

Consolidated Vendor Questions & Responses

Website Redesign, Consolidation, Accessibility, and Multilingual Support

The following questions consolidate duplicate or substantially similar questions submitted by prospective vendors. Responses provided by the District will apply to all underlying questions represented by each item.

A. Procurement, Award & Submission

1. Budget

Has the District established a budget, not-to-exceed amount, or expected price range for the project, including one-time and recurring costs?

District Response: The District has not established a specific budget, not-to-exceed amount, or price range for the project. Vendors are asked to submit their most competitive and comprehensive offer based on the requirements outlined in the RFP.

2. Evaluation and Award

How will proposals be evaluated and awarded? Will the District use the evaluation criteria identified in Section 8, price, or a combination of factors?

District Response: Proposals will be evaluated and awarded on a best-value basis. Price will be considered along with the evaluation criteria identified in Section 8 in determining the successful proposal.

3. Submission Requirements

How many hard copies of the proposal are required? Is an electronic copy also required or accepted? Are there page limits or other required formatting, tab, or signature requirements?

District Response: The District requires one (1) hard copy of the proposal and does not require an electronic copy. Vendors may organize their bid package in the format they deem appropriate, provided all information requested in the RFP is included. A cover letter is not required. The District may contact vendors for clarification or additional information, as appropriate. Please place all proposal materials in one envelope or box, if possible, clearly marked "Sealed Bid." Any changes to the bidding process or submission requirements will be posted on the District's Open Bids webpage.

4. Delivery Address and Deadline

Please confirm the correct delivery/bid-opening address, the proposal deadline and local time, and whether delivery by commercial courier such as FedEx or UPS is acceptable.

District Response: The correct delivery and bid-opening address is 1280 Athens Street, Gainesville, GA 30507. Proposals must be physically received at the District office by 4:00 p.m. ET on September 23, 2026. Delivery by any commercial carrier is acceptable. A receptionist will record the date and time the proposal is received.

5. Vendor Eligibility

Are vendors located outside Georgia or outside the United States eligible to submit proposals? Are there any restrictions on the location of personnel performing project work?

District Response: Vendors located outside Georgia but within the United States are eligible to submit proposals. International vendors may also submit a proposal, provided they are willing to execute a Business Associate Agreement and demonstrate that any District data maintained by the vendor will reside within the United States and will not be stored in data centers or similar infrastructure outside the United States.

B. Project Scope, Content & Current Websites

6. Content Volume

Approximately how many pages, documents/PDFs, media files, and forms currently exist on phdistrict2.org and forsythhd.com and are expected to be reviewed or migrated?

District Response: phdistrict2.org currently contains approximately 755 pages. The District does not have an accurate current count of the pages or documents on forsythhd.com. The District anticipates that the final number of pages and documents to be migrated will be substantially reduced after an assessment of both sites is completed.

7. Existing Content Inventory and Access

Will the selected vendor receive access to the existing websites, CMS, hosting environment, analytics, content inventory, sitemap, and other relevant assets needed for discovery and migration?

District Response: The selected vendor will be provided with the access necessary to the existing websites and related systems to conduct discovery, assessment, and migration activities.

8. Forms and Integrations

What existing forms, online services, payment systems, appointment/scheduling tools, GIS or mapping, or other third-party services must remain connected to or be integrated with the new website?

District Response: The District currently does not provide online services or payment portals through its website and does not anticipate adding these services in the near term. Vendors should describe their experience and capabilities for integrating with EHR systems and other online scheduling tools that the District may acquire in the future.

9. Content Development

For content that is revised, combined, or newly written as part of the project, will District staff provide the final approved content, or is content writing/editing expected to be included in the vendor scope?

District Response: The District will provide content that needs to be added to the website. The District will rely on the selected vendor to provide recommendations and best practices regarding content organization, formatting, accessibility, and related web-content standards.

10. Environmental Health

For Forsyth County Environmental Health, should applications and forms remain downloadable/submitted by existing methods, or is online application/submission functionality expected as part of the new website?

District Response: Forsyth County Environmental Health applications and forms should remain downloadable and should continue to be submitted through the existing methods. Online application or submission functionality is not required as part of this project.

C. Technology, Hosting, Security & Domains

11. CMS / Platform

What CMS or platform do the current sites use, and is the District open to changing platforms or does it require a specific CMS?

