



REQUEST FOR PROPOSAL

SEVIER COUNTY GOVERNMENT

WEBSITE REDESIGN, DEVELOPMENT, CONTENT MIGRATION,
HOSTING, SUPPORT AND MOBILE APPLICATION SERVICES

PROPOSAL GUIDELINES:

- All proposals must be received at the Sevier County Mayor's Office, Attn: Alicia Viviano, 125 Court Avenue Suite 102E Sevierville, TN 37862 by Friday, October 30th, 2026 at 10:00 AM. At this time all proposals will be publicly opened and read aloud in Room 100E at the Sevier County Courthouse. Proposals arriving past the appointed date and time will be considered late and will not be opened.
- Proposals must be sealed. The vendor's name, address, proposal due date and time, and the quotation "**Sevier County Government Website and Mobile Application**" must be printed on the sealed opaque envelope containing the proposal.
- Vendor must provide original proposal and (2) copies of the proposal.
- Proposals must clearly address all questions and requirements as presented in this RFP. If you wish to submit alternative solutions, you may do so with any deviation from any requirement or specific description clearly noted and explained.
- Proposals must clearly note the price for the base description. If an additional option is described below, any addition or reduction in price as a result of this option must be noted within the proposal.
 - Price as included must be all-inclusive. Any additional fee or charge must be clearly noted and described.
- Proposals must include an updated Form W-9 for submitting vendor.
- It shall be the responsibility of the vendor to submit a response that complies with the conditions and specifications of the Request for Proposal; Policies and Procedures of Sevier County, applicable laws of the State of Tennessee, and any other applicable laws, regulations, and requirements.
- Sevier County reserves the right to accept or reject any and all proposals for any reason, and to accept the proposal deemed most favorable to the interest of Sevier County.
- Sevier County, in accordance with the provisions of Title VI of the Civil Rights Act of 1964 (78 Stat. 252, 42 U.S.C. §§ 2000d to 2000d-4) and the Regulations, hereby notifies all bidders that it will affirmatively ensure that any contract entered into pursuant to this advertisement, disadvantaged business enterprises will be afforded full and fair opportunity to submit bids in response to this invitation and will not be discriminated against on the grounds of race, color, or national origin in consideration for an award.
- Contracts awarded under this bid solicitation will be subject to T.C.A. § 12-3-1203 (formerly § 12-3-1004) allowing those said entities to "piggyback" contracts whereby cities, counties, utility districts, and other local governments in Tennessee may purchase supplies, goods, equipment, and services under the same terms as contracts or price agreements entered into by any other local governmental unit of this state.

1. REQUEST FOR PROPOSALS

Sevier County Government is soliciting proposals from qualified firms to provide comprehensive website redesign, development, content migration, hosting, maintenance, technical support, and mobile application services for Sevier County Government.

The County is seeking a qualified partner to design and implement a modern, accessible, secure, user-friendly digital platform that improves how residents, businesses, visitors, County employees and other members of the public interact with Sevier County Government.

The selected vendor will be responsible for providing a complete solution that includes, but is not limited to:

1. Website strategy and information architecture
2. Website design and development
3. Content management system
4. Content migration from the existing County website
5. Search functionality
6. Accessibility
7. Hosting
8. Cybersecurity
9. Website maintenance and technical support
10. Analytics and reporting
11. Integration with County and third-party systems
12. Mobile application development
13. Mobile application hosting and maintenance
14. Training
15. Ongoing technical support and software updates

The County intends to select a vendor capable of providing a long-term partnership rather than simply completing a website development project.

Submission of a proposal does not constitute a contract or create any obligation on the part of Sevier County.

2. COUNTY BACKGROUND

Sevier County is located in East Tennessee and includes the communities of Sevierville, Pigeon Forge, Gatlinburg and Pittman Center, as well as numerous unincorporated communities.

Sevier County Government provides a broad range of services to residents, businesses and visitors. The County website serves as a primary source of information regarding County government, elected officials, departments, public meetings, public notices, employment, services, payments, emergency information, news, events and other public resources.

The existing website contains a substantial volume of information and content maintained by numerous County offices, departments and elected officials.

The County anticipates that the redesigned website will maintain a similar overall volume of information while allowing the selected vendor to recommend improvements to the existing information architecture, navigation, page organization and content structure.

The County's goal is not simply to reproduce the existing website in a new design. The County seeks a modern digital platform that makes information easier to find, easier to understand and easier for County employees to maintain.

The current website may be reviewed at: www.seviercountyttn.gov

3. PURPOSE OF THE PROJECT

The purpose of this project is to replace the County's existing website with a modern digital platform that serves as the primary online gateway to Sevier County Government.

