

date

ADDENDUM NO. 2
For
Website Content Management System and Hosting
Request for Proposal

Addendum no. 2 is to provide the following information:

The deadline to receive questions has passed. The following questions were received, and Thurston County's responses are provided as follows:

Q. We find that projects of this size tend to take around 10 months to complete. Your estimated timeline of December 2019 to July 2020 is only 8 months. Is this timeline flexible?

A. The timeline is subject to change. The county is open to recommendations of the proposer.

Q. What is your estimated budget for this project? Do you already have money set aside? This helps us determine the complexity of various features.

A. The County has conducted research on estimated costs for a project of this size and has planned accordingly. Vendors should submit responsible proposals for this project. The County will seek approval from the Board of County Commissioners for the purchase of a specific system once a proposal has been selected.

Q. Please describe your current hosting setup. Are you interested in hosting services?

A. We currently host on premise. We are interested in hosting services and are open to the recommendation of the proposer.

Q. Who built your current site, and when was the last refresh?

A. The current site was built in house. It has been 'refreshed' within the last couple of years as we have moved from Expression Web to SharePoint. Not all offices and departments have completed this refresh however.

Q. Who currently provides you with ongoing support services?

A. Support is provided by County IT staff

Q. Are you looking for ongoing maintenance and developer support?

A. The County is open to the recommendation of the proposer.

Q. Please describe your technical / IT staff. How many members do you have and what is their level of experience, particularly with Drupal and/or PHP. This helps us determine the level of support you may require.

A. Our current applications support staff of 6 does not have experience with Drupal or PHP.

Q. We understand your current website configuration is a mix of SharePoint and html. On page 1 the RFP states the project is related to the acquisition of a CMS. Are you looking for a proprietary system, or are you open to open-source content management systems, such as Drupal?

A. The County is open to the recommendation of the proposer.

Q. Please describe your current pain points with SharePoint.

A. The County does not have the resources required to manage and maintain a public-facing website developed on the SharePoint platform.

Q. Do we have any preference in terms of color scheme and layout for the redesigned website?

A. No.

Q. Do you have any reference website which you have liked most in terms of design & layout? If yes, please share it with us.

A. No.

Q. The current website has multiple links which are redirecting the users to the different websites. We assume, this behavior will be the same in the redesigned site as well. Please confirm.

A. No, it will not be the same. We currently have a SharePoint site and an Expression Web site. We would like to migrate all those pages into one solution.

Q. What is the estimated budget for the project?

A. The County has conducted research on estimated costs for a project of this size and has planned accordingly. Vendors should submit responsible proposals for this project. The County will seek approval from the Board of County Commissioners for the purchase of a specific system once a proposal has been selected.

Q. Will you need Departmental County staff to register themselves or administrator can register Departmental County staff from backend?

A. Unclear of the context of the question. If you are referring to new user creation, we are hoping the chosen system will be integrated with the county's Active Directory and allow administrators to add new users to an AD group to gain access.

Q. How often is the site updated with new content and documents? (E.g. monthly, weekly or daily etc.)

A. Daily

Q. What kind/type of media uploads are required? Can you mention the maximum upload size?

A. We may have videos, photos, PDFs.

Q. Do you have tech stack preference in your mind for Frontend & Backend development or are you open for the suggestions?

A. The County is open to the recommendations of the proposer.

Q. In what form we will get the current content from you?

A. The migration will be done with the assistance of County employees. We will not migrate all the current content. The current content is in SharePoint and Expression Web.

Q. What is the deadline for the RFP (there is conflicting information in Sections 9 and 11 of the RFP)?

A. We have attached "Web CMS Addendum No 1" which clarifies that the deadline is 9/6/19 by 4:00 pm

Q. In Appendix B, Vendor Capability Worksheet, row 150, we aren't sure how the response options (FS; NS; FE; PE etc.) correlate to the question asked: QUESTION FROM RFP: The Service Provider agrees to work with the County to develop a dispute resolution plan for resolving disputes that may arise over the terms of any contract that may exist between the two parties. The Service Provider further agrees that withholding services to settle a dispute is not an option. Withholding of services can only be done if both parties agree.

