

# Parent Club Best Practices

## YOUR CLUB'S OFFICIAL NAME

### Response to Website Design Services Request for Proposals \*\*

Many thanks to the Welsh Springer Spaniel COA for sharing this document

Please submit your answers to the questions below along with any attachments by **<Club Email Address>** no later than **<RFP Response Cutoff Date>**.

Proposals will be evaluated by the **<Club Name>** group tasked with the website redesign project as soon as possible thereafter and we will contact firms no later than **<Published Response Date>** with any follow up questions.

I. Name, address, and URL for the firm.

Click or tap here to enter text.

II. Email and phone number for the primary contact at the firm.

Click or tap here to enter text.

III. Overview of the firm including number of years in business, scope of services the firm provides, number of employees & contract workers, and number of clients. Please describe the role of contract programmers (if any) versus the role of full-time employees of the firm.

Click or tap here to enter text.

IV. Please briefly describe the firm's experience with website design for other not-for-profit organizations or small businesses.

Click or tap here to enter text.

V. Please provide URLs for exemplary websites your firm has produced that are similar in scope to our project and briefly identify your firm's role in the development of the site(s).

Click or tap here to enter text.

VI. Please describe the services you would provide to **<Club Name>** to achieve the website design goals described in the RRP overview.

Click or tap here to enter text.

VII. Please briefly describe your firm's organizational capacity to provide the services requested (e.g., staff, software, etc.).

Click or tap here to enter text.

VIII. What content management system would you use for our site and why?

Click or tap here to enter text.

IX. Anticipated time frame for completing the project.

Click or tap here to enter text.

X. Please describe your firm's project management process and how the process aligns with the anticipated time frame for completing the project such as interim goals, and the client's obligations to facilitate timely completion.

Click or tap here to enter text.

XI. Budget & Fees. Please describe your fees for the services described in (X) above and billing practices (for example, upfront payments required, progress billings, etc.) Please clearly identify what services are included.

Click or tap here to enter text.

XII. Does your proposal include training for club members on on-going maintenance of the site, and if so, please describe what is included in your proposed budget.

Click or tap here to enter text.

XIII. Please provide names, email addresses, and phone numbers for 3 references.

Click or tap here to enter text.

XIV. Please describe your standard contract terms and conditions. (This may be in the form of a blank contract.)

Click or tap here to enter text.

XV. Please describe the post-launch support included in your pricing, and fees for any additional on-going maintenance and support. If you do not provide hosting, do you have a recommended vendor or hosting partner?

Click or tap here to enter text.

XVI. Any other information you believe <Club Name> should consider in evaluating your firm not covered in any of the prior questions.

Click or tap here to enter text.

*Additional questions only if you provide hosting services*

I. Please provide a general description of your hosting services.

Click or tap here to enter text.

II. Please describe your back-up policies.

Click or tap here to enter text.

III. What is your experience with down time and how is it managed?

Click or tap here to enter text.

IV. How often do you upgrade software and hardware?

Click or tap here to enter text.

V. Please describe the technical support included in your pricing.

Click or tap here to enter text.

VI. Please describe all applicable service level agreements.

Click or tap here to enter text.

VII. Please describe your security protocols.

Click or tap here to enter text.

### VIII. Pricing, terms, and conditions.

Click or tap here to enter text.

**\*\*\* Thanks to Aki Pampush from the Welsh Springer Spaniel COA for permission to share.**