The new platform should:

- Make County services easier to find
- Improve the public's ability to navigate County government
- Provide a consistent and professional County brand
- Improve communication with residents and visitors
- Improve accessibility
- Improve mobile usability
- Improve website search
- Make County information easier for employees to maintain
- Improve emergency communication capabilities
- Improve access to public meetings and government information
- Provide improved integration with third party systems
- Provide useful analytics and reporting
- Provide a foundation for future digital services
- Provide a companion mobile application
- Support the County's long term digital communication needs

The selected vendor should approach this project as a complete digital experience rather than simply a visual redesign.

4. SCOPE OF SERVICES

The selected vendor shall provide all services necessary to successfully plan, design, develop, implement, launch, host, maintain and support the new Sevier County Government website and companion mobile application.

The scope shall include, at a minimum, the following.

4.1 Project Discovery and Planning

The selected vendor shall conduct a discovery process with County representatives to understand:

- County organizational structure
- County departments and offices
- Elected officials
- Existing website structure
- Existing content
- Existing technical systems
- Public user needs
- Internal County user needs
- Emergency communication needs
- Accessibility requirements
- Existing third-party applications
- Current website analytics
- Existing search behavior
- Current technical challenges

The vendor shall recommend an overall project strategy based upon the discovery process.

The vendor shall identify opportunities to improve the existing website's information architecture and user experience.

5. INFORMATION ARCHITECTURE AND NAVIGATION

The selected vendor shall develop a logical and intuitive information architecture for the new website.

The website should allow users to locate information based on how members of the public naturally seek County services rather than requiring users to understand the internal organizational structure of County government.

The vendor shall provide recommendations regarding:

- Main navigation
- Department navigation
- Service based navigation
- Search
- Frequently requested services
- Emergency information
- Resident resources
- Business resources
- Visitor resources
- Government information
- Public meetings
- Online services

The County shall have final approval of the website's information architecture.

6. WEBSITE DESIGN

The selected vendor shall provide a modern, professional and responsive website design appropriate for Sevier County Government.

The design shall reflect the County's identity as a welcoming, professional, service-oriented government organization.

The website shall:

- Be responsive
- Be mobile first
- Function across commonly used browsers
- Function on desktop computers, tablets and mobile devices
- Provide consistent navigation
- Provide accessible design
- Provide fast page loading
- Support photographs and video
- Support modern web standards
- Allow the County to update design elements through the CMS where appropriate

The vendor shall provide design concepts for review and approval before development begins.

7. CONTENT MANAGEMENT SYSTEM

The proposed solution shall include a modern content management system that allows authorized County employees to maintain website content without requiring advanced programming or web development knowledge.

The CMS shall allow authorized users to:

- Create pages
- Edit pages
- Delete or archive pages
- Upload documents
- Upload photographs
- Upload videos or embed video
- Create news releases
- Create announcements
- Create events
- Manage calendars
- Manage links
- Create forms
- Manage staff information
- Manage department information
- Schedule content
- Publish content
- Unpublish content
- Archive content
- Search website content
- Review revision history

The system shall provide different user permission levels.

For example, a department employee should be able to maintain information for that department without automatically having administrative access to the entire County website.

The system should support an approval workflow that allows designated users to review and approve content before publication when required.

8. WEBSITE SEARCH

The new website shall include a robust search function.

The search system should allow users to search:

- Web pages
- Documents
- News
- Events
- Departments
- Services
- Forms
- Public meeting information

The system should provide useful search results and allow the County to review common search terms and unsuccessful searches.

The vendor shall explain how search results are indexed and how County staff can influence search results when appropriate.

9. CONTENT MIGRATION

The selected vendor shall provide complete content migration services from the existing Sevier County Government website.

The vendor shall conduct a comprehensive inventory of existing website content and shall work with the County to determine how that content should be incorporated into the new website.

Migration shall include, as applicable:

- Web pages
- Text
- Images
- Documents
- Forms
- News releases
- Public notices
- Calendars
- Meeting information
- Department information
- Staff information
- Links
- Historical information

The vendor shall identify duplicate, outdated or potentially obsolete content and provide recommendations to the County.

The County shall retain final authority regarding whether content is retained, revised, archived or removed.

The vendor shall also identify how existing URLs will be preserved or redirected to minimize broken links and negative impacts to search engine indexing.

10. DOCUMENT MANAGEMENT

The CMS shall provide a centralized method for managing downloadable documents.

The system should allow County staff to:

- Upload documents
- Replace documents
- Archive documents
- Assign descriptions
- Assign categories
- Search documents
- Track document usage
- Identify outdated documents

The vendor shall identify storage limitations, file size limitations and any additional fees associated with document, image, video or other digital storage.

