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**RFQ-GA-011-2026-01 – WEBSITE SERVICES**  
**ADDENDUM NO. 1**

We have received the following question and here are Decatur Housing's answers:

**QUESTION #1 – BUDGET GUIDANCE**

Since no fixed budget is provided, does Decatur Housing anticipate a preferred pricing model (e.g., fixed fee, retainer, or tiered options), or should vendors propose flexible structures aligned with scope?

**ANSWER:**

*We would be interested in reviewing alternatives that are retainer based and tiered. However, please provide alternatives and justification.*

**QUESTION #2 – CONTENT MIGRATION:**

Will Decatur Housing provide finalized content for migration, or should vendors budget for restructuring, accessibility remediation, and SEO optimization of existing materials?

**ANSWER:**

*DH may be providing some final content; however, we will be depending on the contractor for what we anticipate is the majority of the accessibility remediation, and SEO optimization amongst other(s).*

**QUESTION #3 – THIRD-PARTY INTEGRATIONS**

Beyond CMS setup, should vendors assume responsibility for configuring integrations (CRM, analytics, payment gateways, accessibility monitoring), or will Decatur Housing's IT team manage certain connections?

**ANSWER:**

*We would be depending on the vendor to assume these responsibilities.*

#### **QUESTION #4 – CYBERSECURITY STANDARDS**

The RFQ references hosting security standards (SOC2, ISO 27001). Does Decatur Housing require formal certification from vendors, or is adherence to equivalent best practices acceptable?

#### **ANSWER:**

*We would prefer to have vendors that are SOC 2 / ISO certified, however will allow alternatives with sufficient documentation (policies, audit reports, security questionnaires) that can demonstrate adherence to recognized security standards (SOC 2, ISO 27001, NIST, etc.) or equivalent controls, without requiring certification.*

#### **QUESTION #5 – TRAINING SCOPE:**

The RFQ specifies training for four staff members. Should this training cover only CMS/content management, or also include security protocols, analytics, and portal administration?

#### **ANSWER:**

*TBD*

#### **QUESTION #6 – MAINTENANCE RESPONSE TIMES:**

The RFQ notes a maximum 48-hour response time. Could you confirm if this applies to all requests (content updates, security patches, enhancements), or only to critical issues?

#### **ANSWER:**

*Preferred but TBD.*

#### **QUESTION #7 – MARKETING MATERIALS:**

Should vendors include design samples (e.g., brochures, annual reports) in the proposal, or will these be developed post-award based on branding guidelines?

#### **ANSWER:**

*Yes*

#### **QUESTION #8 – PROPOSAL EVALUATION**

Pricing is weighed at 5 points. Should vendors prioritize demonstrating technical innovation and housing agency experience over cost competitiveness in their submissions?

#### **ANSWER:**

*Yes, however, it is important to do so in the context of pricing.*

**QUESTION #9 – TRANSITION PLAN**

In the event of a future vendor change, does Decatur Housing expect vendors to provide a detailed migration roadmap upfront, or only upon contract termination?

**ANSWER:**

*Upfront.*

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**You must complete the acknowledgement below and return this Addendum to [procurement@decaturha.org](mailto:procurement@decaturha.org) by no later than 05/13/2026 at 3:00PM.**

It is the responsibility of all proposers to acknowledge addendums. Failure on the part of any proposer to acknowledge this addendum by the deadline may, at the Agency's discretion, deem that proposer as non-responsive and may eliminate such proposer from consideration for award.

**ACKNOWLEDGED BY:**

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**Signature**

\_\_\_\_\_  
**Printed Name**

\_\_\_\_\_  
**Company**

\_\_\_\_\_  
**Date**