



CITY OF TONTITOWN

201 EAST HENRI DE TONTI, TONTITOWN, AR 72762

CITY OF TONTITOWN, ARKANSAS

REQUEST FOR STATEMENTS OF QUALIFICATIONS (SOQ)

The City of Tontitown, Arkansas is requesting Statements of Qualifications (SOQs) from qualified firms to provide professional website design, website hosting, content management, accessibility compliance, maintenance, and technical support services for the City's official website. The City currently operates its municipal website through [City of Tontitown Official Website](#).

The City seeks proposals from experienced firms capable of delivering a modern, user-friendly, secure, and accessible municipal website that improves communication with residents, businesses, and visitors.

1. PURPOSE

The purpose of this Request for Statements of Qualifications is to identify qualified firms with experience in designing, developing, hosting, and maintaining municipal government websites.

The selected firm shall demonstrate expertise in:

- Municipal website development
 - Government accessibility compliance (ADA/WCAG)
 - Secure website hosting
 - Mobile-responsive design
 - Content management systems (CMS)
 - Public meeting and document integration
 - Ongoing technical support and maintenance
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2. PROJECT OBJECTIVES

The City desires a website that:

- Enhances public transparency and communication
- Provides easy navigation for residents and businesses
- Supports mobile and tablet accessibility
- Integrates agendas, minutes, calendars, GIS, forms, and notifications
- Meets current accessibility and cybersecurity standards
- Allows City staff to easily manage content internally



3. SCOPE OF SERVICES

The selected firm may be requested to provide services including, but not limited to:

A. Website Design & Development

- Custom municipal website design
- Responsive/mobile-friendly layouts
- Department page development
- Public notices and announcements integration
- Interactive forms and applications

B. Website Hosting

- Secure cloud-based hosting services
- SSL certificate management
- Routine backups and disaster recovery
- Uptime monitoring and technical support

C. Accessibility & Compliance

- ADA and WCAG compliance review
- Accessibility remediation and monitoring
- Government transparency support

D. Content Management

- User-friendly CMS platform
- Staff training and onboarding
- Document upload and management tools

E. Ongoing Support

- Technical support and troubleshooting
- Website maintenance and updates
- Security monitoring and patch management
- Optional redesign or expansion services



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4. MINIMUM QUALIFICATIONS

Responding firms should demonstrate:

- Experience designing municipal or government websites
 - Knowledge of ADA/WCAG website accessibility requirements
 - Secure hosting and cybersecurity experience
 - Experience with public meeting integration and government transparency tools
 - Ability to provide references from similar municipal clients
 - Demonstrated long-term support capabilities
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5. SUBMITTAL REQUIREMENTS

Interested firms shall submit:

1. Company profile and history
 2. Description of municipal website experience
 3. Examples/links to government websites completed
 4. Hosting and cybersecurity capabilities
 5. Accessibility compliance approach
 6. Proposed CMS platform and support model
 7. Staff qualifications and project team
 8. References from municipal clients
 9. Fee structure or pricing methodology
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6. EVALUATION CRITERIA

SOQs will be evaluated based upon:

- Municipal website experience
- Website design quality and usability
- Hosting and security capabilities
- Accessibility compliance expertise
- Technical support responsiveness
- References and past performance
- Overall project approach and qualifications



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7. SUBMISSION INFORMATION

Statements of Qualifications shall be submitted to:

City of Tontitown

Attn: Brad Spurlock
235 E Henri de Tonti Blvd
Tontitown, AR 72762

Mailing Address:
PO Box 305
Tontitown, AR 72770

Email submissions may be sent to:
bspurlock@tontitownar.gov

Deadline for submissions:
06/09/2026

8. GENERAL CONDITIONS

The City reserves the right to:

- Reject any or all submissions
- Request additional information
- Select one or more qualified firms
- Negotiate terms and scope of services
- Waive informalities in the solicitation process

This SOQ does not constitute a contract or guarantee of work.