11. CALENDAR AND EVENTS

The website shall provide a comprehensive events calendar.

The system should allow authorized departments and offices to submit and manage events.

The County should have the ability to display:

- County meetings
- Public hearings
- Commission meetings
- Community events
- Department events
- Public notices
- Special events

The system should support recurring events and appropriate event categories.

12. NEWS AND PUBLIC INFORMATION

The website shall provide a modern news and public information platform.

County staff shall be able to publish:

- News releases
- Announcements
- Public notices
- Emergency information
- Community information
- Media information
- Department announcements

The system should allow content to be scheduled for publication and removal.

The vendor shall provide options for automatically distributing website content to the County's social media channels when technically and commercially feasible.

13. EMERGENCY COMMUNICATIONS

Emergency communication shall be a significant component of the new platform.

The website shall provide the ability to prominently display emergency information and alerts.

The vendor shall describe options for:

- Emergency banners
- Emergency alerts
- Emergency landing pages
- Public safety information
- Severe weather information
- Road closure information
- Emergency preparedness information
- CodeRED integration
- Social media integration
- Mobile application push notifications

Emergency information should be capable of being prominently displayed without requiring the public to navigate through multiple pages.

The vendor shall describe how the system performs during periods of unusually high traffic.

14. ONLINE FORMS AND SERVICES

The system should provide or support online forms and digital service requests.

The vendor shall describe the platform's ability to:

- Create forms
- Accept submissions
- Route submissions
- Send email notifications
- Store submissions
- Export submissions
- Integrate with third party systems
- Provide confirmation messages
- Protect submitted information

The vendor shall identify any additional licensing or transaction fees.

15. THIRD PARTY INTEGRATIONS

The selected vendor shall provide the ability to integrate third party applications and County systems.

Potential integrations may include:

- Online payment systems
- Geographic information systems
- Meeting and agenda systems
- Employment systems
- Emergency notification systems
- CodeRED
- Social media
- Video platforms
- Mapping systems
- Forms

- Document management systems
- Other County applications

The vendor shall clearly identify which integrations are included in the proposed cost and which require additional fees.

16. MOBILE APPLICATION

The selected vendor shall provide a companion Sevier County Government mobile application for both Apple iOS and Android devices.

The County prefers a solution that allows website content and mobile application content to be managed from the same administrative platform whenever practical.

The vendor shall describe how the proposed application will integrate with the website and CMS.

The mobile application should support, at a minimum:

County Information

- County departments
- County offices
- County elected officials
- Contact information
- County facilities
- County services

Public Information

- News
- Announcements
- Events
- Public notices
- Meeting information

Government

- Commission meetings
- Agendas
- Minutes
- Public hearings
- Bids
- Employment opportunities

Emergency Information

- Emergency alerts
- Push notifications
- Emergency preparedness information
- Road information
- Weather information
- CodeRED information
- Emergency contact information

Resident Services

- Online services
- Forms
- Payments where technically feasible
- Service requests
- Frequently requested information
- Department contacts

Communication

The application should support push notifications.

The vendor shall describe:

- Push notification capabilities
- Notification categories
- Targeted notifications
- Emergency notifications
- Notification scheduling
- User subscription preferences
- Notification analytics

The vendor shall clearly identify any additional costs associated with app stores, push notifications, messaging, hosting or other app related services.

17. MOBILE APPLICATION MANAGEMENT

The vendor shall explain how County employees will manage application content.

The County strongly prefers a solution where content entered into the website CMS can automatically populate the mobile application where appropriate.

The vendor shall identify which content must be separately managed for the mobile application.

The vendor shall provide all services necessary to maintain the application in the Apple App Store and Google Play Store.

The vendor shall be responsible for required technical updates to maintain compatibility with current supported versions of iOS and Android.

18. ACCESSIBILITY

Accessibility shall be a mandatory requirement.

The proposed website and mobile application shall be designed and maintained in accordance with applicable federal accessibility requirements and recognized accessibility standards.

The vendor shall describe its approach to:

- Keyboard navigation
- Screen reader compatibility
- Alternative text
- Color contrast
- Accessible forms
- Accessible navigation
- Accessible documents
- Video captions
- Accessible multimedia
- Accessibility testing
- Accessibility monitoring
- Remediation of accessibility issues

The vendor shall identify the accessibility standard against which the proposed solution is designed and tested.

The vendor shall explain how accessibility will be maintained following launch.

19. HOSTING

The selected vendor shall provide secure, reliable hosting for the County website and associated systems.