A. Choose "Fully Supported" or "Not Supported" to indicate whether you are willing to agree to the terms.

Q. Related to the same question from above, in the contract, it says disputes are resolved by County in section 17 of Appendix A (DISPUTES), does this negate us developing a dispute resolution plan?

A. The County would prefer to attempt to resolve disputes based on a mutually agreed upon plan prior to invoking section 17 of the sample contract. It would not negate the development of a dispute resolution plan.

Q. In Appendix B, Service Levels & Security Worksheet, row 7, we're willing to not withhold services as long as the client is paying but that isn't clarified in any section. How do we clarify that in the response?

A. There is a space for clarification/explanation in column G of the workbook. The column is titled "Vendor Explanations".

Q. In Appendix B, Service Levels & Security Worksheet, beginning with row 24 (Service Level Breakdown) for Communication Method SLA breakdown some of these questions don't seem to be related to SaaS/hosted services. Do we respond 'No' to these questions? Will we lose points for answering 'no'? Should we provide additional explanation?

A. You should choose No in your response. If you'd like to mention that you are not offering a SaaS solution in the Vendor Explanations, that would be helpful. You will not lose points for answering no.

Q. What is the overall budget for the project?

A. The County has conducted research on estimated costs for a project of this size and has planned accordingly. Vendors should submit responsible proposals for this project. The County will seek approval from the Board of County Commissioners for the purchase of a specific system once a proposal has been selected.

Q. Would you consider proposals that recommend an open-source CMS such as Drupal?

A. Yes

Q. Is there a defined budget for this project that you can disclose?

A. The County has conducted research on estimated costs for a project of this size and has planned accordingly. Vendors should submit responsible proposals for this project. The County will seek approval from the Board of County Commissioners for the purchase of a specific system once a proposal has been selected.

Q. When is the anticipated launch date of the new web property?

A. July 1, 2020. The schedule is subject to change.

Q. How many pieces of content (web pages, images, files, etc.) do you anticipate needing migration and what source(s) will these be migrated from?

A. The current website includes 12,000 pages and 25,000 documents. That would be the maximum number of pieces of content that would require migration. They would be migrated from SharePoint and Expression Web.

Q. Pg. 2 – 12,000 pages. 25,000 documents. How many of these does the county intend to Archive, Improve or Migrate?

A. All documents and pages must be archived, improved, or migrated. Many of them will likely be archived.

Q. Pg. 3 How many stakeholders?

A. ~50 +

Q. What exactly is needed in a communications plan for the county? Is this a social media strategy? Something else?

A. This is the planned communication strategy which will keep stakeholders engaged in the project as well as apprised of the progress of the project.

Q. How many iterative homepage designs?

A. The County is open to the recommendations of the proposer.

Q. Page 3, Tab 2 (of RFP, not excel doc): “creation of limited access shared space on servers” Can you please clarify what you are looking to accomplish?

A. The County encompasses 18 independent offices and departments. Staff from each will require access to specific content though IT staff may require access to all content. As outlined in Tab 2 of the Excel spreadsheet, this statement speaks to the ability to control access based on different criteria.

Q. Do you want to move away from SharePoint and develop the new internet using different products? What’s the preferred technology(s) for the to-be solution?

A. The County is open to the recommendations of the proposer.

Q. Do you want a redesign of all the existing pages? How many pages need to build from scratch?

A. The County is open to the recommendations of the proposer.

Q. Is the redesign limited to new UI development or complete website redesign with new functionalities development?

A. The County is open to the recommendations of the proposer.

Q. Please provide details of new functionalities development.

A. The County is open to the recommendations of the proposer.

Q. Do we need to redesign or redevelop any new workflows? If so, please provide details of such workflows.

A. The County is open to the recommendations of the proposer.

Q. Do you require any post-implementation support also, post website designing?

A. The County is open to the recommendations of the proposer.

Q. Do you want all the content to be migrated into the to-be solution? Please specify the number of files and the total size.

A. The current website contains about 25,000 documents and 12,000 pages. We don’t anticipate moving all of them, but we don’t know an exact number of those that should be migrated.

