

Request for Proposal (RFP)

Website Replatforming for Quonochontaug Central Beach Fire District (QCBFD)

Date Issued: August 29, 2025

Response Due: September 17, 2025

Contact: Liz Pomeroy, Web Administrator, webmaster@quonniecentral.org

1. Overview

The Quonochontaug Central Beach Fire District (QCBFD) is seeking proposals from qualified vendors to replatform our existing website. Our current website is built on outdated technology that poses increasing security and performance risks. This project aims to rebuild the site in a modern, secure, and maintainable environment while preserving the current content.

2. Scope of Work

The selected vendor will:

1. Suggest a platform for the quonniecentral.org to be built on

- a. Set up a new installation in a secure hosting environment without taking the current site offline during development.
- b. Reproduce the current design and overall look & feel, with minor updates to sub-page layouts (no full redesign).
- c. Implement responsive, mobile-friendly design standards.

2. Content Migration

- a. Migrate all existing visible content as-is.
- b. Exclude any pages not accessible via navigation or internal content links.

3. Secure Member Directory

- a. Implement authentication (username/password) to restrict access to the directory.
- b. Ensure the directory is not indexed by search engines
- c. Protect all data in transit with HTTPS encryption.
- d. Ensure user credentials are stored securely following best practices (hashed and salted).
- e. Provide the ability for administrators to manage user accounts and access levels.
- f. Allow users to make updates to their directory listing (ONLY their own directory listing. The administrator is the only one who may update all directory listings.)

4. Hosting & Security Requirements

The vendor must provide **detailed hosting and security environment information** and confirm that their solution includes at minimum:

- a. Data encryption for all sites

- b. SSL certificates with automatic renewal
- c. Automatic core updates to the chosen CMS
- d. Multiple layers of protection:
 - i. Firewall
 - ii. Malware scanning
 - iii. Real-time threat detection
 - iv. Intrusion prevention/detection
 - v. Brute-force attack protection
 - vi. DDoS protection
 - vii. Single-port database access restrictions
- e. Plugin vulnerability monitoring with alerts to the support team
- f. Advance notice of selected platform security releases (if using a managed platform such as WP Engine)
- g. Quarterly third-party penetration testing

5. Hosting & Support Contracts

- a. Vendor must include **full hosting contract details**, including:
 - i. Hosting provider name and data center locations
 - ii. Service Level Agreement (SLA) uptime guarantee
 - iii. Backup policies and retention period
 - iv. Disaster recovery procedures
 - v. Security monitoring and response protocols
 - vi. Update and patching schedules
- b. Vendor must include **ongoing support contract details**, including:
 - i. Support hours and contact methods (phone, email, ticketing)
 - ii. Response time guarantees for different severity levels
 - iii. Scope of support (e.g., plugin updates, theme updates, troubleshooting)
 - iv. Process for escalation and resolution of issues
 - v. Costs for ongoing hosting and support (monthly/annual rates)

6. Provide a calendar feature

- We would like to have a calendar as part of the new site similar to what we have today.

7. Email Service

- We currently have about 20 email addresses served by <https://webmail.emailsrvr.com/> with the quonniecentral.org domain.
- Please provide information on how we could continue to have this available.

8. ACH Service

- Provide the ability for community members to pay annual tax bills on the website.
- Please describe the tool that will be used and security measures that will be put in place.

9. Training

- Provide training for designated QCBFD staff on recommended CMS platform administration, including management of the secure directory.

10. Go-Live

- Deploy the new site to replace the existing site.
- Ensure smooth transition with minimal downtime.

3. Project Timeline

- Anticipated project start: October 1, 2025
- Expected completion: 3–4 weeks after start date

4. Proposal Requirements

Vendors must provide:

1. Company background and relevant experience with website replatforming and WordPress migrations.
2. Examples of similar projects (before/after comparisons preferred).
3. Detailed project plan and timeline.
4. Cost breakdown, including:
 - a. Development & migration
 - b. Hosting & security
 - c. Training
5. References from at least two similar projects.
6. Confirmation of compliance with **Technical Hosting Requirements** in Section 2.4.
7. A **comprehensive description of hosting environment and security measures**, addressing:
 - a. Encryption, SSL, firewall, malware scanning, real-time threat detection
 - b. Intrusion prevention/detection
 - c. Brute-force and DDoS protection
 - d. Database access restrictions
 - e. Plugin vulnerability monitoring and response process
 - f. Advance security release notifications
 - g. Penetration testing process and frequency
8. **Full hosting contract** and **support contract** details (as described in Section 2.5).
9. Description of proposed **secure directory** implementation and authentication method.

5. Evaluation Criteria

Proposals will be evaluated on:

- Relevant experience and qualifications
- Quality and completeness of the proposal
- Proposed approach and timeline
- Compliance with hosting and security requirements
- Secure directory implementation approach
- Quality of hosting and support contracts
- Cost competitiveness
- References and past performance

6. Submission Instructions

Please submit your proposal in PDF format to:

Liz Pomeroy

webmaster@quonniecentral.org

Submission Deadline: September 17, 2025 by 12 PM EST