The proposal shall identify:

- Hosting provider
- Hosting location
- Cloud infrastructure
- Data center location
- Redundancy
- Backup procedures
- Disaster recovery
- Recovery time objective
- Recovery point objective
- Uptime commitment
- Maintenance windows
- Monitoring
- Security
- Bandwidth
- Storage
- Scalability

The vendor shall describe how the platform will accommodate unusually high traffic, particularly during emergencies or major public events.

The vendor shall identify all hosting related costs.

20. WEBSITE AVAILABILITY

The website is expected to operate continuously, 24 hours per day, seven days per week, except for scheduled maintenance.

The vendor shall provide its proposed uptime commitment.

The proposal shall identify:

- Target uptime
- Scheduled maintenance procedures
- Emergency maintenance procedures
- Service interruption notification
- Recovery procedures
- Service level agreements
- Service credits, if applicable

The County prefers a solution that provides at least 99.9 percent availability.

21. CYBERSECURITY

Cybersecurity is a critical component of this project.

The vendor shall provide a detailed description of its cybersecurity program.

The proposal shall address:

- Data encryption
- Encryption in transit
- Encryption at rest
- Administrative access controls
- Multi factor authentication
- Role based access
- Password requirements
- Security monitoring
- Vulnerability scanning
- Penetration testing
- Malware protection
- DDoS protection
- Firewall protections
- Backup security
- Disaster recovery
- Incident response
- Breach notification
- Employee security practices
- Third party vendors
- Subcontractors
- Security certifications
- Security audits

The vendor shall identify whether its proposed hosting environment has certifications or attestations such as SOC 2 or comparable security standards.

The County may require the selected vendor to complete a cybersecurity questionnaire or security review before contract execution.

22. DATA SECURITY AND PRIVACY

The vendor shall describe:

- What County data will be collected
- Where data will be stored
- Who will have access to data
- How data will be protected
- How data will be backed up
- How data will be retained
- How data will be deleted
- How data will be returned to the County upon contract termination

The vendor shall not sell County data or use County data for advertising or unrelated commercial purposes.

Any use of County data for analytics, artificial intelligence, machine learning or other secondary purposes shall be disclosed and shall require County approval where applicable.

23. OWNERSHIP OF CONTENT AND DATA

All County content and data shall remain the property of Sevier County Government.

This includes, but is not limited to:

- Text
- Photographs
- Documents
- Videos
- Graphics created specifically for the County
- Website content
- County data
- Forms
- Public records
- Analytics data where applicable

The vendor shall not claim ownership of County content.

Upon termination or expiration of the contract, the vendor shall provide reasonable assistance to transfer County content and data to the County or a successor vendor.

The vendor shall describe the process for exporting and transferring County data.

The proposed solution shall not create unreasonable vendor lock in.

24. SEARCH ENGINE OPTIMIZATION

The vendor shall implement appropriate search engine optimization practices.

The solution shall include, as applicable:

- Page titles
- Meta descriptions
- Search engine indexing
- XML sitemap
- Structured data
- Canonical URLs
- Redirects
- Broken link monitoring
- Search engine analytics

The vendor shall provide a plan to minimize loss of search engine visibility during the website transition.

25. ANALYTICS AND REPORTING

The website and application shall provide meaningful analytics.

The County should be able to review:

- Number of visitors
- Page views
- Most visited pages
- Traffic sources
- Search terms
- Failed searches
- Downloads
- Form submissions
- Calendar activity
- Mobile traffic
- Desktop traffic
- Geographic information where appropriate
- Application downloads
- Application usage
- Push notification performance

The vendor shall describe the proposed analytics platform.

26. SOCIAL MEDIA INTEGRATION

The website should support integration with the County's social media channels.

The vendor shall describe available integrations with platforms including, where supported:

- Facebook
- Instagram
- X
- YouTube
- Other commonly used platforms

The vendor shall identify whether social media content can be displayed on the website and whether website content can be distributed to social media platforms.

27. TRAINING

The selected vendor shall provide training for County employees.

Training shall include, at minimum:

- System administrators
- Website administrators
- Department content managers
- County Communications staff
- Mobile application administrators

Training shall include:

- CMS administration
- Page creation
- Content editing
- Document management
- Image management
- Calendar management
- News publishing
- Forms
- Emergency information
- Analytics
- User management

- Accessibility
- Mobile application management

The vendor shall provide written documentation and, where available, recorded training resources.

The vendor shall identify the number of training sessions included in the proposed cost and the cost of additional training.

28. TECHNICAL SUPPORT AND MAINTENANCE

The selected vendor shall provide ongoing technical support and maintenance.

Support shall include:

- Technical assistance
- Software updates
- Security updates
- Bug fixes
- Browser compatibility
- Mobile application updates
- Hosting support
- Backup support
- Accessibility support
- System monitoring

The vendor shall provide proposed service levels for:

Critical Issues

High-Priority Issues

Normal Issues

General Requests

The vendor shall identify response times and resolution targets for each category.

