



**CHINO BASIN WATER CONSERVATION DISTRICT
4594 SAN BERNARDINO ST
MONTCLAIR, CA 91763**

**ADDENDUM NO. 1
RFP NO. 2026-04 - WEBSITE DESIGN AND MAINTENANCE SERVICES
MAY 15,2026**

NOTE: This Addendum forms a part of the Request for Proposals (RFP) Documents and/or supersedes or amends the corresponding information included in the original RFP documents. Respondent shall take this Addendum into consideration when preparing and submitting its Proposal. Please acknowledge receipt of the Addendum by submitting Appendix H.

All other terms and conditions remain unchanged.

ADDENDUM NO. 1 CONTENTS

I. QUESTIONS AND ANSWERS

QUESTIONS AND ANSWERS:

1. For routine WordPress core, plugin, and theme updates: does the District have a preferred staging environment already in place, or is the expectation that the contracted firm manages a separate staging instance before pushing changes to production on cbwcd.org and waterwisegardenplanner.org?
 - a. **Answer: The District does not currently maintain a formal staging environment. The selected consultant will be expected to recommend and implement best practices for staging, testing, and deployment, including the use of a staging environment as appropriate.**

2. Has the District established a target budget or a price ceiling for the annual maintenance and support of these WordPress/Elementor websites? Understanding these parameters would help us assess whether we can provide a value-driven solution for the District.
 - a. **Answer: The District has not established a fixed budget or price ceiling for these services. Compensation will be negotiated with the highest-ranked firm in accordance with the RFQ process.**

3. Has the District previously received, reviewed, or solicited any formal or informal quotes, bids, or estimates regarding this specific scope of work? If the information is available for

public disclosure, please share it so we can review it (including vendor names and quoted amounts) to ensure our potential approach is contextually appropriate.

- a. **Answer: The District has not publicly released prior quotes, bids, or estimates for this specific scope of work. Any prior informal evaluations are not part of the public procurement record.**
4. The RFQ defines SLA response and resolution targets by priority level. Can the District confirm whether these SLA requirements apply 24/7/365 or only during standard business hours?
 - a. **Answer: Service Level Agreement (SLA) response and resolution times are intended to apply during standard business hours unless otherwise agreed upon. Respondents may propose enhanced support options as part of their approach.**
 5. Who is the District's current hosting provider for cbwcd.org and waterwisegardenplanner.org?
 - a. **Answer: The District's websites are currently hosted with a third-party hosting provider. Additional details will be shared with the selected consultant upon contract execution.**
 6. What level of hosting access will the selected consultant have, including access to the server, control panel, backups, staging environment, and DNS/domain settings?
 - a. **Answer: The selected consultant will be provided with appropriate access necessary to perform the scope of services, which may include administrative access to the content management system, hosting environment, and related services, as determined by the District.**
 7. Can the District provide current website metrics, including approximate monthly visitors, monthly page views, storage usage, and total number of pages/posts?
 - a. **Answer: General website metrics (e.g., traffic, usage, and performance data) will be made available to the selected consultant upon request after contract award. Respondents should base their proposals on typical small-to-midsize public agency websites.**
 8. Can the District provide a list of current WordPress plugins, themes, major integrations, and any known technical issues affecting either website?
 - a. **Answer: Both websites are built on WordPress and utilize the Elementor page builder along with various standard plugins. The Waterwise Garden Planner site uses a custom plugin created by the original web developer for the plant database and list functions of that site. Each website uses a total of approximately 30-35 plugins. The exact plugins will not be publicly published for security reasons. District staff is not aware of any current technical issues affecting either website.**

9. Is there a current vendor providing website maintenance, hosting coordination, technical support, or content support? If so, will there be a transition period?
 - a. **Answer: The District currently utilizes external support for these functions. A transition period, if necessary, will be coordinated to ensure continuity of service.**

10. Are any existing vendors expected to retain overlapping responsibilities after award?
 - a. **Answer: The District does not anticipate significant overlapping responsibilities; however, coordination with existing vendors or partners may be required on a limited basis.**

11. Can the District provide any budget guidance, historical annual spend, or not-to-exceed planning range for the base maintenance and support services?
 - a. **Answer: The District has not established a not-to-exceed amount for these services. Historical spend information is not being provided as part of this solicitation.**

12. Who within the District will be responsible for content creation, review, approval, and publishing coordination?
 - a. **Answer: District staff will retain primary responsibility for content creation, review, and approval. The selected consultant will support content publishing, formatting, and updates as outlined in the Scope of Services.**