District Response: phdistrict2.org currently uses WordPress. The District is open to changing platforms and invites vendors to recommend the CMS or platform they believe will best meet the District's needs and the requirements of the RFP.

12. Hosting

Will the new website be hosted by the vendor or by the District? May vendors recommend a commercial cloud/managed hosting environment, or are state/Georgia DPH hosting requirements applicable?

District Response: The current website is hosted by GoDaddy. The District does not maintain its own web servers and therefore expects the new solution to use managed hosting. Vendors may recommend the hosting approach they believe best meets the project's requirements.

13. Security and Technical Requirements

Are there required security reviews, platform approvals, hosting authorizations, data-residency requirements, backup/recovery requirements, or other State of Georgia/Georgia DPH technical standards vendors should include in their proposals?

District Response: While the District strives to remain closely aligned with applicable State of Georgia and Georgia Department of Public Health practices and standards, District 2 Public Health is comprised of 13 local boards of health that are separate legal entities from the State of Georgia or DPH. Outside the requirement that District 2 data remain hosted within the United States, vendors should provide their recommended security, hosting, backup and recovery practices as part of their proposed solution.

14. Domains, DNS and Analytics

Who currently controls the phdistrict2.org and forsythhd.com domains and DNS records? Will the selected vendor receive the access needed for redirects/cutover, and will historical website analytics be made available for the project?

District Response: District 2 Public Health owns both the phdistrict2.org and forsythhd.com domains and controls the associated DNS records. The selected vendor will be provided with the access necessary to complete redirects and the website cutover. Historical website analytics will also be made available to the selected vendor for project planning and assessment purposes.

D. Accessibility & Multilingual Content

15. Accessibility Standard

What accessibility standard should vendors use for the new site? Should proposals be based on WCAG 2.1 Level AA, WCAG 2.2 Level AA, or another applicable standard?

District Response: At a minimum proposals should be based on WCAG 2.1 level AA.

16. Existing Document Remediation

Is remediation of existing PDFs and other documents included in the base project scope, or may vendors provide separate or unit pricing for document accessibility remediation?

District Response: Vendors may provide separate or unit pricing for remediation of existing PDFs and other documents. At a minimum, the District expects the selected vendor to provide recommendations and best practices for addressing existing PDFs and documents that do not meet applicable accessibility guidelines.

17. Accessibility Review and Compliance

Will the District provide any existing accessibility audit or gap analysis? Is a formal accessibility review or conformance report required before or at launch?

District Response: The vendor should include an accessibility audit or gap analysis as part of the proposed scope and provide guidance on remediating documents that do not meet applicable accessibility requirements or compatibility standards.

18. Languages and Translation

Which languages must be available at launch, and is translation expected for the full website or only selected priority pages and services? Will the District provide or review translations, or should vendors provide translation services?

District Response: At launch, the website must provide English and Spanish at a minimum. Vendors are encouraged to recommend best practices for addressing additional languages, including recommended approaches, scope, and timing. The additional languages identified in the RFP are Haitian-Creole, Hindi, and French.

E. Design, Training, Schedule & Support

19. Branding, Design, Training and Review

Will the District provide brand standards, logos, photography, and other design assets? How many design concepts/revision rounds should vendors include, and approximately how many staff/users will require CMS training after launch?

District Response: The District does not have independent brand standards beyond the guidance provided by the Georgia Department of Public Health. The District has limited existing design assets and anticipates that stock photography and other appropriate licensed assets may be needed. The District does not have a predetermined number of design concepts or revision rounds and will rely on the selected vendor's expertise to recommend an appropriate design and review process. The District anticipates that no more than three to four staff members will require CMS training after launch.

20. Schedule, Post-Launch Support and Recurring Costs

What is the anticipated award and project kickoff date? Is April 26, 2027 a firm required launch date? What period of post-launch support should be included in the base proposal, and how should ongoing hosting, maintenance, and support costs be presented?

District Response: The anticipated award date is September 30, 2026, with project kickoff expected shortly thereafter. April 26, 2027 is a firm project deadline based on the District's WCAG compliance requirements. Vendors should include their recommended post-launch support period and services in their proposal. All recurring costs should be presented as a monthly breakdown, with any anticipated price increases or changes in pricing clearly identified.