The vendor shall identify available support hours and emergency support procedures.

29. PROJECT MANAGEMENT

The selected vendor shall designate a project manager as the primary point of contact.

The vendor shall provide:

- Project plan
- Project schedule
- Major milestones
- Deliverables
- County responsibilities
- Vendor responsibilities
- Project meetings
- Progress reports
- Testing schedule
- Training schedule
- Launch plan

The vendor shall identify risks that could affect the project schedule and describe how those risks will be managed.

30. IMPLEMENTATION AND LAUNCH

The vendor shall provide a detailed implementation plan.

At a minimum, the implementation should include:

1. Contract execution
2. Discovery
3. Information architecture
4. Design
5. Design approval
6. Development
7. Content migration
8. Integration
9. Accessibility testing
10. Security testing
11. User acceptance testing
12. Staff training
13. Final content review
14. Launch preparation
15. Website launch
16. Mobile application launch

17. Post launch support

The vendor shall recommend a realistic implementation schedule.

The County will work with the selected vendor to establish final project dates following contract award.

31. TESTING

Before launch, the vendor shall conduct appropriate testing of the website and application.

Testing shall include, as applicable:

- Functionality
- Browser compatibility
- Mobile compatibility
- Accessibility
- Security
- Performance
- Forms
- Search
- Links
- Documents
- Integrations
- Analytics
- Emergency communication functions

The County shall have an opportunity to conduct user acceptance testing before launch.

32. POST LAUNCH SUPPORT

The vendor shall provide enhanced support during the initial period following launch.

The vendor shall identify the proposed post launch support period and services included.

The vendor shall identify how issues discovered after launch will be documented, prioritized and resolved.

33. VENDOR QUALIFICATIONS

Proposers shall provide:

1. Company name
2. Address
3. Primary contact
4. Years in business
5. Ownership structure
6. Number of employees
7. Location of primary office
8. Description of relevant experience
9. Experience with government websites
10. Experience with county governments
11. Experience with mobile applications
12. Experience with accessibility
13. Experience with cybersecurity
14. Experience with website migrations
15. Experience with hosting
16. Experience with emergency communication systems

The vendor shall provide at least three references for comparable projects.

References should include:

- Organization
- Contact name
- Contact title
- Email address
- Telephone number
- Website URL
- Description of services provided
- Dates of service

At least one reference should be a local government or public sector organization.

34. REQUIRED PROPOSAL CONTENT

Proposals shall be organized in the following order:

Section 1. Executive Summary

Provide a concise summary of the proposed solution and the firm's qualifications.

Section 2. Company Information

Provide company background and ownership information.

Section 3. Government Experience

Describe relevant government and public sector experience.

Section 4. Understanding of the Project

Demonstrate the vendor's understanding of Sevier County's objectives.

Section 5. Website Solution

Describe the proposed website design, CMS, navigation and functionality.

Section 6. Mobile Application

Describe the proposed mobile application, including iOS and Android capabilities.

Section 7. Content Migration

Describe the proposed migration process.

Section 8. Accessibility

Describe accessibility compliance and testing.

Section 9. Cybersecurity

Describe cybersecurity protections and certifications.

Section 10. Hosting

Describe the proposed hosting environment.

Section 11. Integrations

Describe proposed integrations and third-party systems.

Section 12. Training

Describe the proposed training program.

Section 13. Support and Maintenance

Describe ongoing support and maintenance.

Section 14. Project Schedule

Provide a proposed project schedule.

Section 15. References

Provide at least three references.

Section 16. Pricing

Provide detailed pricing in accordance with Section 36.

Section 17. Exceptions

Identify any requirement in this RFP that the proposer cannot meet.

Section 18. Contract Terms

Provide a sample agreement, master services agreement or applicable standard contract terms.

Section 19. Additional Required Forms

Non-Collusion Affidavit of Prime Bidder

Iran Divestment Act.

35. PRICING

Proposers shall provide detailed pricing.

Pricing shall be separated into one time implementation costs and recurring costs.

Service	One Time Cost/ Annual Cost
Discovery and planning	
Website design	
Website development	
CMS	
Content migration	
Hosting	
Website maintenance	
Website support	
Mobile application development	
iOS application	
Android application	
Application hosting	
Application maintenance	
Push notifications	
Analytics	
Accessibility tools/services	
Cybersecurity services	
Training	
Third party integrations	
Other required services	

Vendors shall identify all additional or optional fees.

