for the new build, not a count of existing templates; the ~4,500 items in Q5-19 are content instances to be mapped into that new architecture, and Contractors should propose their recommended templates and post-type breakdowns in Tab 3 (see Q5-24). The high-level category breakdown in Q5-19 is the inventory available to Contractors; the finalized content inventory and redirect mapping will be provided to the selected contractor (see Q3-4).
Q13-5	07/30/2026 1:37 PM	Hosting. Will SNHD provide/procure the hosting environment and servers for the containerized production setup, or should the contractor's proposal include hosting as a line item?	SNHD will provide the hosting environment/servers.
Q13-6	07/30/2026 1:37 PM	E-commerce and integrations. What specific transactions does "e-commerce integration" refer to (e.g., permit or service fees), and which third-party CRM, analytics, or marketing platforms require integration?	See Q3-2.
Q13-7	07/30/2026 1:37 PM	Brand assets. Are current brand guidelines/style guides finalized and ready to share at project start, or should the proposal account for brand refinement as part of the design phase?	Per Section II.B.1.b of the RFP, SNHD will supply existing brand guidelines, style guides and logos at project start; a brand refresh or identity development is not within scope. The redesign must align with SNHD's existing brand identity, and Contractors may note in Tab 3 any recommended refinements to digital application of the brand, such as web color contrast or typography adjustments needed for WCAG conformance.
Q13-8	07/30/2026 1:37 PM	Onsite expectations. Approximately how many onsite meetings or sessions does SNHD anticipate, and is a primarily remote delivery model acceptable?	A primarily remote delivery model is acceptable. As stated in the RFP, some planning activities may occur onsite but onsite meetings are not required.
Q13-9	07/30/2026 1:37 PM	Post-launch accessibility support. Does the 3-month post-launch support period include ongoing accessibility monitoring/remediation, or is WCAG remediation expected to be complete and verified only prior to launch?	WCAG conformance must be complete and verified prior to launch; the three-month period covers defect remediation only, including accessibility defects in delivered work, not ongoing monitoring or remediation of new content. See Q5-62
Q13-10	07/30/2026 1:37 PM	Evaluation weighting. Given that "Work Plan and Budget" and "Implementation Timeline" are each weighted 15 points (the highest of any criteria), should proposals prioritize a phased approach that fits within \$100,000, or would SNHD consider proposals that recommend a higher budget with justification if the scope warrants it?	Contractors should propose a work plan and implementation approaches that fulfills the RFP requirements within the stated \$100,000 project budget. SNHD is not requesting proposals that exceed the budgeted amount.

Question Number	Date Received	Question	Answer
Q14-1	07/30/2026 1:39 PM	[Please provide] complete existing data of your website since the 2018 redesign, for strategic analysis and auditing purposes: • Redesign of information architecture and UX/UI design • Technological choices and technical architecture • Rebuilding, migration, and interpretation • Testing, user acceptance testing (UAT), and deployment to production	This information/data is either not readily available or cannot be determined.
Q15-1	07/30/2026 3:07 PM	Section II.B.2.b.5 references more than 4,000 pages for migration. Is that the count of pages to be migrated as-is, or the count in the current site before a content audit reduces it? Who holds final authority on which pages are retired?	The ~4,500 figure is the current inventory before SNHD's content audit; a portion will be consolidated or archived, and SNHD holds final authority over what is retired. See Q5-19.
Q15-2	07/30/2026 3:07 PM	Section II.B.2.b.6 lists clinic registration. Does SNHD have an existing registration or scheduling system to integrate with, and if so which one, or is a new system in scope?	Clinic registration functionality is implemented and managed directly by SNHD IT using internal systems; no new registration system and no third-party registration integration is in scope for the contractor. See Q5-131.
Q15-3	07/30/2026 3:07 PM	Section II.B.2.f.6 lists e-commerce integration. What transactions does SNHD need to process, roughly what annual volume, and is there a payment processor or merchant account already in place?	E-commerce functionality is not required under this Project; payment transactions are handled through separate SNHD systems and external portals outside this scope. Contractor will be responsible only for integration design such as navigation and linking. See Q4-10.
Q15-4	07/30/2026 3:07 PM	Section II.B.2.b.6 lists "interactive tools." Can SNHD give examples of what it has in mind?	The RFP does not prescribe specific tools; examples would include location and clinic finders, mapping features, and searchable directories for content such as permits, regulations and public meetings. Contractors may recommend interactive features in Tab 3. See Q5-142.
Q15-5	07/30/2026 3:07 PM	Section II.B.1.b says SNHD will supply brand guidelines and style guides. Are current brand guidelines available now, and can they be shared with proposers or after award?	SNHD will supply existing brand guidelines, style guides and logos to the selected contractor at project start; they are not being distributed to contractors. See Section II.B.1.b.
Q15-6	07/30/2026 3:07 PM	Section II.B.1.e says SNHD IT will provision testing and production servers. After launch, will SNHD IT own and operate the container platform, with the contractor delivering the containerized application, deployment configuration, and documentation? Or will the contractor host and operate the production environment?	SNHD IT owns and operates the container platform and production environment throughout and after launch; Contractor will deliver the containerized application, deployment configuration and documentation. See Q5-97.
Q15-7	07/30/2026 3:07 PM	Section II.B.2.b.9.a asks proposers to consider Docker Swarm or Kubernetes for production. Does SNHD IT currently run either one, and does SNHD have a preference?	SNHD's containerized infrastructure uses Docker Compose; neither Swarm nor Kubernetes is required or currently mandated. Contractors should propose a Docker Compose–based deployment model. See Q5-95.

Question Number	Date Received	Question	Answer
Q15-8	07/30/2026 3:07 PM	Section II.B.2.b.7.b requires remediation of accessibility issues prior to launch. Does that obligation cover content SNHD supplies and migrated legacy documents such as PDFs, or only templates and functionality the contractor builds?	See Q5-8
Q15-9	07/30/2026 3:07 PM	Section I.D states the award will be a "requirements" contract. For a defined, one-time redesign, can SNHD clarify how that contract type applies here and whether the term extends beyond project completion and the three-month support period?	The anticipated contract term will cover completion of the website redesign and all required deliverables, followed by the three-month post-launch support period. The specific term will be established based on the accepted project schedule. SNHD does not anticipate ongoing services beyond the three-month support period. The 'requirements' contract designation does not expand the scope beyond the services identified in the RFP and resulting contract.
Q15-10	07/30/2026 3:07 PM	Section IV.A of the prior solicitation 25RFP008 required an active sam.gov registration for eligibility. This RFP drops that from Section IV.A, and Attachment A still requests a SAM Unique Entity Identifier. Is an active sam.gov registration required for this solicitation?	Disregard / do not consider RFP 25RFP008 or any addenda related to RFP 25RFP008. See Q1-2.
Q16-1	07/31/2026 3:23 AM	Does SNHD accept proposals from contractors based outside the United States? Could SNHD confirm whether a U.S. Federal TIN or SAM UEI must be provided with the proposal or may be obtained before contract award?	Foreign companies are not exempt from submitting a proposal. However, see Q2-7. Neither a U.S. Federal TIN nor an active SAM.gov registration are required to submit a proposal.
Q16-2	07/31/2026 3:23 AM	Could SNHD indicate the approximate number of onsite visits and days anticipated? Would [an] international location present any practical issue?	Onsite visits are not mandatory.
Q16-3	07/31/2026 3:23 AM	For the required user research, does SNHD anticipate interviews with internal stakeholders only, or also with representative external users? Would SNHD be able to assist with identifying and recruiting participants and coordinating their availability for interviews?	User research may include both internal stakeholders and representative external users, as appropriate to Contractor's proposed methodology. SNHD can assist the selected contractor with identifying potential participants and coordinating their availability.
Q16-4	07/31/2026 3:23 AM	Could SNHD provide a list of the existing and anticipated third-party systems requiring integration, including clinic registration, online forms, CRM, analytics, marketing platforms, payment or e-commerce systems? Are APIs and technical documentation available for these systems?	See Q5-128.
Q17-1	07/31/2026 9:47 AM	Approximately how many media assets (images, PDFs, videos, downloadable documents) are expected to be migrated in addition to the stated 4,000+ pages?	See Q5-36.

Question Number	Date Received	Question	Answer
Q17-2	07/31/2026 9:47 AM	Will all 4,000+ pages be migrated, or is content rationalization expected before migration?	Not all existing pages will necessarily be migrated. Content rationalization is expected through the required content audit and usability assessment. SNHD will work with the selected contractor to identify obsolete or redundant content for removal and opportunities to consolidate or restructure content before or during migration.
Q17-3	07/31/2026 9:47 AM	Is SNHD expecting the selected contractor to assist with content cleanup, or will all content be finalized internally before migration?	SNHD is responsible for creating new content and making substantive editorial decisions. The selected contractor will conduct the required content audit, recommend content for migration, consolidation, archiving, redirection or removal, and format and structure approved content within the redesigned website. SNHD will make final content and migration decisions.
Q17-4	07/31/2026 9:47 AM	What version of WordPress is currently running?	See Q4-9.
Q17-5	07/31/2026 9:47 AM	Which page builder or theme framework is currently being used?	See Q4-9.
Q17-6	07/31/2026 9:47 AM	Which custom plugins currently exist?	See Q4-9.
Q17-7	07/31/2026 9:47 AM	Which plugins must remain after redevelopment?	A complete plugin inventory and retention requirements will be provided to the selected contractor during technical onboarding. See Q7-6.
Q17-8	07/31/2026 9:47 AM	Are there any known technical limitations or performance issues with the current environment?	Environment details, including any known constraints, will be provided to the selected contractor during technical onboarding. See Q7-6.
Q17-9	07/31/2026 9:47 AM	Will SNHD provide branding guidelines beyond logos and colors?	Yes.
Q17-10	07/31/2026 9:47 AM	Are there existing design systems that must be followed?	SNHD will provide its existing brand guidelines. SNHD does not have a separate web design system Contractor must follow for the Project. The selected contractor will develop a cohesive website design consistent with SNHD's brand and the RFP requirements.
Q17-11	07/31/2026 9:47 AM	Is a complete UI/UX redesign expected, or should elements of the current branding be retained?	A complete redesign is expected. The current website should not be considered the design baseline. The redesign should be guided by the SNHD's branding guidelines, which will be provided to the selected contractor.
Q17-12	07/31/2026 9:47 AM	How many design revision rounds are expected before approval?	The number of design revision rounds is not specified. Design reviews and revisions will be conducted collaboratively as needed to achieve approval.

