

3CE 2026 Website Redesign Q&A – Additional Responses

What is the total CPU, storage (TB), and memory allocations for the application?

- 3 Load Balanced App Containers, 24 PHP Workers, 1024 MB (1 GB) per application container, 5GB Storage.

How many pages are on the website?

- Approximately 400.

Please list the post types and custom post types in the current website:

- News, Events, RFP, Resource Library, Rebates.

What's the number of page views per year?

- Approximately 900,000.

Can 3CE provide a complete list and costs of current hosting, licenses, and WordPress & third-party plugins? For example User-Way ADA widget:

- The paid plugins for current website are ACF Pro, Admin Columns Pro, Filebird Pro, Gravity Forms, Patchstack; these costs are included in the in the monthly maintenance fees with website developer currently under contract.

What third-party tools, if any, are used to manage accessibility?

- None at this time.

Is Hyland OnBase already implemented and actively used on the current website, or will this project include first-time implementation and configuration?

- Yes, Hyland OnBase being used on current website.

Which types of materials are currently managed in Hyland OnBase (e.g., agendas only, agendas plus packets, background documents, historical archives)?

- Agendas and agenda packets for upcoming meetings as well as archived/historical agendas, agenda packets, and video recordings of meetings.

Are there existing Hyland OnBase embeds or integrations (URLs, scripts, Iframe embeds) that should be reused, or should the Vendor assume a new integration approach as part of this project?

- New or updated integration approaches will be considered as part of website redesign project.

How does the implementation of Hyland OnBase impact the calendar integration for board meetings (e-scribe meetings) currently embedded with an Iframe? Are these services connected in any way or independent of each other? Will e-scribe meetings be the preferred solution to maintain on the new site, or are you open to other Calendar solutions?

- Current calendar is part of Hyland OnBase and embedded with Iframe – these services are connected. Moving forward, maintaining OnBase is likely the preferred platform but we are open to considering options in collaboration with 3CE’s Board Clerk responsible for maintaining and updating all escribe information.

Where are “Background Documents” currently stored and managed (e.g., Hyland OnBase, WordPress media library, external document repository)?

- “Background Documents” are now referred to as “Key Documents” on current website, and are stored in WordPress media library as Excel, Word, or PDF documents.

Does your organization currently use a web application firewall?

- Yes.

Our firm requires a WAF (Web Application Firewall), either through an external proxy such as CloudFlare or an ingress-based solution like ModSec. What is your preference?

- Details of WAF implementation are to be determined.

What are measurable metrics of success for the new website?

- Metrics may include, but are not limited to, page views, time spent per page, click-through rates, and number of program applications started/completed.

Are you able to help gather users for stakeholder interviews?

- User interviews will likely be primarily internal but may include public input and/or survey data; in-person interviews with members of the public are not anticipated.

Beyond Salesforce and Marketing Cloud, are there other systems, platforms, or tools (e.g., email platforms, analytics tools) that the new website must integrate with?

- Escribe (for meetings), Formstack (for applications), Google Translate.

For e-Newsletters, should the website integration be limited to subscription capture and archive display, or does 3CE expect integration with Salesforce Marketing Cloud for email campaigns, segmentation, or other marketing functionality?

- Website newsletter integration is not anticipated to extend beyond subscription changes and the file archive.

If the e-Newsletters are integrated with Salesforce Marketing Cloud, can you clarify the level of integration required? How is the e-Newsletter distributed (what platform? Salesforce Marketing Cloud as well?)?

- Newsletters are created and distributed via email using Marketing Cloud.

Does 3CE already have approved Spanish translations for core website content, or should Vendors assume responsibility for translation as part of the project scope? Are machine-assisted translations as implemented today (via WPML) acceptable, or does 3CE require fully human-translated content? Will the Spanish site have a separate Spanish domain?

- We anticipate continuing with machine-assisted web translation within the 3CEnergy.org domain. Additional automated translation of e-Newsletters would be a desirable enhancement.

Like with translations, it's not possible to inject Salesforce functionality into third-party Iframes embedded on the website. Those systems must already have onboard Salesforce-integrated APIs to have interactivity with Salesforce. Should vendors assume that Salesforce integration must already be capable within the third-party system itself and will be altered as part of the scope of this work?

- The implementation of Salesforce integration may be part of the scope of the project.

What level of chatbot functionality is envisioned for the website: an AI-powered chatbot that can respond to customer questions, a live-agent chat handled by 3CE staff, a FAQ-style bot with pre-configured responses, or a combination of these? Is the implementation of the chatbot considered required for the base scope, or an optional enhancement?

- The chatbot should be able to answer questions, including via preconfigured responses, and to escalate questions to a human when needed. Basic chatbot implementation is within the base scope of the project. Chatbot example: [Pioneer Community Energy](#)

If the chatbot will interact with Salesforce, can you clarify the intended functionality? For example, should it reference customer data, create or update cases, trigger workflows, have two-way functionality or perform other actions?

- Further details of the functionality of the chatbot to be determined.

Translation tools (including WPML) cannot translate Iframe content, as Iframe content is hosted and controlled entirely by the source platform. Is the selected vendor expected to perform discovery for each embedded Iframe service to determine how (or if) multilingual content is provided by that platform? If this is an expectation for the project, could you please identify the iFramed solutions that currently lack translations and that you may want to target within the scope of this translation discovery? What platforms?

- Further details regarding the translation of Iframes to be determined.

The RFP references customer account log-in, usage data, and application status access via a “Customer Portal.” Can 3CE clarify where the Customer Portal is currently live today and on what platform? If so, please provide the URL and describe how users access it from the current website. If not, should Vendors treat the Customer Portal as a future-state integration rather than existing functionality?

- The Customer Service Portal is a desired enhancement, not current functionality.

The Energy Program application form is currently hosted on v3cerebateforms.azurewebsites.net and embedded on the website via Iframe. Should Vendors assume this hosting and Iframe integration will continue as-is in the redesigned website?

- We do not anticipate moving away from the current Iframe integration.

When referencing ADA compliance, what is required by “all California accessibility statutes,” and does that require higher than ADA compliance?

- More information on California online accessibility requirements can be found [here](#).

In addition to uptime, do you have RTO and RPO targets?

- No firm targets have been identified; anticipate following standard industry practice.

Can you provide any additional details about the website's current hosting provider, including any issues or challenges you have experienced with their service?

- Our current website host provides excellent and immediately responsive 24/7 customer service, a standard that the successful RFP applicant should commit to meeting

What level of social media integration is desired — static social icon links, dynamic feeds, or curated post embeds?

- Either dynamic feeds or curated post embeds; to be determined.