

Texas State Affordable Housing Corporation

Website Redesign Services RFP

Frequently Asked Questions

Does the proposal need to be formatted as a fixed bid project, or would multiple options with various budgets or a “time and materials” option be considered? TSAHC is open to considering proposals that include a variety of cost options based on different levels of service provided. However, the proposal should include some assurances that the costs will not exceed the maximum costs estimated in the proposal. TSAHC will also consider proposals that include a cost range, understanding that exact costs may require additional information and discussion.

Is there any flexibility in the budget provided in the RFP? If respondents believe the full scope of services will exceed the budget listed in the RFP, they should provide a few options within their proposal, with at least one option being within the stated budget. While we may not be able to exceed the stated budget, it would be helpful to understand what can be accomplished within our budget and what it would cost to achieve everything listed in the scope of work.

Does TSAHC have a preference on which CMS the new website is built on? TSAHC is looking for recommendations from respondents on which CMS will best suit our needs. Our current site is built on Expression Engine, but our preference is to select a new CMS because many developers no longer support Expression Engine. We anticipate transferring all of the special features on our current site to our new site, so the new CMS will need to be able to accommodate those features.

Are there any existing website integrations that vendors should be aware of during development? No. All of the special website features listed in the RFP are coded directly into our website and do not integrate with third party applications. All changes (interest rate, income limits, etc.)are either made manually or by uploading data via .csv files.

Does the agency have a preferred hosting environment? We are looking for the selected respondent to manage the hosting of our site and provide recommendations on the best hosting environment. Our current server size is 8GB.

Are there specific regulatory or security compliance requirements that need to be integrated into the new system? No

Do you have brand guidelines and are you looking for support in refining your brand and messaging? TSAHC has existing branding guidelines that can be provided upon request. We are not dissatisfied with our current branding but are open to support with refining our existing branding if it fits within our budget. We are also open to updating our branding guidelines to accommodate the look and feel of our new website.

How much of your existing content will migrate to your new site? Are you solely looking to re-platform your existing site? While we anticipate that the majority of content will transfer to the new site, we are not simply looking to re-platform the existing site. We want to use this as an opportunity to re-evaluate all of our content, page structure and navigation.

How many users do you currently have on your site, and do they have varying levels of access? TSAHC currently has about 500 users, but only about 10 of these are staff members with access. The remaining users are lenders and REALTORS that only have the ability to create and edit profiles to be added to our site. We will need similar functionality with the new site, but we anticipate directing lenders and REALTORS to create log-in information and profiles on the new site, rather than transferring their logins and profiles from the old site.

Could you describe the process by which lenders and REALTORS create accounts/profiles and get them approved? Lenders and REALTORS meeting certain criteria can create a profile on our site that shows up on our lender/REALTOR search tools. To create a profile, they must first create an account login (using a link that we send them), and once the account is created, they will be able to create their profile. They can also edit existing profiles. TSAHC must approve the profiles before they show up on the website.

Can you provide a detailed scoring rubric or clarify the weight given to each evaluation criterion? Here are the points awarded to each criterion:

- a. Demonstrated competence, experience, knowledge and qualifications providing the scope of services: 30
- b. Clarity and comprehensiveness in the project approach: 30
- c. Reasonableness of costs: 25
- d. Feedback from previous clients on the quality of work and communication: 10
- e. HUB/MOB Certification: 5
- f. Total: 100

Is there flexibility in the HUB/MOB certification criterion? Businesses that do not have formal HUB or MOB certification may still receive points under this scoring criterion. TSAHC staff have the ability to give points for minority or female owned-

businesses that do not have a formal HUB/MOB certification, as well as proposals that include strong minority/female representation.

How will past experience with nonprofit and governmental organizations be weighed against other qualifications? Past experiences with similar organizations is included in Criterion A listed above.

Is the early 2026 launch target firm, or is there flexibility based on the scope of work and features? We are flexible on the target launch date. While we understand the final timeline may require additional discussion, the proposal should include an estimated timeline, as well as any variables that may impact the timeline.

What are your expectations for emergency support, and is there a required response time for maintenance requests? We are typically flexible on the timing of requested website changes and enhancements. However, we very occasionally have urgent updates that need to be made quickly (within 24 hours or less). We may also need emergency support if all or a portion of our site experiences an outage. In the proposal, we are looking for more information about the respondent's policies around response time and ability to provide emergency support if needed.

What does the maintenance contract renewal process look like? Would you like recommendations for phased feature rollouts beyond year one? We anticipate signing annual maintenance contracts for hosting and support. The annual contract should entail what support is covered and what support would incur additional costs. While we expect to launch the new website all at once, we may consider a phased roll-out if the costs exceed our budget.

Are you interested in <https://www.texasfinancialtoolbox.com/> having a similar look and feel to the redesigned main site or should it be more a standalone / visually different from <https://www.tsahc.org/>? Likely a hybrid of both. We are open to it having a similar look and feel as the main site, with some variations to differentiate it. We don't anticipate needing additional functionality beyond what is currently included on the Texas Financial Toolbox site.

Can you provide us with a temporary login to access portions of your existing site? TSAHC cannot provide login information at this point in the process. However, we may be open to this later in the process as we narrow down the selection.