This includes, but is not limited to:

- Storage
- Bandwidth
- API usage
- App store fees
- Push notification fees
- Text messaging fees
- Third party software
- Additional users
- Additional training
- Additional support
- Additional development
- Additional storage

The County will not be responsible for costs that were not disclosed in the proposal unless separately authorized in writing.

36. CONTRACT TERM

The anticipated initial contract term shall be (3) years.

The County may negotiate renewal or extension options with the selected vendor.

Any renewal or extension shall be subject to applicable County requirements and available funding. If Sevier County deems services to be unsatisfactory, any agreement/contract can be terminated with a 30-day notice.

37. INSURANCE

The selected vendor shall maintain insurance coverage required by Sevier County and applicable law.

The County may require, at a minimum, appropriate:

- Commercial general liability
- Professional liability
- Cyber liability
- Workers' compensation
- Automobile liability where applicable

Specific insurance limits and requirements shall be established during contract negotiations and reviewed by the County Attorney.

38. NONDISCRIMINATION

The selected vendor shall comply with all applicable federal, state and local laws regarding nondiscrimination and equal opportunity.

39. SUBCONTRACTORS

The proposer shall identify all anticipated subcontractors.

For each subcontractor, provide:

- Company name
- Services provided
- Location
- Relevant experience

The selected vendor shall remain responsible for the performance of all subcontractors.

40. VENDOR OWNERSHIP CHANGES

The vendor shall notify the County of any material change in ownership, control or corporate structure that could affect the vendor's ability to perform the contract.

41. COUNTY RESPONSIBILITIES

The County anticipates providing:

- Access to existing website content
- Appropriate County personnel for discovery
- Content subject matter experts
- Feedback on design
- Review of migrated content
- Testing participation
- Approval of project milestones
- Training participants
- Required third party access information where appropriate

The vendor shall clearly identify all information, personnel, systems and decisions required from the County.

42. VENDOR RESPONSIBILITIES

The selected vendor shall provide all personnel, technology, software, services and resources necessary to complete the project unless specifically identified as a County responsibility.

The vendor shall be responsible for coordinating project activities and meeting agreed upon milestones.

43. EVALUATION OF PROPOSALS

Proposals will be evaluated based upon the County's determination of the overall value and suitability of each proposed solution.

Evaluation may consider:

- Understanding of the project
- Vendor qualifications
- Government experience
- Website solution
- Mobile application solution
- Ease of administration
- Accessibility
- Cybersecurity
- Hosting
- Content migration
- Integration capabilities
- Training
- Technical support
- Project schedule
- References
- Cost
- Contract terms
- Overall value to Sevier County

The County reserves the right to request clarification or additional information from any proposer.

44. QUESTIONS AND CLARIFICATIONS

All questions concerning this RFP shall be submitted in writing to all individuals listed below:

Robert Grover: rgrover@seviercountyttn.org

Tyler Basler: tbasler@seviercountyttn.org

Alicia Viviano: aviviano@seviercountyttn.org

Questions must be received no later than:

Friday, October 23, 2026 by 4:00 PM

Responses to substantive questions may be distributed to all known proposers or otherwise made available in accordance with County procurement procedures.

Proposers shall not contact other County employees, elected officials or departments regarding this RFP unless specifically authorized.

45. PROPOSAL SUBMISSION

Proposals shall be submitted to:

**Sevier County Mayor's Office
Attn: Alicia Viviano
125 Court Avenue Suite 102E
Sevierville, Tennessee 37862**

Proposals shall be received no later than:

Friday, October 30, 2026 by 10:00 AM

Late proposals will not be accepted.

The proposal package shall clearly identify:

RFP: Sevier County Government Website and Mobile Application

Vendors name and address

Bid opening date and time

The proposer shall submit the original proposal and (2) additional copies.

46. PROPOSAL VALIDITY

Proposals shall remain valid for at least (1) year following the proposal deadline.

47. RIGHT TO REJECT PROPOSALS

Sevier County reserves the right to reject any or all proposals, waive minor irregularities, request additional information, negotiate with proposers, cancel or modify this RFP, or take any other action permitted by applicable law and County procurement procedures.

48. RFP AMENDMENTS

The County reserves the right to issue written amendments to this RFP.

Proposers shall be responsible for reviewing all amendments and incorporating them into their proposals.

49. TRANSITION AND TERMINATION

Upon expiration or termination of the agreement, the vendor shall cooperate with Sevier County to provide an orderly transition.

The vendor shall provide reasonable assistance in transferring:

- Website content
- Documents
- Images
- Data
- Forms
- Configuration information
- Analytics information
- Application data
- Other County owned materials

The vendor shall identify all fees associated with transition services.

The vendor shall not withhold County owned content or data because of a dispute over fees or other contractual matters, except as expressly permitted by the final agreement and applicable law.

