



## **Request for Proposals (RFP)**

### **Comprehensive Website and Content Management System (CMS) Solution**

# 1. Introduction

The City of Anderson (“the City”) is requesting quotes from qualified vendors to provide a **cloud-based Content Management System (CMS)** designed specifically for **local government websites**. The City seeks a secure, intuitive, and scalable CMS that enables staff to efficiently manage content, provide accessible information to residents, and support citizen engagement through modern, user-friendly workflows.

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## 2. Background

The City’s website serves as a primary communication tool for residents, businesses, and visitors. It must meet the highest standards for **security, accessibility, and usability**, while supporting government-specific features such as public notices, agendas/minutes, and emergency alerts.

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## 3. Scope of Work

The selected vendor will provide:

- A **SaaS-based CMS platform** optimized for municipal websites.
  - Implementation, training, and ongoing support services.
  - Integration with common local government systems and third-party services as needed.
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## 4. Minimum Vendor Qualifications

Vendors must:

- Demonstrate **experience serving municipal or county governments**.
  - Offer a **SaaS (cloud-hosted) solution** with guaranteed uptime and data redundancy.
  - Maintain compliance with **ADA/WCAG 2.1 accessibility standards** and **industry security best practices**.
  - Provide **U.S.-based hosting** and data storage, with clear data ownership and exit provisions.
  - Deliver **ongoing training, documentation, and support** for non-technical staff.
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## 5. Functional Requirements

The CMS solution must include the following capabilities:

### 5.1 Usability & Workflow

- Intuitive, non-technical content editor (drag-and-drop or similar).
- Workflow approvals (draft → review → publish).
- Template consistency across all departments.
- Mobile-first design and responsive templates.

### 5.2 Government-Specific Features

- Agenda and minutes management (posting, archiving, search).
- Public notices, RFQ/RFP postings, and service directories.
- Emergency alert banners/pop-ups.
- Event and meeting calendar integration.
- Multi-language support.

### 5.3 Security & Compliance

- WCAG 2.1 / Section 508 accessibility compliance.
- Regular security patching and updates.
- Role-based permissions and user auditing.
- Secure hosting with data backup and disaster recovery.

### 5.4 Integration & Scalability

- Ability to integrate with payment portals, GIS, permitting systems, and Microsoft 365.
- Open API availability for future integrations.
- Scalable to accommodate additional services/departments.

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## 6. Vendor Proposal Requirements

Responses must include:

1. **Company Information** – History, size, government experience, references.
2. **CMS Platform Overview** – Key features, architecture, security compliance.
3. **Implementation Plan** – Project timeline, training approach, testing.
4. **Support & Maintenance** – Service levels, help desk hours, escalation process.
5. **Pricing** – Detailed breakdown of setup costs, licensing/subscription fees, annual maintenance/support fees, and optional services.

6. **Data Ownership & Exit Strategy** – Terms for content/data export should the City transition away from the solution.
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## 7. Evaluation Criteria

Proposals will be evaluated on the following:

- **Government focus and relevant experience (25%)**
  - **System functionality, usability, and workflows (25%)**
  - **Security, compliance, and accessibility (25%)**
  - **Support, training, and vendor reputation (15%)**
  - **Cost effectiveness and transparency (10%)**
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## 8. Submission Instructions

Quotes must be submitted electronically in PDF format to:

**Jason Nixon, Chief Information Officer**  
City of Anderson, South Carolina  
Email: [jnixon@cityofandersonsc.com](mailto:jnixon@cityofandersonsc.com)

**Deadline for submission:** January 30, 2026

Late submissions will not be considered.

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## 9. Timeline (Tentative)

- RFP Issued: 12/12/25
  - Submission Deadline: 1/30/26
  - Evaluation Period: 1/2/26 thru 2/20/26
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## 10. General Terms

### **Responsiveness and Responsibility**

Award will be made to the **lowest responsive and responsible bidder**. The City reserves the right to investigate bidder qualifications and past performance.

### **Right to Reject**

The City may reject any or all submissions or cancel the solicitation in whole or in part if in the City's best interest.

### **Negotiations**

When allowed under the selected procurement method, the City may negotiate scope, price, or terms with the lowest responsive and responsible bidder.

### **Confidentiality & Data Ownership**

All work products, data, designs, configurations, and content produced under the contract shall be the exclusive property of the City. Vendors shall maintain strict confidentiality of any non-public information obtained during performance.

For software, SaaS, and CMS solutions, the City retains ownership of all City-generated content and data, and the vendor shall provide full export capability at no additional cost upon termination or contract expiration.

### **Public Records & Freedom of Information Act**

All materials submitted are subject to the South Carolina Freedom of Information Act (FOIA) unless exempt or proprietary.

All submitted materials become the property of the City.

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