Question Number	Date Received	Question	Answer
Q17-13	07/31/2026 9:47 AM	Will usability testing involve actual citizens or only internal stakeholders?	The specific usability testing approach will be determined during project planning. The selected contractor should anticipate engaging both internal stakeholders and representative external users, as appropriate, and SNHD can assist with participant identification and coordination.
Q17-14	07/31/2026 9:47 AM	Which CRM platform is currently used?	CRM integration is not required under this Project. See Q5-128.
Q17-15	07/31/2026 9:47 AM	Which marketing automation platform is used?	Marketing automation integration is not required for this Project. See Q5-128.
Q17-16	07/31/2026 9:47 AM	Which analytics platforms beyond Google Analytics are required?	See Q5-128.
Q17-17	07/31/2026 9:47 AM	Which online forms currently exist?	Contractor will migrate 54 existing Gravity Forms; a detailed form inventory will be provided to the selected contractor during technical onboarding. See Q5-134.
Q17-18	07/31/2026 9:47 AM	Are there payment gateways currently integrated?	A payment gateway integration is not required under the Project; payment transactions are handled through separate SNHD systems and external portals outside this scope. See Q4-10.
Q17-19	07/31/2026 9:47 AM	What clinic registration platform is currently used?	The website links out to SNHD's external clinic registration platform; API integration, embedded functionality, and data exchange with that platform is not required. Contractor will be responsible only for navigation and linking. See Q5-131.
Q17-20	07/31/2026 9:47 AM	Are APIs already available for required integrations?	See Q5-133. Account access and API keys for the required third-party integrations will be provided to the selected contractor.
Q17-21	07/31/2026 9:47 AM	Will hosting remain on-premise or move to cloud infrastructure?	Hosting remains on SNHD-managed infrastructure. Migration to contractor-procured or third-party is not required. See Q7-14.
Q17-22	07/31/2026 9:47 AM	Which cloud provider is preferred?	Hosting is provided and managed by SNHD; contractors will not select or procure a cloud provider. See Q7-14.
Q17-23	07/31/2026 9:47 AM	Who will provision production infrastructure?	SNHD IT provisions and manages all environments; Contractor will provide environment requirements, container specifications, build scripts and deployment support. See Q5-97.
Q17-24	07/31/2026 9:47 AM	Will SNHD provide Kubernetes infrastructure?	No. SNHD's containerized infrastructure uses Docker Compose; Contractors should propose a Docker Compose-based deployment model. See Q5-95.
Q17-25	07/31/2026 9:47 AM	Is Docker Swarm acceptable or is Kubernetes preferred?	Neither is required. Contractors should propose a Docker Compose-based deployment model as the primary framework. See Q5-95.
Q17-26	07/31/2026 9:47 AM	Is there an existing load balancer?	Yes. Load balancing and edge security are handled by SNHD at the edge layer.

Question Number	Date Received	Question	Answer
Q17-27	07/31/2026 9:47 AM	Are there staging and QA environments already available?	Yes. SNHD IT will provision and manage Development, QA/UAT, Staging and Production environments for the Project. See Q7-15.
Q17-28	07/31/2026 9:47 AM	Approximately how many staff members require training?	See Q5-67.
Q17-29	07/31/2026 9:47 AM	Will training be remote or onsite?	Training may be conducted remotely.
Q17-30	07/31/2026 9:47 AM	Are recorded training sessions sufficient?	No. Training will be live, instructor-led, delivered virtually, recorded, and accompanied by self-paced learning materials and documentation for future reference and staff onboarding.
Q17-31	07/31/2026 9:47 AM	Is administrator training separate from content editor training?	Training should address both website administration and content editing functions. Separate training sessions are not required, provided the training adequately covers the responsibilities of each user role.
Q17-32	07/31/2026 9:47 AM	Is there an opportunity to propose an ongoing maintenance agreement beyond the initial three months?	No. Ongoing maintenance services beyond the initial three-month post-launch support period are not required.
Q17-33	07/31/2026 9:47 AM	What SLAs are expected during the warranty period?	See Q5-170.
Q17-34	07/31/2026 9:47 AM	Are enhancement requests included or only bug fixes?	The post-launch support period is intended to address bug fixes and minor adjustments necessary to ensure the website functions as intended.
Q17-35	07/31/2026 9:47 AM	Will interviews or presentations be mandatory for shortlisted vendors?	Mandatory presentations are not planned at this time.
Q17-36	07/31/2026 9:47 AM	Are evaluation committee members from both IT and Communications departments?	Yes.
Q17-37	07/31/2026 9:47 AM	Is there a preferred project start date following the award?	A specific start date has not been set. Project timelines will be established once a contractor is selected.
Q18-1	08/01/2026 4:57 PM	Please confirm the anticipated contract start date and SNHD's required or preferred production launch date.	See Q17-37.
Q18-2	08/01/2026 4:57 PM	Please confirm which costs must be included in the contractor's fixed project price, including hosting or cloud infrastructure, commercial plugins and software licenses, monitoring and security tools, third-party APIs, payment-processing or transaction charges, and any other recurring services.	All required services must be included within the \$100,000 not-to-exceed amount, including commercial plugins, software licenses and any subscription costs required for the solution. Hosting and infrastructure are provided by SNHD and should not be included. Payment-processing or transaction charges do not apply, as e-commerce is not part of the Project. See Q2-4.
Q18-3	08/01/2026 4:57 PM	The RFP states that some planning activities may occur onsite. Please indicate the expected number and duration of onsite sessions and whether related travel expenses will be reimbursed by SNHD or must be included in the proposed cost.	Planning meetings may occur onsite. However, onsite meetings are not mandatory.

Question Number	Date Received	Question	Answer
Q18-4	08/01/2026 4:57 PM	May contractors propose a phased implementation or phased launch if that approach reduces migration risk and allows priority content and functionality to be released earlier?	Contractors may propose phased implementation or launch approaches. Proposed approaches will be evaluated by SNHD.
Q18-5	08/01/2026 4:57 PM	Please clarify what is included in the estimate of more than 4,000 pages. Does this number include WordPress pages, posts, news releases, public meetings, hot topics, forms, PDFs, downloadable documents, media files, archived content, and content hosted on other SNHD domains or subdomains?	See Q5-19.
Q18-6	08/01/2026 4:57 PM	Can SNHD provide a current website inventory or crawl containing existing URLs, content types, documents, media files, forms, redirects, and external links before the proposal-submission deadline? This will help contractors accurately estimate migration scope, timeline, staffing, and cost.	The high-level content breakdown in Q5-19 is the inventory available to Contractors; the finalized content inventory, file manifests and 301 redirect mapping will be provided to the selected contractor during technical onboarding. See Q5-19.
Q18-7	08/01/2026 4:57 PM	Does SNHD expect all existing pages to be migrated, or will SNHD identify outdated, duplicate, or low-value content that should be consolidated, archived, redirected, or removed from the new website?	Not all existing pages will necessarily be migrated. Content rationalization is expected through the required content audit and usability assessment. SNHD will work with the selected contractor to identify obsolete or redundant content for removal and opportunities to consolidate or restructure content before or during migration.
Q18-8	08/01/2026 4:57 PM	Please confirm whether accessibility remediation of existing PDFs, multimedia, and other legacy downloadable content is excluded from the contractor's scope unless specifically identified by SNHD.	See Q5-38.
Q18-9	08/01/2026 4:57 PM	Should the contractor preserve all existing URL structures where practical and develop a comprehensive 301-redirect map for changed URLs? Will SNHD provide access to current redirect rules, analytics, and search-performance data?	Existing URL structures need not be preserved except for established short/vanity URLs, which must continue to resolve; SNHD will provide the 301 redirect mapping, analytics and search-performance data to the selected contractor. See Q3-4.
Q18-10	08/01/2026 4:57 PM	Please identify the anticipated eight page types and five custom post types, or confirm that the selected contractor should define and recommend them during discovery.	The selected contractor will define and recommend page and custom post types.
Q18-11	08/01/2026 4:57 PM	Can SNHD provide an inventory of the existing clinic-registration functions, online forms, calculators, maps, search tools, and interactive tools that must be retained, replaced, or integrated?	Contractor will migrate 54 existing Gravity Forms; clinic registration is an outbound link to an external platform, and detailed inventories of forms and interactive features will be provided to the selected contractor during technical onboarding. See Q11-7.
Q18-12	08/01/2026 4:57 PM	Please identify the current clinic-registration platform and clarify whether the selected contractor is expected to link to, embed, integrate with, or replace the existing functionality.	The website links out to SNHD's external clinic-registration platform; Contractor will be responsible only for navigation and linking. Embedding, API integration, and data exchange or replacement is not required. See Q5-131.
Q18-13	08/01/2026 4:57 PM	Please provide a list of existing and required third-party systems that must be integrated with the new website, including their purpose and whether API or technical documentation is available.	See Q5-128.