Q. Please specify what percentage of the total workforce need to be working from onsite location?

A. Not clear of context of this question. Are you asking about county workforce or contractor?

Q. For estimating the maintenance and support, can we assume the support to be available remotely?

A. Yes

Q. What's the budget for this project?

A. The County has conducted research on estimated costs for a project of this size and has planned accordingly. Vendors should submit responsible proposals for this project. The County will seek approval from the Board of County Commissioners for the purchase of a specific system once a proposal has been selected.

Q. The amount of web pages and documents described in the proposal is significant. In my experience, a new website is an opportunity to "clean up" the site by removing lots of older, out-of-date, and/or duplicate pages and documents.

Is this the desire of the County? If so, is there a perceived estimate of how many of those pages and documents should be removed or archived?

A. Yes. It is the desire of the county to clean up the site before migration. We do not know how many of them will be removed or archived.

Q. Can the responder discuss the "why behind the what" when it comes to the desired search functionality?

A. We want to give our users the ability to find what they are looking for using search.

Q. Is this project budgeted for?

A. The County has conducted research on estimated costs for a project of this size and has planned accordingly. Vendors should submit responsible proposals for this project. The County will seek approval from the Board of County Commissioners for the purchase of a specific system once a proposal has been selected.

Q. Is a "no" answer to an item in the "mandatory" field a deal-breaker? We have a lot of great tech but we have chosen to leave some of the stuff in the functionality tables in the past or have determined some solutions better.

That being said, we feel our decision-making is sound and would be glad to discuss any response the county feels is unsatisfactory. We are confident that we are a great fit for the county

A. If there is an alternative solution which provides the same outcome, a "no" in a mandatory field would not be a deal-breaker. Please provide that clarifying information in column G of the workbook.

Q. What is the budget for this project?

A. The County has conducted research on estimated costs for a project of this size and has planned accordingly. Vendors should submit responsible proposals for this project. The County will seek approval from the Board of County Commissioners for the purchase of a specific system once a proposal has been selected.

Q. Is there a preferred CMS, or is the County open to recommendations?

A. The County is open to the recommendations of the proposer.

Q. What external systems will the website be required to integrate with, and what interfaces will be available for each?

A. The current website contains links to various external sites and systems. These are not considered full functioning integrations. The County is open to the recommendations of the proposer.

Q. What APIs will need to be available from the new website?

A. The current website contains links to various external sites and systems. These are not considered full functioning API's or integrations. The County is open to the recommendations of the proposer.

Q. Please provide a list of all of the URLs which will be within scope of this project.

If individual subsites will be included in the scope, will they be integrated into one site with a common design and information architecture or will they remain separate sites with separate designs and information architecture?

A. All of the subsites within <https://www.thurstoncountywa.gov/tchome/Pages/default.aspx> and <https://co.thurston.wa.us>. There are too many to list individually. We would like to integrate Thurston County sites and subsites into a common site.

Q. Does Thurston County have a fully completed content inventory or will this be a part of the scope of work?

A. We have a complete inventory but deciding what will stay and what will be archived is part of the scope of the work.

Q. What are the requirements for the shopping cart and payment gateway? Do you have a current internal or external cart/payment gateway system that you intend to use? (System Functionality Rows 20 and 21)

A. We currently use Point and Pay. We do not currently have a shopping cart requirement, but we may in the future which is why it was included in the appendix.

Q. Please explain what is meant by "Audience Targeting" (System Functionality Row 33)

A. We do not have a current requirement for Audience Targeting. Please ignore this row.

Q. Please describe this requirement in more detail: Does the software support the association of information (content) with a business transaction, no matter where it resides? What is a business transaction in this scenario and is it part of the website or external to the website?

A. It may be part of the website or part of another system. For example, association of taxes paid to the Treasurer with the Assessor's parcel information and with GIS functionality.

Q. Appendix B, Vendor Capability: Are we required to provide our firm's financial information? If yes, is this information public record?

A. Financial information responses are optional. If provided the information may be subject to public records requests. See Section 19.

Q. May we submit resumes as PDFs?

A. Yes

End of Addendum 2