13. Does the District have internal IT, web, or WordPress resources who will support this engagement? If so, what roles will they play?
 - a. **Answer: The District has internal staff who will provide oversight, coordination, and content input. The selected consultant will be expected to collaborate closely with District staff as part of service delivery.**

14. Are there required cybersecurity, accessibility, or compliance standards the consultant must meet, including WCAG conformance level or any specific security framework?
 - a. **Answer: The selected consultant shall follow industry best practices for website security and accessibility. Websites must be maintained as compliant with ADA requirements for public agency websites. WCAG guidelines and standard web security practices is expected.**

15. What support communication channels does the District expect the consultant to provide, such as email, ticketing system, phone, or chat?
 - a. **Answer: The District expects the consultant to provide standard communication channels, including email and virtual meetings. Respondents may propose additional tools (e.g., ticketing systems or project management platforms) as part of their approach.**

16. Is it possible to share a list of the plugins that are used on each sites? If not, can you share the number of plugins used on each site?
- a. **Answer: A detailed list of plugins is not being provided at this time for security reasons. Both websites utilize WordPress with Elementor and a range of standard plugins typical for public agency websites. Each website uses a total of approximately 30-35 plugins. A full inventory will be shared with the selected consultant during onboarding.**
17. Is there a staging environment for each site?
- a. **Answer: The District does not currently maintain a formal staging environment. The selected consultant will be expected to recommend and implement appropriate staging and deployment practices.**
18. Is a blended rate for team members acceptable?
- a. **Answer: A blended rate is acceptable; however, respondents should follow the cost proposal format outlined in the RFQ and clearly identify how rates are structured.**
19. How many user accounts are there per site?
- a. **Answer: The number and roles of user accounts vary by site. Specific details will be provided to the selected consultant upon contract execution. The vendor is not anticipated to need to frequently support individual user accounts.**
20. How many posts, pages, and events are published per month for each site?
- a. **Answer: The District anticipates a relatively low volume of content updates. Content activity may vary month to month and includes routine updates, event postings, and occasional new pages.**
21. Is there an example content calendar you can share?
- a. **Answer: The District does not currently maintain a formal content calendar but may collaborate with the selected consultant to develop one if needed.**
22. What extent of editing of content is expected?
- a. **Answer: Content updates are generally minor and non-complex, including formatting, minor copy edits, uploading content, and publishing. Substantive content development will primarily be led by District staff.**
23. How often do you expect the vendor to meet with the District staff to gather and develop content? And how many pieces of content?

- a. **Answer: The frequency of meetings will vary based on project needs. The District anticipates periodic coordination meetings, with content requests provided on an as-needed basis rather than a fixed volume.**
24. Do both sites have the same team at Chino-Basin? Or do you anticipate the vendor will need to meet separately with each group?
- a. **Answer: Both websites are managed by the District; however, coordination may involve different staff depending on the content area. The consultant should be prepared to work with multiple stakeholders.**
25. Approximately how many hours are currently needed for content management and updates per month for each site?
- a. **Answer: The District anticipates that content management and updates will require a modest level of effort each month; however, no specific hourly estimate is being provided. Respondents should base assumptions on typical small-to-midsize public agency websites.**
26. Can you give examples of the update of layout and visual component updates that are needed each month per site?
- a. **Answer: Typical updates may include minor layout adjustments, updates to page sections, improvements to navigation or usability, and maintaining brand consistency. These are expected to be incremental rather than large-scale redesign efforts.**
27. How many graphics need to be created and edited per month for each site?
- a. **Answer: Graphic needs are expected to be limited and project-specific, such as resizing images, creating simple web graphics, or updating visual elements. Volume will vary month to month.**
28. Should the vendor anticipate researching and acquiring the imagery? Is stock photography used? Or will custom photography be provided?
- a. **Answer: District-provided photography will be used.**
29. How often does the vendor project manager meet with the District staff per month? How often are status updates expected?
- a. **Answer: The consultant should provide regular status updates. Respondents may propose a cadence and format (e.g., weekly, biweekly, or monthly) as part of their approach.**
30. Can you share the list of browsers and devices that are required for testing?
- a. **Answer: The consultant should ensure compatibility with current major browsers (e.g., Chrome, Safari, Edge, Firefox) and standard desktop and mobile devices, consistent with industry best practices.**

31. Should the vendor anticipate presenting the analytics quarterly reports in a meeting?
- a. **Answer: Quarterly reports may be accompanied by a summary discussion or presentation, as requested by the District. Respondents may propose their approach to reporting and review.**

*** * * END OF ADDENDUM NO. 1 * * ***