Question Number	Date Received	Question	Answer
Q18-14	08/01/2026 4:57 PM	Please clarify the required e-commerce scope, including the products or services involved, the current payment platform, transaction types, refunds, receipts, reporting, financial-system integrations, and whether the contractor is expected to integrate an existing payment system or develop new payment functionality.	See Q4-10.
Q18-15	08/01/2026 4:57 PM	Does SNHD require single sign-on for WordPress administrators or other users? If so, please identify the identity provider, required protocol, role-mapping requirements, and multifactor-authentication expectations.	Single sign-on is not required. Multifactor authentication is required for all privileged users. See Q5-85 & Q5-86.
Q18-16	08/01/2026 4:57 PM	Can SNHD provide details of the current WordPress environment, including WordPress and PHP versions, themes, plugins, custom code, database size, media-library size, and current hosting configuration?	The current site runs WordPress on the Avada theme, with a database of approximately 750 MB and media/file storage estimated between 15 GB and 50 GB. Contractors should scope to currently supported versions of WordPress, PHP and MySQL as of implementation; a complete inventory of versions, plugins and custom code will be provided to the selected contractor. See Q7-6.
Q18-17	08/01/2026 4:57 PM	Will SNHD provide development, test, staging, and production environments, or should the contractor include provisioning and configuration of those environments in its proposal?	See Q11-2.
Q18-18	08/01/2026 4:57 PM	Will SNHD provide a production-equivalent staging environment, including representative infrastructure, configuration, and anonymized test data, for performance testing and validation before launch?	SNHD IT will provision and manage a staging environment for pre-launch testing and validation; environment specifications and test data provisioning will be confirmed with the selected contractor during technical onboarding. See Q7-15.
Q18-19	08/01/2026 4:57 PM	Is Docker Swarm or Kubernetes mandatory for production, or may the contractor recommend another containerized architecture that satisfies SNHD's scalability, availability, security, and manageability requirements?	Neither is mandatory. Contractors should propose a Docker Compose–based deployment model as the primary framework and may outline alternative or complementary approaches in Tab 3. See Q5-95.
Q18-20	08/01/2026 4:57 PM	Can SNHD provide current average and peak traffic volumes, storage requirements, concurrent-user levels, and known traffic spikes during public-health events?	Recent statistics show approximately 500,000 visits and 2.7 million page views per month, with the platform designed for at least 1,500 concurrent users and 300 requests per second with surge headroom; database is approximately 750 MB with media storage estimated between 15 GB and 50 GB. See Q11-4
Q18-21	08/01/2026 4:57 PM	Please clarify SNHD's required recovery time objective, recovery point objective, backup frequency, retention period, geographic redundancy, disaster-recovery testing, and failover expectations.	SNHD targets a 4-hour RTO and 24-hour RPO for primary web services; infrastructure backups, retention, redundancy, disaster-recovery execution and restoration testing remain SNHD IT's responsibility. Contractor will be responsible for documented, version-controlled container configurations and code enabling rapid redeployment. See Q5-104.

Question Number	Date Received	Question	Answer
Q18-22	08/01/2026 4:57 PM	Please confirm whether SNHD will provide and manage the in-house GitLab CE environment and runners, and identify any required branching, code-review, security-scanning, deployment-approval, or release-management standards.	See Q5-111.
Q18-23	08/01/2026 4:57 PM	Please confirm which party will control DNS, TLS certificates, CDN or web application firewall services, and production cutover activities, and identify any change-control lead times the project schedule should include.	SNHD IT controls DNS, TLS certificates, and edge security/WAF services, and approves production deployments; contractor will develop the launch plan and supports cutover. Change-control lead times will be established with the selected contractor during project planning. See Q5-118.
Q18-24	08/01/2026 4:57 PM	Please confirm the specific WCAG version that will be used as the contractual accessibility acceptance standard at launch.	See Q5-54.
Q18-25	08/01/2026 4:57 PM	Has SNHD completed a recent accessibility audit of the existing website, forms, or digital documents? If so, will the findings be provided to the selected contractor?	A recent accessibility audit has not been conducted.
Q18-26	08/01/2026 4:57 PM	Does SNHD require an independent third-party accessibility audit before launch, or may the selected contractor perform and document the required accessibility testing?	An independent, third-party accessibility audit is not required before launch. Contractor will perform the required automated and manual accessibility testing, including screen reader compatibility testing, remediating identified accessibility issues before launch, and provide documentation of testing and remediation efforts upon request.
Q18-27	08/01/2026 4:57 PM	Please clarify whether the required SecurityScorecard grade of A applies only to the redesigned website and its supporting infrastructure. Please also confirm that findings associated with SNHD systems, domains, or third-party services outside the contractor's scope and control will not affect project acceptance.	Confirmed. The requirement applies to the redesigned website and its supporting infrastructure delivered under this scope of work, and findings arising from SNHD-controlled systems, DNS, email records, unrelated subdomains or third-party services will not be counted against contractor. See Q5-154.
Q18-28	08/01/2026 4:57 PM	Please provide the required browser, device, performance, load-testing, and Core Web Vitals acceptance criteria.	See Q11-13.
Q18-29	08/01/2026 4:57 PM	Please identify the current analytics and tag-management platforms, required properties or accounts, conversion events and dashboards, data-retention requirements, consent or cookie-management requirements, and whether historical analytics data must be preserved.	Detailed information will be provided to the selected contractor during onboarding. Requirements for preserving historical analytics data will be established at that time. Contractors may describe their recommended approaches to analytics integration, tag management, privacy compliance and data continuity.

Question Number	Date Received	Question	Answer
Q18-30	08/01/2026 4:57 PM	Please clarify the expected SEO deliverables, including technical SEO audit and remediation, metadata and structured data, XML sitemaps, robots directives, redirect validation, search-console setup, and post-launch monitoring.	Contractor will implement technical SEO best practices as part of the redesign, including appropriate metadata and structured data, XML sitemaps, robots directives, redirect implementation and validation, and search-console configuration, as applicable. Contractors should describe their recommended SEO audit, remediation and implementation approaches. The three-month post-launch period should include correction of issues related to the SEO features and configurations delivered under the project; ongoing SEO monitoring, content optimization and strategy are not required.
Q18-31	08/01/2026 4:57 PM	What review and approval period should the contractor include in the project schedule for each major deliverable, and will SNHD provide one consolidated set of feedback per review cycle?	Review and approval periods for major deliverables will be established with the selected contractor during project planning and may vary based on the scope and complexity of the deliverable.
Q18-32	08/01/2026 4:57 PM	Please identify SNHD's project sponsor, project manager, technical lead, content lead, accessibility lead, security lead, and final decision-maker, as well as the anticipated availability of these stakeholders.	Internal project contacts will be provided to the selected contractor.
Q18-33	08/01/2026 4:57 PM	Please describe the required user-acceptance testing process, including who will prepare test cases, who will participate, the expected testing duration, the defect-severity criteria, and the approval authority.	The user-acceptance testing process will be established with the selected contractor during project planning. Contractors may describe their recommended user-acceptance approaches in their proposals.
Q18-34	08/01/2026 4:57 PM	Approximately how many administrators, content editors, and technical staff require training, and should training be provided onsite, remotely, or through a hybrid arrangement?	Training will be provided for up to five SNHD staff members. The final training format and schedule will be established with the selected contractor. Training may be conducted remotely.
Q18-35	08/01/2026 4:57 PM	Does the required three-month post-launch support period begin on the production launch date or upon final project acceptance?	The three-month post-launch support period begins on the date the redesigned website is publicly launched.
Q18-36	08/01/2026 4:57 PM	Does post-launch support cover only correction of defects in the delivered solution, or also content changes, plugin updates, infrastructure operations, accessibility remediation, and minor enhancements?	Post-launch support is intended to address defects and technical issues associated with the delivered solution, including accessibility issues. Routine content changes and new enhancements are not included.
Q18-37	08/01/2026 4:57 PM	Please specify the required post-launch support hours, response times, and resolution targets. May the contractor propose an 8x5 support model with an escalation process for critical production incidents?	Support hours will be 8:00 AM to 5:00 PM PT on business days, with severity-based response and resolution targets as stated in Q5-170; an 8x5 model with escalation for critical incidents is acceptable. See Q5-170.
Q18-38	08/01/2026 4:57 PM	Please define the final project acceptance criteria, including whether acceptance requires UAT approval, completion of migration, accessibility approval, achievement of security ratings, production launch, training, and documentation.	Final project acceptance criteria will be established with the selected contractor during project planning and will reflect satisfactory completion of all applicable RFP requirements and deliverables. Contractors may include recommended acceptance criteria and processes in their proposals.

Question Number	Date Received	Question	Answer
Q18-39	08/01/2026 4:57 PM	Are offshore project resources permitted for design, development, testing, migration, and support, and are there restrictions on offshore personnel accessing SNHD systems, repositories, databases, analytics, website content, or production environments?	SNHD will not allow authentication from offshore locations on both prod and non-prod environments. Non-authenticated connections to non-prod environments will also be restricted.
Q18-40	08/01/2026 4:57 PM	Please confirm that SNHD will own all final design assets, source code, custom themes and plugins, configuration, documentation, and other project deliverables upon payment, while the contractor retains ownership of its pre-existing tools, frameworks, and reusable intellectual property.	SNHD requires ownership of source code, design files, documentation and project deliverables upon payment. Treatment of contractor pre-existing tools, frameworks and reusable IP will be addressed with the selected contractor. See Q5-175.
Q18-41	08/01/2026 4:57 PM	The RFP requires submission of Attachment A - Proposal Form; however, Attachment A does not appear to be included in the provided RFP document. Please provide the form in an editable format and confirm whether electronic signatures are acceptable for the cover letter and Attachment A.	Please access the RFP at https://www.southernnevadahealthdistrict.org/news-info/public-notices/ . Attachment A must be completed/signed/submitted. A recreated Attachment A will cause the proposal to be rejected.
Q18-42	08/01/2026 4:57 PM	Please confirm whether subcontractors may be included in the proposed project team subject to SNHD's preapproval, and identify any information or forms that must be submitted for proposed subcontractors.	Subcontracting will not be permitted for this Project.
Q19-1	08/02/2026 12:46 AM	Will the new containerized WordPress environment be hosted on SNHD's on-premise servers, or is the contractor expected to provision and configure this on a cloud provider (e.g., AWS, Azure)?	Hosting is provided and managed by SNHD on its own infrastructure; contractor will not provision or procure cloud hosting. See Q7-14.
Q19-2	08/02/2026 12:46 AM	Are there specific high-availability or traffic metrics (e.g., expected concurrent users or page views per month) the load-balanced environment needs to be designed to handle?	Approximately 500,000 visits and 2.7 million page views per month, with the platform designed for at least 1,500 concurrent users and 300 requests per second with surge headroom; uptime target is 99.9%. See Q11-4.
Q19-3	08/02/2026 12:46 AM	What is the current Content Management System (CMS) that the 4,000+ pages will be migrated from?	WordPress. See Q13-3.
Q19-4	08/02/2026 12:46 AM	Is the contractor responsible for manually remediating the accessibility of all 4,000+ historical pages and legacy PDFs during migration, or does the remediation scope primarily apply to the new templates, core pages, and future content?	SNHD will supply existing content and generate new or updated content as needed. Contractor will conduct a content audit, migrate more than 4,000 pages and make modifications necessary to support the approved design, functionality and accessibility requirements. Accessibility remediation applies to legacy PDFs, documents, forms and multimedia within the migration scope as required by applicable accessibility standards. The specific volume and remediation needs will be identified through the content audit.
Q19-5	08/02/2026 12:46 AM	Could you specify which third-party platforms are currently being used for the CRM, clinic registration, and e-commerce (e.g., Salesforce, specific EHR/EMR systems, Stripe, etc.)?	See Q5-128.