If Sevier County deems services to be unsatisfactory, any agreement/contract can be terminated with a 30-day notice.

50. MINIMUM TECHNICAL REQUIREMENTS

The proposed solution shall, at a minimum:

- Be accessible through commonly used web browsers
- Be responsive
- Support mobile devices
- Provide a content management system
- Provide user permission controls
- Support multiple County departments
- Provide search
- Support documents and images
- Support calendars
- Support news
- Support forms
- Support analytics
- Support accessibility
- Provide secure hosting
- Provide backups
- Provide disaster recovery
- Provide cybersecurity protections
- Provide technical support
- Support integration with third party applications
- Provide iOS and Android mobile applications
- Support push notifications
- Provide County data export capabilities
- Allow County employees to maintain content without advanced programming knowledge

Proposals that cannot meet mandatory requirements should clearly identify those exceptions.

51. VENDOR RESPONSE CHECKLIST

Proposers shall confirm that their proposal includes:

- ☐ Executive Summary
- ☐ Company Information
- ☐ Government Experience

- ☐ Project Understanding
 - ☐ Website Solution
 - ☐ CMS Description
 - ☐ Information Architecture
 - ☐ Content Migration Plan
 - ☐ Mobile Application Proposal
 - ☐ Accessibility Plan
 - ☐ Cybersecurity Plan
 - ☐ Hosting Plan
 - ☐ Integration Plan
 - ☐ Analytics Plan
 - ☐ Training Plan
 - ☐ Support and Maintenance Plan
 - ☐ Project Schedule
 - ☐ Project Team
 - ☐ References
 - ☐ Detailed Pricing
 - ☐ Additional Fees
 - ☐ Exceptions
 - ☐ Sample Contract
 - ☐ Required Certifications and Forms
-

52. PROPOSER CERTIFICATION

The undersigned certifies that:

1. The information contained in this proposal is true and accurate to the best of the proposer's knowledge.
2. The proposer has reviewed the requirements of this RFP.
3. The proposer agrees to comply with the requirements of this RFP if selected, subject to final contract negotiations.
4. The proposer has identified all exceptions to the requirements.
5. The proposer has disclosed all anticipated costs associated with the proposed solution.
6. The proposer has authority to submit this proposal on behalf of the organization.

Company Name: _____

Authorized Representative: _____

Title: _____

Signature: _____

Date: _____

Telephone: _____

Email: _____

APPENDIX A

COST PROPOSAL FORM

Vendors shall complete the following table.

Category	One Time	Annual Year 1	Annual Year 2	Annual Year 3	Optional Cost
Discovery and planning					
Website design					
Website development					
Content migration					
CMS					
Hosting					
Website support					
Mobile application					
Mobile application support					
Push notifications					
Analytics					
Accessibility					
Cybersecurity					
Training					
Third party integrations					
Storage					
Other					
TOTAL					

Vendors shall attach a detailed explanation of all costs.

APPENDIX B

CYBERSECURITY QUESTIONNAIRE

The proposer shall provide responses to the following:

1. Where is the proposed system hosted?
 2. Who is the hosting provider?
 3. Is the hosting environment cloud based?
 4. What security certifications or independent audits does the hosting environment maintain?
 5. Does the vendor maintain SOC 2 certification or an equivalent independent security assessment?
 6. Is data encrypted at rest?
 7. Is data encrypted in transit?
 8. Is multi factor authentication available?
 9. Is role based access control available?
 10. How are administrator accounts secured?
 11. How are security vulnerabilities identified?
 12. How frequently is vulnerability scanning conducted?
 13. How frequently is penetration testing conducted?
 14. Has the vendor experienced a cybersecurity incident or data breach within the past three years?
 15. If yes, provide a description of the incident and corrective action taken.
 16. Describe the vendor's incident response process.
 17. How quickly will Sevier County be notified of a suspected security incident?
 18. Describe backup procedures.
 19. Describe disaster recovery procedures.
 20. How frequently are backups tested?
 21. What is the proposed Recovery Time Objective?
 22. What is the proposed Recovery Point Objective?
 23. Describe procedures for protecting County data from unauthorized access.
 24. Identify all third party companies that will have access to County data.
 25. Identify all subcontractors.
 26. Will County data be used for artificial intelligence, machine learning, advertising or any purpose other than providing the contracted services?
 27. How is County data returned to the County when the contract ends?
 28. How is County data permanently deleted following contract termination?
 29. Describe employee security training.
 30. Provide copies or summaries of applicable security policies upon request.
-

APPENDIX C

WEBSITE AND MOBILE APPLICATION REQUIREMENTS MATRIX

Vendors shall indicate whether each requirement is:

Y = Included

N = Not Included

O = Optional

C = Requires Custom Development

Requirement	Y/N/O/C	Explanation
Responsive website		
Mobile first design		
CMS		
Department level permissions		
Approval workflow		
Website search		
Document management		
Calendar		
News management		
Forms		
Online payments integration		
GIS integration		
Social media integration		
Emergency notifications		
CodeRED integration		
Analytics		
Accessibility tools		
Accessibility monitoring		
iOS application		
Android application		
Push notifications		
Emergency app notifications		
App analytics		
Data export		
API access		
24/7 emergency support		

99.9% uptime target
Disaster recovery
Automated backups
Multi factor authentication
Role based permissions
Content scheduling
Revision history
SEO tools
301 redirects
Translation capabilities
Video integration
Accessibility testing
Security testing
Staff training
Post launch support

APPENDIX D

PROPOSED PROJECT SCHEDULE

The proposer shall provide a detailed project schedule showing:

- Contract execution
- Discovery
- Content inventory
- Information architecture
- Design
- Design approval
- Development
- Integration
- Content migration
- Testing
- Training
- User acceptance testing
- Website launch
- Mobile application submission
- Mobile application launch
- Post launch support

The proposer shall identify the anticipated number of weeks required to complete each phase.

APPENDIX E

REFERENCES

Reference 1

Organization: _____

Contact: _____

Title: _____

Telephone: _____

Email: _____

Website: _____

Services Provided: _____

Dates of Service: _____

Reference 2

Organization: _____

Contact: _____

Title: _____

Telephone: _____

Email: _____

Website: _____

Services Provided: _____

Dates of Service: _____

Reference 3

Organization: _____

Contact: _____

Title: _____

Telephone: _____

Email: _____

Website: _____

Services Provided: _____

Dates of Service: _____

Non-Collusion Affidavit of Prime Bidder

State of _____

County of _____ being first duly sworn, deposes and says that:

1. He/She is the _____ of _____, the firm that has submitted the attached Bid;
2. He/She is fully informed respecting the preparation and contents of the attached Bid and of all pertinent circumstances respecting such Bid;
3. Such Bid is genuine and is not a collusive or sham Bid;
4. Neither the said Bid nor any of its officers, partners, owners, agents, representatives, employees, or parties in interest, including this affiant, has in any way colluded, conspired, connived or agreed, directly or indirectly, with any other Bidder, firm or person to submit a collusive or sham Bid in connection with the Contract for which the attached Bid has been submitted or to refrain from proposing in connection with such Contract, or has in any manner, directly or indirectly, sought by agreement or collusion or communication or conference with any other Bidder, firm, or person to fix the price or prices in the attached Bid or of any other Bidder, firm, or person to fix any overhead, profit, or cost element of the bid price or the bid price of any other Bidder, or to secure through any collusion, conspiracy, connivance or unlawful agreement any advantage against the or any person interested in the proposed Contract; and
5. The price or prices quoted in that attached Bid are fair and proper and are not tainted by any collusion, conspiracy, connivance or unlawful agreement on the part of the Bidder or any of its agents, representatives, owners, employees, or parties in interest, including this affidavit.

(Signed): _____

Title: _____

Subscribed and sworn to before me this _____ day of _____, 20 ____.

NOTARY PUBLIC

My Commission expires _____

Iran Divestment Act
Certification of Non-inclusion

NOTICE: Pursuant to the Iran Divestment Act, Tenn. Code Ann. § 12-12-106 requires the State of Tennessee Chief Procurement Officer to publish, using creditable information freely available to the public, a list of persons it determines engage in investment activities in Iran, as described in § 12-12-105. Inclusion on this list makes a person ineligible to contract with the state of Tennessee; if a person ceases its engagement in investment activities in Iran, it may be removed from the list. A list of entities ineligible to contract in the State of Tennessee Department of General Services or any political subdivision of the State may be found here:

https://www.tn.gov/content/dam/tn/generalservices/documents/cpo/cpo-library/public-information-library/List_of_persons_pursuant_to_Tenn._Code_Ann._12-12-106_Iran_Divestment_Act_updated_7.7.17.pdf

By submission of this bid, each bidder and each person signing on behalf of any bidder certifies, and in the case of a joint bid each party thereto certifies as to its own organization, under penalty of perjury, that to the best of its knowledge and belief that each bidder is not on the list created pursuant to T.C.A. § 12- 12-106.

Vendor Name (Printed) Address

By (Authorized Signature) Date Executed

Printed Name and Title of Person Signing

Subscribed and sworn to before me this ____ day of _____, 20 ____.

NOTARY PUBLIC

My Commission Expires _____