

Questions and Answers
RFP No. 2019-04
Posted March 22, 2019

QUESTION 1: What is your estimated budget for this project? Do you already have money set aside?

ANSWER 1: The budget for this project cannot be disclosed.

QUESTION 2: Do you have a separate budget for hosting and ongoing support?

ANSWER 2: - The current site is hosted on AWS and there is no maintenance contract in place for site maintenance. Depending on the RFP responses the City will budget accordingly.

QUESTION 3: Who designed your current site, and when was the last refresh?

ANSWER 3: The company that designed the current site is no longer in business. The current site went live in 2013 and has not been refreshed since. The current site runs on an older version of SiteFinity CMS.

QUESTION 4: Please describe your current hosting setup.

ANSWER 4: The current site runs on SiteFinity CMS and is hosted on an Amazon EC2 server.

QUESTION 5: Who currently provides you with ongoing maintenance and support?

ANSWER 5: The City Information Technology Division.

QUESTION 6: Please describe the experience of your IT or technical staff, specifically regarding Drupal or PHP. How many staff do you have, and what is their level of experience? This helps us determine how much ongoing support you may require.

ANSWER 6: The City currently has an Intranet Site running on Drupal. The IT department is small and ideally the City would like a full service solution. However, vendors are encouraged to offer support options which would allow the City to choose the best value solution.

QUESTION 7: Section 3.1, pg. 4: The RFP states the Qualifications of Proposer is limited to 10 pages, including resumes, and asks for resumes of our UX, design, and development professionals responsible for UX, navigation, IA, design, accessibility, support, and training. We typically assign 10 to 15 key staff members to a project of this size, including our Senior Project Manager, Creative Director, Senior UX/UI Designer, Lead Developer, Developer, Front-End Developer, Research Manager, Research Analyst, Tester, Support Manager, Support Developer, etc. We typically provide resumes of these members so you can see their qualifications and experience. May we include these resumes as an appendix instead, as to not exceed the page limit?

ANSWER 7: Yes.

QUESTION 8: Section 4.1, pg. 5: Priority information including "meeting information including agendas and minutes" was included in the project requirements. Can you expand on this?

ANSWER 8: The City would like to publish notices of public meetings which would include information such as meeting purpose, time, location, and agenda. Some meetings may require that meeting minutes be published upon the completion of the meeting.

QUESTION 9: Section 4.1, pg. 5: Priority information including “reservations” was not included in the project requirements. Can you expand on this?

ANSWER 9: The City would like the solution to support the option of possibility accepting meeting room or facility reservations in the future.

QUESTION 10: Section 4.1.a, Content Management System, pg. 6: Do you have a preference for an open source CMS, such as Drupal? Please describe the pain points of your current CMS.

ANSWER 10: The City requires this website to be modern, functional, highly attractive and responsive. From the administrative perspective, the CMS must be easy to update by users of varied technical expertise from individual departments. The City does not have a preference. The most common complaint of the current CMS (SiteFinity) is adding content and making “template changes” are difficult.

QUESTION 11: Section 4.1.a ID#59, pg. 11: What third-party applications and payment providers do you currently use?

ANSWER 11: The City currently uses JetPay to process payments.

See (<https://www.jetpay.com/payments/>) and <https://magic.collectorsolutions.com/magic-ui/Pay/Process/CartInformation> for reference.

QUESTION 12: Section 3, pg. 4, & Section 7, pg. 13: Section 3 states we should include a statement of qualifications that is limited to 10 pages, and Section 7 details additional proposal requirements. Should the statement of qualifications be included with the information requested in Section 7, or submitted as an attachment?

ANSWER 12: The Statement of Qualifications is a separate document from the proposal.

QUESTION 13: Section 7.1, References pg. 13: Is there a difference between the references requested in the first paragraph (subsections a-f) for “the municipal government market,” and references requested in the second paragraph (subsections a-f) for “municipalities of the City’s size and economic sphere”? The information requested seems nearly identical. Please clarify.

ANSWER 13: If possible, the City would like references that included cities with similar size population and annual budget, not just municipal government customers.

QUESTION 14: Section 16.3, pgs. 19-20: We are a certified Small, Minority-Owned Business in the State of Virginia. Will you accept this certification?

ANSWER 14: Yes.

QUESTION 15: Acknowledgement by Proposer, pg. 23: This form only applies to individuals, corporations, or partnerships. We are an LLC. May we edit the form accordingly, or do you have language that applies to LLCs?

ANSWER 15: Yes, you may edit the form accordingly.

QUESTION 16: Does the City have an intended launch date for the new website?

ANSWER 16: 4th quarter of 2019

QUESTION 17: When does the City intend on awarding services?

ANSWER 17: Services will be awarded in May, 2019

QUESTION 18: Approximately, what is the number of unique traffic visits per year?

ANSWER 18: The current website receives approx. 31,000 page views per month and based upon our web site analytics the public mainly uses the site for general information about City departments, paying property taxes, employment information, birth and death records information and paying parking fines.

QUESTION 19: Where is the current site hosted? Does it have to stay there, or should migration be considered? If so, what is the main reason for migrating away?

ANSWER 19: The current site is hosted on Amazon AWS but it does not have to stay there. The current site went live in 2013 and has not been refreshed since. The current site runs on an older version of SiteFinity CMS.

QUESTION 20: Current site seems to be using Sitefinity – what version?

ANSWER 20: SiteFinity 9.0

QUESTION 21: Is content migration in scope for this RFP?

ANSWER 21: Some content will be migrated if possible.

QUESTION 22: What external endpoints is the site integrated with?

ANSWER 22: Primarily services that would be linked externally. The City currently uses JetPay to process payments. See (<https://www.jetpay.com/payments/>) and <https://magic.collectorsolutions.com/magic-ui/Pay/Process/CartInformation> for reference.

QUESTION 23: How many users (site managers) manage and edit content on a regular basis?

ANSWER 23: Currently 10. Our goal is to increase the number users that can edit or add content. Maybe as high as 30-40.

QUESTION 24: What is the timeline to start and complete the project?

ANSWER 24: The City's goal is to start the project 2nd Qtr of 2019 with a go-live late 2019.

QUESTION 25: Are we going to work with a development team from city of Albany?

ANSWER 25: The City will form a web committee to work with the vendor on site look, feel and content.

QUESTION 26: Are there any technical criteria/restrictions we have to consider?

ANSWER 26: No preference. The current site was built by a 3rd party on SiteFinity CMS on a windows tech stack (Windows Server, IIS, SQL Server). We also have an Intranet built on a LAMP stack. We are open to an open source solution so as it is supported by the vendor for the duration of the contract.