Question Number	Date Received	Question	Answer
Q19-6	08/02/2026 12:46 AM	Does the \$75,000 budget need to cover the cost of third-party licensing (e.g., premium WordPress plugins, hosting infrastructure, or caching services) for the first year, or will SNHD procure and hold those licenses directly?	The Project budget is \$100,000. Required software licenses and subscriptions must be included in contractor's budget; hosting is provided by SNHD and should not be included. See Q2-4.
Q20-1	08/02/2026 12:46 AM	Could you clarify whether the five-year continuous-service and public-sector experience requirements may be satisfied through a proposed team or named subcontracting partners, or whether the prime contractor itself must independently meet every qualification?	To be eligible to submit a proposal, Contractor must have been providing services like those outlined and required per Section II - Scope of Services regularly and continuously for at least five (5) years. Subcontracting will not be permitted for this Project.
Q21-1	08/03/2026 2:58 AM	Who is the incumbent vendor currently providing similar services?	There is no incumbent contractor; the current website is supported internally by SNHD. See Q9-4.
Q21-2	08/03/2026 2:58 AM	Is the incumbent vendor allowed to participate in this RFP?	See Q21-1.
Q21-3	08/03/2026 2:58 AM	What are the current limitations and challenges that you are facing?	SNHD's website was last redesigned in 2018. As described in the RFP, the primary challenges include the need to improve accessibility, organization, usability, user experience, mobile responsiveness, performance, reliability and manageability. Additional limitation and opportunities for improvement are expected to be identified through the required user research, content audit and usability assessment.
Q21-4	08/03/2026 2:58 AM	What CMS is the current website built on? Is the existing website already running on WordPress?	Yes. See Q13-3.
Q21-5	08/03/2026 2:58 AM	Is this project a migration from another CMS to WordPress?	No.
Q21-6	08/03/2026 2:58 AM	Does the migration scope include historical news articles, archived content, and legacy pages, or should these be excluded from the new website?	Historical news articles, archived content and legacy pages are not categorically excluded from the migration scope. The content audit should assess this content and recommend whether it should be migrated, consolidated, archived, redirected or removed. SNHD will make the final determinations regarding content retention and migration.
Q21-7	08/03/2026 2:58 AM	Will SNHD provide URL mapping for existing pages, or is the contractor expected to create the complete redirect strategy?	Yes, SNHD will provide URL mapping for existing pages.
Q21-8	08/03/2026 2:58 AM	Are all existing WordPress plugins expected to be migrated, or should the contractor evaluate and recommend replacements?	Not all existing plugins are expected to carry over. Contractor should evaluate the current plugin set and recommend retention, replacement or removal. A complete inventory will be provided to the selected contractor during technical onboarding. See Q7-6.
Q21-9	08/03/2026 2:58 AM	Which forms solution is currently being used (Gravity Forms, Ninja Forms, Formidable Forms, custom forms, etc.)?	Gravity Forms. See Q5-134.

Question Number	Date Received	Question	Answer
Q21-10	08/03/2026 2:58 AM	Will data be provided in a final clean format, or will the contractor be responsible for the data cleaning/file formatting?	SNHD is responsible for creating new content and making substantive editorial decisions. Contractor will conduct the required content audit, recommend content for migration, consolidation, archiving, redirection or removal, and format and structure approved content within the redesigned website. SNHD will make final content and migration decisions. Contractor will be responsible for data cleaning, formatting and structuring content into the new architecture as part of migration. See Q5-29.
Q21-11	08/03/2026 2:58 AM	Are there existing custom WordPress plugins and themes that must be retained or redeveloped?	A complete inventory of plugins, themes and custom functionality will be provided to the selected contractor, who should evaluate and recommend retention, replacement or redevelopment. See Q7-6.
Q21-12	08/03/2026 2:58 AM	Will all 4,000+ pages be migrated, or will obsolete content be removed?	Not all 4,000-plus pages will necessarily be migrated. Based on the content audit, obsolete, duplicate or low-value content may be consolidated, archived, redirected or removed. SNHD will review recommendations and make the final determinations regarding migration.
Q21-13	08/03/2026 2:58 AM	Approximately how many images, documents, videos, and downloadable files are included in the migration along with the 4,000+ pages?	The number of individual images, documents, videos and downloadable files has not yet been determined and will depend on the content audit and SNHD's final migration decisions. Current media uploads and linked documents represent an estimated 15 GB to 50 GB of total storage.
Q21-14	08/03/2026 2:58 AM	Will SNHD provide a content inventory and sitemap?	Yes.
Q21-15	08/03/2026 2:58 AM	Can SNHD provide a complete list of existing and anticipated third-party integrations (e.g., CRM, clinic registration, payment systems, GIS, analytics, marketing platforms, and authentication services)?	See Q5-128.
Q21-16	08/03/2026 2:58 AM	Which clinic registration platform is currently being used, and should the contractor integrate with the existing platform or recommend a replacement?	The website links out to an external clinic-registration platform; Contractor will be responsible only for navigation and linking. See Q5-131.
Q21-17	08/03/2026 2:58 AM	Are there any Single Sign-On (SSO) or identity provider integrations (e.g., Microsoft Entra ID, Okta) required for staff or public users?	No. Single sign-on is not required for staff or public users; multifactor authentication is required for privileged users. See Q5-85.
Q21-18	08/03/2026 2:58 AM	Will the redesigned website be hosted within SNHD's existing infrastructure, or is the contractor expected to recommend and implement a new hosting environment?	Yes, within SNHD's existing infrastructure.
Q21-19	08/03/2026 2:58 AM	What are the expected traffic volumes and performance targets for the new website?	See Q11-4.

Question Number	Date Received	Question	Answer
Q21-20	08/03/2026 2:58 AM	If Kubernetes or Docker Swarm is preferred for production deployment, does SNHD already have an existing container orchestration environment, or should the contractor include its implementation in the proposal?	Neither is required. SNHD's containerized infrastructure uses Docker Compose and is already in place; contractors should propose a Docker Compose-based deployment model and should not include orchestration platform implementation. See Q5-95.
Q21-21	08/03/2026 2:58 AM	Does SNHD expect a complete SEO audit and optimization of all migrated content, or only technical SEO improvements?	SNHD expects implementation of technical SEO best practices, including appropriate metadata, structured data, XML sitemaps, robots directives and redirect validation. A comprehensive SEO audit and individual optimization or rewriting of all migrated content is not required.
Q21-22	08/03/2026 2:58 AM	Does SNHD have a preferred project completion or go-live date that vendors should use when developing the implementation schedule?	SNHD has not established a required project completion or go-live date. Contractors should recommend a realistic implementation schedule based on the RFP requirements. The final project timeline and launch date will be established with the selected contractor during project planning.
Q21-23	08/03/2026 2:58 AM	Who will be responsible for hosting?	SNHD.
Q21-24	08/03/2026 2:58 AM	What is the hosting preference – Cloud vs On-prem?	Hosting is provided and managed by SNHD; contractors do not select or procure hosting. See Q7-14.
Q21-25	08/03/2026 2:58 AM	What is your preferred hosting service provider (AWS or Azure)?	See Q21-23.
Q21-26	08/03/2026 2:58 AM	Do you accept offshore resources?	The question is not clear. Foreign companies are not exempt from submitting a proposal. However, see Q2-7.
Q21-27	08/03/2026 2:58 AM	Does the \$100,000 project budget include infrastructure, licensing, third-party software, and post-launch support, or are these funded separately?	Yes, all required licensing, third-party software and post-launch support must be within the \$100,000 not-to-exceed amount; hosting and infrastructure are provided by SNHD and should not be included. See Q2-4.
Q22-1	08/03/2026 3:11 AM	As RFP mentioned that there are 4000 pages. So what type of pages are those? Is this static content page or its Dynamic page with some forms to submit?	Predominantly editorial content, news releases, FAQs, public meetings, permits, regulations, health topics and program pages, with 54 Gravity Forms handled separately as part of the migration scope. See Q5-19.
Q22-2	08/03/2026 3:11 AM	RFP also mentioned that there is Ecommerce integration required. So considering that it will be WooCommerce as part of WordPress Site.	E-commerce functionality is not required under this Project, and WooCommerce should not be included in the proposed solution. See Q4-10.
Q22-3	08/03/2026 3:11 AM	What kind of product are sell on Ecommerce? Does it contain any variants or special feature?	See Q22-2.
Q22-4	08/03/2026 3:11 AM	Do we need to integrate any Payment gateway for Ecommerce? If yes then can you please mention the same?	See Q22-2.

Question Number	Date Received	Question	Answer
Q22-5	08/03/2026 3:11 AM	Considering that we will receive logo and brand guideline for create design. We use Figma for design layout. So is that fine or you would like to have any other design tool?	SNHD does not require a specific design tool, provided the selected contractor follows SNHD's brand guidelines and supplies SNHD with access to the final design files and assets in usable formats.
Q22-6	08/03/2026 3:11 AM	Current site contains Location menu under that there are other location websites redirection. So do we need to consider those website redesign or only current website?	See Q7-4.
Q22-7	08/03/2026 3:11 AM	While website development if we need to procure any paid plugins so do that provided by client or we need to include plugin cost in proposal?	Contractors will include (and pay for) the first year of required plugin and subscription licenses within their budgets/prices; licenses transfer to SNHD thereafter, with renewals SNHD's responsibility. See Q5-176.
Q23-1	08/03/2026 3:29 AM	Should all existing content (4,000+ pages, documents, media, forms, and custom post types) be migrated as-is, or will SNHD review and reduce content before migration? Will the Contractor migrate only the content approved by SNHD?	Existing content will not be migrated automatically as-is. The selected contractor will conduct the required content audit and recommend content for migration, updating, consolidation, archiving, redirection or removal. SNHD will review those recommendations and make the final determinations. Contractor will migrate and appropriately format the content approved by SNHD.
Q23-2	08/03/2026 3:29 AM	Of the 4,000+ pages, approximately how many are unique page templates versus content instances built from those templates?	This information will be provided to the selected contractor during technical onboarding and further evaluated through the required content audit and assessment of the existing website.
Q23-3	08/03/2026 3:29 AM	Please provide the list of required third-party integrations (e.g., clinic registration, forms, CRM, analytics, payment, interactive tools) and identify the systems involved. For services currently hosted on third-party platforms (such as Accela for permits, invoice payments, and inspection search), should these remain on their existing platforms and simply be integrated/linked, or are they expected to be rebuilt within the new website?	See Q5-128.
Q23-4	08/03/2026 3:29 AM	Regarding e-commerce and clinic registration, could you please confirm the specific transactional functions in scope, the products/services involved, and any existing payment gateway that should be integrated?	E-commerce or transactional functionality is not required. Payment and clinic-registration services are hosted on external platforms and are linked only, with no gateway integration required. See Q4-10.
Q23-5	08/03/2026 3:29 AM	Should the existing online forms be migrated as-is, redesigned, or replaced? Are there any preferred form or workflow platforms that SNHD would like the Contractor to use?	The 54 existing Gravity Forms should be migrated rather than rebuilt, with styling updated to match the new design and meet WCAG 2.1 Level AA; Gravity Forms remains the platform and no replacement is required. See Q5-134.
Q23-6	08/03/2026 3:29 AM	Is multilingual or managed translation support within the project scope (beyond an automated translation widget)? If so, which languages are required?	Multilingual content development or managed translation services are not required. Translation is handled dynamically through an existing plugin or service integration rather than through static duplicate-language pages. Contractor will maintain or appropriately integrate that functionality into the redesigned website.

Question Number	Date Received	Question	Answer
Q23-7	08/03/2026 3:29 AM	Will SNHD provide the production and staging hosting environments (on-premises or SNHD-managed cloud), or is the Contractor expected to procure and host the solution? If Contractor-hosted, should recurring hosting costs be included within the \$100,000 budget or quoted separately?	SNHD provides and manages all environments; contractor will not procure or host. Do not include hosting costs. See Q11-2.
Q23-8	08/03/2026 3:29 AM	Does the in-house GitLab CE instance referenced in Section II.B.2.b.10 already exist and will it be made available to the Contractor, or is the Contractor expected to set it up?	See Q5-111.
Q23-9	08/03/2026 3:29 AM	For production orchestration, is Kubernetes/Docker Swarm a mandatory requirement, or would Docker Compose be acceptable if it satisfies the stated availability and scalability objectives?	Docker Compose is acceptable and is the preferred framework; neither Kubernetes nor Docker Swarm is required. See Q5-95.
Q23-10	08/03/2026 3:29 AM	Beyond WCAG 2.1 Level AA compliance, are there any additional accessibility deliverables, reporting requirements (such as a VPAT), or third-party accessibility validation processes that should be included? Gap: Compliance requirements are broad but acceptance criteria are not defined.	The accessibility requirements are those specified in the RFP, including conformance with the most current WCAG Level AA standards in effect at implementation; automated and manual testing, including screen reader compatibility testing; remediation before launch; documentation of testing and remediation efforts upon request; and staff training and CMS support for ongoing accessibility compliance. A VPAT or independent third-party accessibility validation is not required. Final acceptance criteria will be established with the selected contractor during project planning.
Q23-11	08/03/2026 3:29 AM	Are there defined performance targets, uptime requirements, or expected peak traffic volumes that the solution should be designed to support?	See Q11-4.
Q23-12	08/03/2026 3:29 AM	For SEO preservation, will SNHD provide the existing redirects, sitemap, metadata, and other SEO assets? Are there specific SEO KPIs (traffic, rankings, Core Web Vitals, etc.) that should be maintained after launch?	SNHD will provide available existing redirect information, metadata and other SEO-related data to the selected contractor during technical onboarding. Final 301 redirect mapping will be developed in coordination with contractor, who will implement and validate required technical SEO elements, including the XML sitemap. SNHD has not established specific post-launch SEO KPIs. Ongoing traffic, ranking or Core Web Vitals monitoring and optimization are not required beyond correcting issues associated with the delivered solution during the three-month support period.
Q23-13	08/03/2026 3:29 AM	Is there a required or target go-live/completion date that the proposal should be planned around?	See Q21-22.
Q23-14	08/03/2026 3:29 AM	Could you please confirm whether the \$100,000 budget is intended to cover only the one-time design, development, and migration effort, or whether it also includes hosting, third-party licensing, and post-launch support?	The \$100,000 not-to-exceed amount covers the full scope, including third-party licensing and the three-month post-launch support period; hosting is provided by SNHD. Do not include hosting costs. See Q2-4.

Question Number	Date Received	Question	Answer
Q23-15	08/03/2026 3:29 AM	The RFP mentions three months of post-launch support, while the qualifications reference long-term compliance support. Should ongoing maintenance and long-term accessibility support beyond the initial three months be proposed as a separate optional service?	No. Contractor scope will end with the three-month post-launch support period. Optional or separately priced services cannot be awarded under this RFP. The Section IV.A.4 reference to long-term compliance support is a contractor qualification criterion, not a deliverable. See Q7-32.
Q24-1	08/03/2026 5:40 AM	Are offshore firms eligible to participate in this RFP, provided all communication, support, and project deliverables meet your requirements?	Foreign companies are not exempt from submitting a proposal. However, see Q2-7.
Q24-2	08/03/2026 5:40 AM	Is there any preference or mandatory requirement for vendors to be headquartered within the United States or Nevada?	No.
Q24-3	08/03/2026 5:40 AM	The RFP specifies development using WordPress. Is migrating to another CMS or modern technology stack (such as Drupal, Headless CMS, Laravel, React/Next.js, etc.) acceptable if we can demonstrate significant advantages, or is WordPress mandatory for this project?	WordPress is required. Section II.B.2.b.4 specifies development using WordPress, and the solution must support Gutenberg authoring and migration of existing Gravity Forms; alternative CMS platforms or stacks will not be considered. See Q8-5.
Q24-4	08/03/2026 5:40 AM	Approximately how many media assets (images, videos, PDFs, documents) will need to be migrated along with the 4,000+ pages?	The number of media assets to be migrated has not yet been determined. The final quantity will be based on the content audit and SNHD's decisions regarding which pages and associated assets will be migrated, consolidated, archived or removed.
Q24-5	08/03/2026 5:40 AM	Are all existing pages expected to be migrated, or will there be a content cleanup and restructuring exercise before migration?	Not all existing pages are expected to be migrated automatically. The required content audit and usability assessment will inform content cleanup and information architecture restructuring before migration. The selected contractor will provide recommendations, with SNHD making the final determinations regarding which content will be migrated, consolidated, archived, redirected or removed.
Q24-6	08/03/2026 5:40 AM	The RFP references clinic registration, online forms, CRM, analytics, marketing platforms, and interactive tools. Could you provide a complete list of existing third-party integrations along with available APIs or documentation?	See Q5-128.
Q24-7	08/03/2026 5:40 AM	Is e-commerce currently in use, or is this mentioned only as a potential future requirement?	E-commerce functionality is not required for the Project. See Q4-10.
Q24-8	08/03/2026 5:40 AM	Will SNHD provide the hosting infrastructure, or is the vendor expected to recommend and provision it?	SNHD will provide hosting infrastructure.
Q24-9	08/03/2026 5:40 AM	Are there any preferred cloud providers (AWS, Azure, Google Cloud, On-Premise) that should be considered?	See Q24-8.
Q24-10	08/03/2026 5:40 AM	Besides SecurityScorecard and SSL Labs requirements, are there any additional compliance or cybersecurity standards (NIST, HIPAA, FedRAMP, etc.) that the solution must satisfy?	See Q5-160.

Question Number	Date Received	Question	Answer
Q24-11	08/03/2026 5:40 AM	Are there any recent accessibility audit reports that can be shared to help estimate remediation efforts?	There are no recent accessibility audit reports available.
Q24-12	08/03/2026 5:40 AM	Will SNHD provide accessibility testing resources, or is the vendor expected to perform all automated and manual accessibility testing?	Contractor will perform all required automated and manual accessibility testing.
Q24-13	08/03/2026 5:40 AM	The RFP mentions up to eight page templates and five custom post types. Could you share examples or a preliminary list of these page types and custom content structures?	The specific page types and custom post types will be determined with the selected contractor during discovery, based on the approved information architecture; RFP examples include landing, splash and program pages, and public meetings, news releases and hot topics. See Q8-11.
Q24-14	08/03/2026 5:40 AM	Will SNHD provide finalized content before development begins, or should the proposal include content migration and formatting services?	SNHD will supply existing content and generate new or updated content as needed to meet project deadlines. Contractor will migrate and integrate approved existing content, including necessary formatting for implementation on the redesigned website.
Q24-15	08/03/2026 5:40 AM	Are branding guidelines, design assets, and UI components already available, or is a complete branding refresh expected?	SNHD will provide its existing brand guidelines. The selected contractor will develop a cohesive website redesign consistent with SNHD's brand and the RFP requirements.
Q25-1	08/03/2026 6:00 AM	The RFP states that more than 4,000 pages will be migrated. Could SNHD please confirm the exact number of pages, documents, media assets, and forms to be migrated? Additionally, should any outdated or archived content be excluded from the migration?	The current website contains approximately 4,500 content items: 1,700 news releases; 1,100 FAQs and public meeting items; 750 permits, regulations and health topics; 400 program and service pages; and 500 core site pages, posts and facility items. The exact number of documents, media assets and forms to be migrated has not yet been determined. Media uploads and linked documents represent an estimated 15 GB to 50 GB of storage. Content will not be migrated automatically as-is. Based on the required content audit, the selected contractor should recommend outdated, duplicate or low-value content for consolidation, archiving, redirection or removal. SNHD will make the final migration decisions.
Q25-2	08/03/2026 6:00 AM	Could SNHD provide a complete list of all required third-party integrations (e.g., clinic registration, CRM, online forms, payment systems, GIS, analytics, marketing platforms) and confirm whether API documentation will be available?	See Q5-128.
Q25-3	08/03/2026 6:00 AM	Will SNHD provide the production hosting infrastructure, or will the selected contractor be responsible for provisioning, configuring, and managing the hosting environment?	SNHD will provide hosting infrastructure.

Question Number	Date Received	Question	Answer
Q25-4	08/03/2026 6:00 AM	The RFP references Docker, Docker Compose, Docker Swarm, Kubernetes, Redis, Prometheus, ELK, and GitLab CE. Could SNHD clarify which of these technologies are mandatory and which are recommended?	Docker with Docker Compose is the expected deployment framework, and CI/CD will run through a SNHD-provided GitLab CE instance. Docker Swarm and Kubernetes are not expected but may be discussed if a contractor sees value. Redis for object caching, and monitoring, visualization and alerting tooling such as Grafana or comparable solutions, are not currently in place; contractors are encouraged to recommend (well-reasoned) approaches in Tab 3.
Q25-5	08/03/2026 6:00 AM	Could SNHD provide details regarding the current WordPress environment, including the WordPress version, custom themes, plugins, custom post types, and any existing technical constraints?	The current site runs WordPress on the Avada theme with 10 to 15 custom post types; a complete inventory of versions, themes, plugins and custom functionality will be provided to the selected contractor during technical onboarding. Contractors should scope to currently supported versions of WordPress, PHP and MySQL as of implementation. See Q7-6.
Q25-6	08/03/2026 6:00 AM	In addition to WCAG Level AA compliance, will SNHD require an independent accessibility audit or certification as part of the project acceptance process?	An independent accessibility audit is not required.
Q25-7	08/03/2026 6:00 AM	Are there any additional cybersecurity standards or compliance frameworks (e.g., NIST, CIS Controls, OWASP) that the contractor must comply with beyond those specified in the RFP?	See Q5-160.
Q25-8	08/03/2026 6:00 AM	Could SNHD define the expected website performance benchmarks, such as Core Web Vitals, Google Lighthouse scores, page load time targets, or other measurable performance criteria?	See Q7-23.
Q25-9	08/03/2026 6:00 AM	Beyond the procurement schedule provided in the RFP, is there a desired project completion or website go-live date?	Contractors should submit their proposed implementation project timelines as part of Tab 3 and Tab 4.
Q25-10	08/03/2026 6:00 AM	The RFP identifies a project budget of \$100,000. Could SNHD confirm whether this budget includes discovery, UX/UI design, development, content migration, accessibility remediation, training, and post-launch support?	Yes. See Q8-1.
Q25-11	08/03/2026 6:00 AM	Will SNHD provide all finalized website content prior to development, or is the selected contractor expected to assist with content creation, editing, and optimization?	SNHD is responsible for creating new content and making substantive editorial decisions. The selected contractor will conduct the required content audit, recommend content for migration, consolidation, archiving, redirection or removal, and format and structure approved content within the redesigned website. SNHD will make final content and migration decisions.
Q25-12	08/03/2026 6:00 AM	How many SNHD staff members are expected to participate in training, and should training be delivered onsite, remotely, or through recorded sessions and documentation?	Up to five SNHD staff members will require training. See Q17-30.

Question Number	Date Received	Question	Answer
Q25-13	08/03/2026 6:00 AM	Will SNHD conduct formal User Acceptance Testing (UAT)? If so, could you please share the acceptance criteria, review process, and expected approval timelines?	SNHD will participate in review, testing and acceptance of the redesigned website. The UAT process, including acceptance criteria, participants, review procedures and approval timelines, will be established with the selected contractor during Project planning. Contractors may include their recommended UAT approaches and anticipated review periods in their proposals.
Q25-14	08/03/2026 6:00 AM	Will SNHD provide an existing URL redirect mapping, or is the selected contractor expected to identify and implement all required redirects during the migration process?	SNHD will provide the 301 redirect mapping; contractor will implement it. Existing URL structures need not be preserved except for established short/vanity URLs. See Q3-4.
Q25-15	08/03/2026 6:00 AM	Following the required three-month post-launch support period, does SNHD anticipate procuring ongoing website maintenance, enhancement, or managed support services under a separate agreement?	No.
Q25-16	08/03/2026 6:00 AM	Could SNHD please confirm whether the following is the current active production website that is in scope for this redesign project? https://www.southernnevadahealthdistrict.org/ If not, kindly provide the correct production website URL and indicate whether any additional websites, microsites, or subdomains are included within the scope of this project.	See Q7-4.
Q26-1	08/03/2026 6:19 AM	Could you please share the URL of the current website?	https://www.southernnevadahealthdistrict.org/
Q26-2	08/03/2026 6:19 AM	What version of WordPress is currently in use?	A complete inventory of versions will be provided to the selected contractor; contractors should scope to currently supported versions of WordPress, PHP and MySQL as of implementation. See Q7-6.
Q26-3	08/03/2026 6:19 AM	Is the current website a single-site or WordPress multisite installation?	See Q7-4.
Q26-4	08/03/2026 6:19 AM	Is the existing website source code and Git repository available to the selected contractor?	Yes.
Q26-5	08/03/2026 6:19 AM	What is the current hosting environment (cloud provider/on-premises/virtual machines)?	Hosting is provided and managed by SNHD on its own infrastructure; contractor will not procure or manage hosting. See Q7-14.
Q26-6	08/03/2026 6:19 AM	Beyond the 4,000+ pages referenced in the RFP, could SNHD provide an approximate inventory of other content assets to be migrated (e.g., news articles, PDFs, images, videos, forms, and custom post types)?	Approximately 10,000 unique PDFs and 300+ Office documents are linked from active content and subject to the content audit and SNHD's final migration decisions, with total media storage estimated between 15 GB and 50 GB; 54 Gravity Forms and 10 to 15 custom post types are in scope. News releases (~1,700) are included within the ~4,500 content items. See Q5-19.

Question Number	Date Received	Question	Answer
Q26-7	08/03/2026 6:19 AM	Should the selected contractor migrate all existing website content, or is content review, cleanup, consolidation, and information architecture restructuring expected before migration?	SNHD is responsible for creating new content and making substantive editorial decisions. The selected contractor will conduct the required content audit, recommend content for migration, consolidation, archiving, redirection or removal, and format and structure approved content within the redesigned website. SNHD will make final content and migration decisions.
Q26-8	08/03/2026 6:19 AM	Will SNHD provide finalized content prior to migration, or should the contractor migrate existing content first and incorporate revisions later?	SNHD will supply existing content and generate new or updated content as needed to meet Project deadlines. Content review and migration decisions should occur before migration whenever practicable. The selected contractor will migrate and format content approved by SNHD and coordinate any necessary revisions or updates identified during the project.
Q26-9	08/03/2026 6:19 AM	Is SNHD expecting a complete fresh redesign of the website, or a modernization of the existing design that retains the current branding and visual identity?	SNHD expects a complete redesign of the website. The new design should be based on and remain consistent with SNHD's existing brand guidelines and visual identity.
Q26-10	08/03/2026 6:19 AM	Besides the existing brand guidelines, are there any additional design systems, UI libraries, or accessibility standards that must be followed?	SNHD has not identified any additional design systems or UI libraries that must be followed. The selected contractor must follow SNHD's brand guidelines and the accessibility requirements specified in the RFP, including the most current WCAG Level AA standards in effect at the time of implementation.
Q26-11	08/03/2026 6:19 AM	Could SNHD provide a list of all third-party systems that require integration (e.g., CRM, analytics, marketing platforms, clinic registration, online forms, interactive tools)?	See Q5-128.
Q26-12	08/03/2026 6:19 AM	Are APIs and technical documentation for these systems available?	See Q5-128.
Q26-13	08/03/2026 6:19 AM	The RFP references clinic registration, online forms, and interactive tools. Could SNHD clarify:	See Q5-128.
Q26-14	08/03/2026 6:19 AM	Whether these systems already exist or need to be developed?	See Q5-128.
Q26-15	08/03/2026 6:19 AM	Whether API integrations are available?	See Q26-14.
Q26-16	08/03/2026 6:19 AM	Which functionality is expected as part of this project?	See Q26-14.
Q26-17	08/03/2026 6:19 AM	Has SNHD conducted a recent accessibility audit of the existing website, and if so, will the audit report be made available to the selected contractor?	SNHD has not conducted a recent comprehensive accessibility audit of the existing website. Contractor will perform accessibility testing and remediation.

Question Number	Date Received	Question	Answer
Q26-18	08/03/2026 6:19 AM	Will SNHD require an independent accessibility audit or formal accessibility certification as part of the project acceptance process prior to launch? If so, will SNHD arrange this audit, or is the selected contractor expected to include it within the project scope?	SNHD does not require an independent accessibility audit or formal accessibility certification as part of project acceptance. Contractor will perform and document automated and manual accessibility testing, including screen reader compatibility testing, and remediating identified accessibility issues before launch.
Q26-19	08/03/2026 6:19 AM	Do the accessibility requirements outlined in the RFP also apply to existing downloadable content (e.g., PDFs, forms, reports, videos, and other documents)? If so, is the selected contractor expected to remediate existing assets to meet WCAG 2.2 AA and Section 508 compliance, or only ensure that newly created content is compliant?	See Q5-38.
Q26-20	08/03/2026 6:19 AM	Will SNHD provide the development, staging, and production environments (including the required infrastructure), or is the selected contractor expected to provision and configure these environments as part of the project?	SNHD will provide the development, staging and production environments.
Q26-21	08/03/2026 6:19 AM	Are there any additional organizational security policies, compliance requirements, or security review processes (beyond those described in the RFP) that the selected contractor should consider when designing and implementing the solution?	See Q5-160.
Q26-22	08/03/2026 6:19 AM	Will SNHD provide an inventory of existing website URLs (or a sitemap/export) to support redirect planning, or is the selected contractor expected to identify and map all existing URLs as part of the migration?	SNHD will provide.
Q26-23	08/03/2026 6:19 AM	During the three-month post-launch support period, is the selected contractor expected to provide only defect resolution and maintenance, or does the support period also include functional enhancements, content updates, or other change requests?	The three-month post-launch support period is intended to address bugs and issues associated with the delivered solution. Functional enhancements, routine content updates and other change requests are not included.
Q27-1	08/03/2026 8:08 AM	Should we use the proposal format provided in the RFP, or may we submit our own company proposal template, provided it addresses all the required sections?	Contractors must submit proposals in the format required per the RFP. Company proposal templates will be rejected as nonresponsive.
Q27-2	08/03/2026 8:08 AM	The RFP mentions a website redesign. Are there any specific design objectives, branding guidelines, feature enhancements, or reference websites that you would like proposers to consider?	SNHD expects a complete redesign based on its existing brand guidelines and visual identity. As outlined in the RFP, key objectives include improving accessibility, organization, usability, user experience, mobile responsiveness, performance, reliability and manageability. Required functionality and integrations are described in the RFP and will be further defined during discovery. SNHD has not identified specific reference websites that contractors must follow.
Q27-3	08/03/2026 8:08 AM	Could you please advise how international vendors should address [TIN & UEI Information] in the proposal?	See Q1-2 and Q1-3.

Question Number	Date Received	Question	Answer
Q27-4	08/03/2026 8:08 AM	Please let us know if there are any specific requirements or supporting documentation you would like us to provide regarding our development team.	Refer to the RFP.
Q28-1	08/03/2026 8:31 AM	The RFP specifies a containerized deployment using Docker along with load balancing, CI/CD, and high availability. Could SNHD provide additional details regarding the current hosting environment (on-premises, cloud, or hybrid) and clarify whether the selected contractor will be expected to provision the container infrastructure or deploy into an existing infrastructure managed by SNHD?	See Q8-6.
Q28-2	08/03/2026 8:31 AM	The RFP references migration of more than 4,000 pages. Could SNHD provide a high-level breakdown of the existing content (e.g., standard pages, custom post types, documents, media assets, forms) and indicate whether information architecture refinement or content restructuring is expected as part of the migration?	The current website contains approximately 4,500 content items: 1,700 news releases; 1,100 FAQs and public meeting items; 750 permits, regulations and health topics; 400 program and service pages; and 500 core site pages, posts and facility items. Media uploads and linked documents represent an estimated 15 GB to 50 GB of storage. Standard web forms are managed through Gravity Forms, while custom forms and APIs are managed by SNHD IT. Information architecture refinement and content restructuring are expected. Based on the required content audit and usability assessment, selected contractor will recommend content for migration, updating, consolidation, archiving, redirection or removal. SNHD will determine which content is migrated.
Q28-3	08/03/2026 8:31 AM	Beyond the examples listed in the RFP (clinic registration, online forms, CRM, analytics, marketing platforms, etc.), could SNHD provide a high-level inventory of existing third-party integrations that are expected to be retained or replaced as part of the redesign?	See Q5-128.
Q28-4	08/03/2026 8:31 AM	The RFP places significant emphasis on WCAG compliance and accessibility testing. Should the selected contractor remediate accessibility issues across all migrated legacy content, or is the expectation limited to newly designed templates, components, and content created or modified during the project?	See Q5-38.
Q28-5	08/03/2026 8:31 AM	The RFP references an in-house GitLab CE environment for CI/CD. Will SNHD provide access to an existing GitLab instance and deployment pipelines, or should the selected contractor include the design and implementation of the complete CI/CD workflow within the proposed scope?	SNHD provides the GitLab CE instance, container registry and runners; the contractor designs and implements the CI/CD pipeline configuration within that environment. See Q7-18.
Q28-6	08/03/2026 8:31 AM	In addition to achieving an "A" Security Scorecard rating and an "A+" SSL Labs rating, are there any additional security assessments (such as penetration testing, vulnerability scanning, or compliance validation) that will be part of the project acceptance criteria?	See Q5-160.

Question Number	Date Received	Question	Answer
Q28-7	08/03/2026 8:31 AM	The Proposal Form requests information including a Federal Tax Identification Number (TIN) and a SAM Unique Entity Identifier (UEI). For organizations headquartered outside the United States with relevant public-sector and enterprise web development experience, should these registrations be included at the proposal submission stage, or would they be required prior to contract execution if selected for award?	See Q1-2.
Q28-8	08/03/2026 8:31 AM	For the project samples and client references, will SNHD consider comparable public-sector or enterprise implementations completed for organizations outside the United States, provided they demonstrate similar scale, accessibility, security, and technical complexity?	Per the RFP, "Provide a minimum of three (3) client references, preferably government agencies, for similar services <i>provided by Contractor in the past five (5) years that demonstrate Contractor's ability to meet the RFP requirements.</i> "
Q29-1	08/03/2026 9:14 AM	Please confirm: Whether remote/international proposers are eligible.	Foreign companies are not exempt from submitting a proposal. However, see Q2-7.
Q29-2	08/03/2026 9:14 AM	Please confirm: Required proposal sections and page limits for 27RFP002	Refer to RFP for proposal requirements. Proposals must not exceed 30 pages.
Q29-3	08/03/2026 9:14 AM	Please confirm: Whether a notice of intent is required before the proposal PDF submission I will submit the proposal as a single PDF to procurement@snhd.org with the required subject line format if eligible.	A notice of intent (to submit a proposal) is not required before submitting a proposal.
Q30-1	08/03/2026 11:03 AM	SEO is mentioned in this scope. Since SEO is an ongoing discipline requiring monitoring and adjustments, is this assumed to be an ongoing requirement during the post-launch three-month period?	Contractor will implement SEO best practices as part of the website redesign and development. The three-month post-launch support period should include correction of issues related to the SEO features and configurations delivered under the Project, but ongoing SEO monitoring, content optimization and strategy are not required.
Q30-2	08/03/2026 11:03 AM	SEO, site performance, ADA, and security standards are relevant at and just after launch, but they are also disciplines that should be continually performed. Does the \$100K budget include these ongoing requirements? If so, is this coverage limited to the three-month post-launch period?	The \$100,000 Project budget includes implementation of the SEO, performance, accessibility and security requirements specified in the RFP, as well as the required three-month post-launch support period. Post-launch support is intended to address bugs and issues associated with the delivered solution. Ongoing monitoring, optimization and maintenance beyond that period are not included in the scope.

Question Number	Date Received	Question	Answer
Q30-3	08/03/2026 12:02 PM	Regarding the 4,000 pages of content needing migration, what is the breakdown of page content types within those 4,000 pages? Will the team analyze the content and recommend consolidation, or will they move it as-is into a new UI design?	"The current website consists of approximately 4,500 content items: 1,700 news releases; 1,100 FAQs and public meeting items; 750 permits, regulations and health topics; 400 program and service pages; and 500 core site pages, posts and facility items. Media uploads and linked documents account for an estimated 15 GB to 50 GB of storage. Selected contractor will evaluate this content through the required content audit and recommend items for migration, consolidation, archiving, redirection or removal. Content should not be migrated automatically as-is. SNHD will review the recommendations and make the final determinations regarding migration. Redirect mapping, file manifests and active user roles will be finalized and shared during technical onboarding."
Q31-1	08/03/2026 11:50 AM	Does SNHD self-host and maintain the current website?	Production website is hosted in Akamai/Linode. Dev environments are hosted on-prem. SNHD staff maintains the current website.
Q31-2	08/03/2026 11:50 AM	2) In Section A. Project Location the RFP states "Some planning activities may occur onsite. Meetings, services and deliverables may occur remotely." Does SNHD have a preference for an in-state Contractor?	SNHD has no geographic preference for the selected contractor.
Q31-3	08/03/2026 11:50 AM	3) In Section B.1.e.the RFP states that the "SNHD will: Coordinate with SNHD's IT department to provide access and permissions for assessment, testing, migration, and provisioning of testing and production servers." and in Section B.2 f. that the "Selected Contractor will: Technical Requirements: 1) Hosting and server requirements." Will SNHD clarify whether there is a preference for the redesigned website to be hosted on SNHD IT servers or to be hosted on a platform recommended and/or maintained by the selected Contractor? If the former, will the SNHD IT department be responsible for post-launch hosting and maintenance of the website? If the latter, is the expectation that the post-launch support plan would include an additional ongoing hosting and maintenance agreement with the selected Contractor?	The redesigned website will be hosted on SNHD IT infrastructure. SNHD will provide ongoing hosting and maintenance. The selected contractor will identify the hosting and server requirements for the proposed solution in coordination with SNHD IT, who will provision the required Linux nodes and provide terminal access. The selected contractor will provide the required three-month post-launch support. An additional ongoing hosting or maintenance agreement with the selected contractor is not anticipated.
Q31-4	08/03/2026 11:50 AM	In Section B.1.e. The RFP states that "SNHD will: Coordinate with SNHD's IT department to provide access and permissions for assessment, testing, migration, and provisioning of testing and production servers." Will the Contractor be granted direct permissioned access to the testing and production servers throughout the contract period?	SNHD will provide secure access to prod and non-prod environments. Specific details and technical controls will be discussed in detail with selected contractor.

Question Number	Date Received	Question	Answer
Q31-5	08/03/2026 11:50 AM	In Section B.2.b.Design and Development: 7) c) the RFP states that the “Contractor shall incorporate accessibility best practices into all aspects of design, development, navigation, forms, documents, multimedia, and mobile responsiveness.” Will the Contractor be required to remediate the documents on the existing website? If yes, approximately how many existing documents are there to be reviewed and remediated?	See Q5-38
Q31-6	08/03/2026 11:50 AM	In Section B.2.b.Design and Development: 10, the RFP states that the Contractor will “Implement CI/CD pipelines for custom plugins and themes using an in-house GitLab CE setup.” Does the “in-house GitLab CE setup” referenced in the RFP already exist and/or is in use by SNHD or current website contractor?	See Q5-111.
Q32-1	08/03/2026 12:32 PM	Are a SAM Unique Entity Identifier (UEI) and an active SAM.gov registration required at the time of proposal submission, or may they be obtained and completed before contract award?	See Q1-2.
Q32-2	08/03/2026 12:32 PM	Must the selected contractor possess a Nevada business licence, foreign entity registration, or any other state or local registration before submitting the proposal, or would these requirements apply only after contract award?	See Q1-4.
Q32-3	08/03/2026 12:32 PM	What is SNHD’s anticipated project start date and required website launch date?	SNHD anticipates beginning the Project following contract finalization and any required Board approval. A required launch date will be determined with the selected contractor based on the approved Project plan and timeline.
Q32-4	08/03/2026 12:32 PM	Does SNHD currently operate Docker Swarm, Kubernetes, or another container-orchestration platform? Is either Docker Swarm or Kubernetes mandatory for the production environment?	SNHD does not currently operate either a Docker Swarm or Kubernetes for the current website. Docker Compose is acceptable and is the preferred framework; neither Kubernetes nor Docker Swarm is required.
Q32-5	08/03/2026 12:32 PM	For the required SecurityScorecard “A” rating, will the rating be assessed against the specific website/domain delivered under this project or SNHD’s overall organizational network footprint?	Only against the websites and domains delivered under this project.
Q32-6	08/03/2026 12:32 PM	Which clinic-registration, CRM, marketing, analytics, heatmap, e-commerce, form, and interactive-tool platforms must be integrated with the new website? Will SNHD provide the relevant API documentation and access?	See Q5-128.

Question Number	Date Received	Question	Answer
Q32-7	08/03/2026 12:32 PM	Does the \$100,000 project budget include hosting, software and plugin licences, third-party services, accessibility auditing, training, and three months of post-launch support?	The Project budget does not include hosting, as the redesigned website will be hosted on SNHD infrastructure. The budget includes all services required by the RFP, including accessibility testing and remediation, training and three months of post-launch support. Contractors should identify and include any software, plugin licensing or third-party services costs required for the proposed solution, including any recurring costs. An independent third-party accessibility audit is not required.
Q33-1	08/03/2026 12:42 PM	Can you provide more detail on the current WordPress setup, including the theme, plugins, custom functionality, and hosting environment?	SNHD currently uses WordPress with a combination of standard plugins, custom functionality and integrations. The redesigned website will be hosted on SNHD infrastructure and must meet technical requirements specified in the RFP, including containerization and integration with SNHD's GitLab CE environment. Additional technical details will be shared with the selected contractor.
Q33-2	08/03/2026 12:42 PM	Will SNHD provide an export or inventory of the current pages, documents, forms, media, and redirects?	SNHD will provide available URL inventories and redirect information. SNHD and the selected contractor will redirect mapping during migration planning, and the contractor will implement and validate the approved redirects.
Q33-3	08/03/2026 12:42 PM	What existing integrations need to remain in place? For example, clinic registration, online forms, payments, analytics, or other third-party systems.	See Q5-128
Q33-4	08/03/2026 12:42 PM	The RFP mentions e-commerce. What specific transactions or payment functionality will the new site need to support?	SNHD is not requesting development of new e-commerce functionality or an online storefront. Existing links or integrations with systems that process payments or other transactions should be maintained, as applicable. Details regarding these systems will be provided to the selected contractor during technical onboarding.
Q33-5	08/03/2026 12:42 PM	Will SNHD provide the development, staging, and production servers, or should the selected contractor include hosting and infrastructure costs?	SNHD will provide development, staging and production servers.
Q33-6	08/03/2026 12:42 PM	Has SNHD already decided between Docker Compose, Docker Swarm, and Kubernetes for production, or should the contractor recommend the production setup?	Docker Compose is acceptable and is the preferred framework; neither Kubernetes nor Docker Swarm is required. See Q5-95.
Q33-7	08/03/2026 12:42 PM	What level of responsibility will the contractor have for configuring load balancing, monitoring, logging, backups, and disaster recovery?	Selected contractor will have full responsibility for logging and monitoring, and will collaborate and advise SNHD IT on load balancing, backups, and disaster recovery.

Question Number	Date Received	Question	Answer
Q33-8	08/03/2026 12:42 PM	What browsers, devices, and assistive technologies should be included in testing and final acceptance?	Testing should include current versions of major browsers and representative desktop, tablet and mobile devices, as well as keyboard-only navigation and commonly used screen readers and other assistive technologies. The specific browser, device and assistive-technology testing matrix will be established with the selected contractor during Project planning.
Q33-9	08/03/2026 12:42 PM	For accessibility, is the contractor responsible only for the website templates and functionality, or also for remediating existing page content, PDFs, videos, and third-party tools?	See Q5-38
Q33-10	08/03/2026 12:42 PM	Are there specific load time, uptime, traffic, or performance targets that the completed site must meet?	See Q7-23
Q33-11	08/03/2026 12:42 PM	For the SecurityScorecard and SSL Labs requirements, will the contractor control all of the hosting, DNS, firewall, and SSL settings that affect those scores?	No, SNHD IT will maintain control. Selected contractors will collaborate with SNHD IT and advice on required configuration for hosting, DNS, firewall, and SSL configuration, and will be expected to assist with implementation of configuration as needed.
Q33-12	08/03/2026 12:42 PM	Is there a desired launch date or any firm project milestones that must be met?	See Q21-22.
Q33-13	08/03/2026 12:42 PM	Should ongoing maintenance after the three-month period be included as an option?	No. Ongoing maintenance beyond the required three-month post-launch support period does not need to be included as an option.
Q34-1	08/03/2026 1:49 PM	Is the \$100,000 budget inclusive of hosting, infrastructure, and third-party licensing, or are those funded separately by SNHD?	The \$100,000 budget does not include hosting or SNHD-provided infrastructure, as the redesigned website will be hosted and maintained by SNHD IT. Contractors should identify and include any software, plugin licensing or third-party service costs required for their proposed solutions, including any recurring costs.
Q34-2	08/03/2026 1:49 PM	Given the combined scope (4,000+ page migration, containerized production environment, e-commerce, custom integrations, accessibility remediation), is SNHD open to a phased approach or prioritization of deliverables within the budget?	Contractors may recommend phased approaches or prioritization strategies that can be completed within the Project budget and satisfies the RFP requirements. Proposals should clearly describe the proposed phases, deliverables, dependencies and timeline. As clarified, SNHD is not requesting development of new e-commerce functionality; only applicable existing payment links must be maintained.
Q34-3	08/03/2026 1:49 PM	Are the 4,000+ pages a direct migration of existing content, or does SNHD anticipate content restructuring, rewriting, or consolidation as part of the project?	See Q2-5.
Q34-4	08/03/2026 1:49 PM	Does accessibility remediation extend to existing documents (PDFs) and multimedia, or only to templates and net-new content?	See Q5-38
Q34-5	08/03/2026 1:49 PM	Is the current site built on WordPress? Can SNHD share the current technology stack, key integrations, and any custom functionality that must be preserved?	See Q5-128

Question Number	Date Received	Question	Answer
Q34-6	08/03/2026 1:49 PM	What systems currently power e-commerce and clinic registration, and are these integrations with existing platforms or net-new builds?	See Q5-128
Q34-7	08/03/2026 1:49 PM	Is there a target launch date or required completion timeline?	SNHD has not established a required completion or launch date. Contractors should recommend a realistic implementation schedule based on the RFP requirements. The final timeline, milestones and launch date will be established with the selected contractor during Project planning.
Q34-8	08/03/2026 1:49 PM	The SecurityScorecard.io "A" requirement evaluates organization-wide security posture (DNS, email, endpoint exposure, and more), much of which sits outside the website itself. Can SNHD confirm this requirement applies only to the web property the contractor controls?	Contractor's responsibility will be limited to the redesigned website, its supporting components and configurations within the contractor's control. Contractor will not be responsible for organization-wide SecurityScorecard factors associated with SNHD systems outside the Project scope. Any findings related to the delivered solution must be addressed before launch.
Q34-9	08/03/2026 1:49 PM	Are there specific high priority user journeys we should focus on (e.g., finding clinics, registering for services, locating public meeting information)?	Final high-priority user journeys will be identified through the required user research, stakeholder interviews and usability assessment. They are expected to include finding locations and services, registering for services, accessing forms and permits, locating public meeting information, and finding timely public health information.
Q34-10	08/03/2026 1:49 PM	Will SNHD provide a current brand style guide, logo assets, and any design system components, or should the Contractor help formalize a design system as part of the project?	SNHD will provide its current brand guidelines, style guides and logo assets. SNHD has not identified an existing design system that must be followed. The selected contractor will develop consistent, reusable design components and patterns for the redesigned website; development of a broader organizational design system is not required.
Q34-11	08/03/2026 1:49 PM	Can you share any constraints from SNHD's IT department with regard to the current hosting environment?	Access to dev environments will be restrictive, which may include named accounts, VPN, MFA, and similar controls. Details will be discussed with selected contractors.
Q35-1	08/03/2026 2:00 PM	Can you please share what are considered the top attributes of SNHD's current website?	The current website's primary attribute is the breadth and depth of information it provides about SNHD programs, services and public health topics. It also offers a variety of online resources for residents, businesses, healthcare providers and other stakeholders.
Q35-2	08/03/2026 2:00 PM	If applicable, can you please share any issues or opportunities for improvement associated with the current CMS/infrastructure?	Opportunities for improvement are reflected in the RFP's scope and deliverables, including improved accessibility, usability, navigations, content organization and overall site management. SNHD is not identifying specific CMS or infrastructure issues beyond the RFP requirements. Relevant technical information will be provided to the selected contractor as appropriate.

Question Number	Date Received	Question	Answer
Q35-3	08/03/2026 2:00 PM	What is the name of SNHD's hosting provider and will this remain for the new website? If no, and if recommendations are needed, can you share any security and/or operational requirements that we need to consider? Also, does the District have any preferences?	See Q7-14.
Q35-4	08/03/2026 2:00 PM	To we scope the labor appropriately, can you share the approximate amount of standard webpages out of the 4,000 pages referenced in the RFP?	See Q5-19.
Q35-5	08/03/2026 2:00 PM	Will this website house PII?	Specific PII-related requirements, security considerations and applicable technical details will be discussed with the selected contractor.
Q35-6	08/03/2026 2:00 PM	Referencing B.2.f.2. SECTION II - Scope Of Services. To ensure we are allocating the appropriate number of labor hours, could the integration of SNHD's 3rd party tools be listed? such as CRM?	See Q3-2.
Q35-7	08/03/2026 2:00 PM	Regarding e-commerce, how many products will be housed?	E-commerce functionality is not required for the Project.
Q35-8	08/03/2026 2:00 PM	Can you please share what the District considers the top attributes it would like to see in their website development partner?	The Health District seeks a qualified partner with demonstrated experience, technical expertise, project management capabilities and collaborative approach necessary to successfully meet the requirements and deliverables outlined in the RFP.
Q35-9	08/03/2026 2:00 PM	Are there milestones we should be aware of when recommending a timeline?	See Q33-12.
Q35-10	08/03/2026 2:00 PM	When selecting a vendor, does SNHD take a lowest cost or best value approach?	See RFP Section V - Evaluation and Selection.
Q35-11	08/03/2026 2:00 PM	Is it correct to assume that the budget represents design and build related services, and ongoing maintenance is separate?	Ongoing maintenance is managed internally and not included in the scope of the RFP