

SOUTH BAY CITIES COUNCIL OF GOVERNMENTS

Request for Proposal (RFP): Website Redesign and Maintenance

REQUEST FOR PROPOSAL (RFP): *Consultant / Firm Questions Answered*

Question: Due to COVID-19 and geographic limitations, would SBCCOG consider working with an international firm (work to be conducted according to SBCCOG's time zone) virtually?

Answer: Yes, proposals should list the firm's location.

Question: How many people will be part of the review/approval committee throughout the project?

Answer: SBCCOG is anticipating 6 total.

Question: Considering it might be tight for April launch if firm started in mid-December, is SBCCOG open to a May launch if needed or is April the absolute deadline?

Answer: Yes, SBCCOG is willing to extend the timeline to accommodate needs, as necessary.

Question: Can SBCCOG talk more about what's driving the redesign now?

Answer: The redesign's timeline is primarily driven by the CMS version that the website runs on, which will no longer be actively supported by the Drupal community after November 2021.

Question: Has SBCCOG established an initial project budget? If not, can you provide a range?

Answer: SBCCOG requests that firms proposed their best pricing for services needed to complete the work detailed in the proposal..

Question: Regarding "The budget should be in a spreadsheet format", would SBCCOG prefer to have the budget in a separate (.xls) file or is it okay to have similar formatting within our proposal?

Answer: Both options are permissible - similar format included in the proposal or submitted separately.

Question: If SBCCOG decides it needs ongoing support and maintenance, has a budget been set?

Answer: SBCCOG has not set its ongoing support and maintenance budget for the new website. Firms are encouraged to submit recommendations for auto updates and use of pre-set templates as well as proposed budget for ongoing support and maintenance.

Question: How many content administrators are there expected to be within your organization after the site launch?

Answer: SBCCOG expects there to be 3 – 4 website administrators.

Question: Will the new site require different backend user roles? If so, what are they?

Answer: Yes, SBCCOG expects there to be at least 2 roles, Administrator and Content Writer (i.e. limited editing capabilities).

Question: For the current site, can you provide the number of pageviews per month?

Answer: Over the last 12 months, SBCCOG's website averaged near 4,700 pageviews per month.

Question: Will a Q&A be issued on your current site of questions asked by other bidders?

Answer: Yes, all questions from prospective bidders are listed here in one document posted to SBCCOG's website.

Question: Are there any third-party system integrations we should be aware of other than what's mentioned in the RFP?

Answer: No.

Question: What is the average bandwidth usage per month?

Answer: Over the last 11 months, SBCCOG's website averaged about 49 GBs of bandwidth usage per month.

Question: In terms of design is there an existing vision, style guide? Or are we starting from scratch?

Answer: SBCCOG does have existing style guides but since SBCCOG is interested in transitioning from its website's Content Management System (CMS), new style guide propositions are encouraged (leveraging the color scheme of SBCCOG's logo).

Question: Regarding "Provide branding advice and graphic expertise for the website launched apps including deliverables of before-and-after screenshots/mockups", can you clarify what you mean by "website launched apps"?

Answer: SBCCOG is referring to any webpages, applications, modules, and landing pages embedded in the website.

Question: Can you tell us who are the stakeholders of this project?

Answer: The stakeholders are representative of SBCCOG's identified audiences (see page 2 of RFP).

Question: Can you provide more info on these 2 bullet points?

- "Enhance the public's ability to take action and provide input"
- "Create ability for member cities to provide input and data on projects"

Answer: SBCCOG is interested in the ability for the website design to be capable of accommodating public feedback (e.g. automated email correspondence) as well as providing private areas for file sharing and collaboration between users (e.g. SBCCOG staff, member city staff). SBCCOG may or may not pursue the prospect of developing these capabilities, but needs to know that such functionality is compatible with the proposers' website design plan.

Question: Can you provide current storage requirements?

Answer: PHP memory limit is 128MB while uploaded documents can be no larger than 15MB. Hosting environment accommodates 4 GB of RAM and up to 65 GB of storage.

Question: Is SBCCOG open to hosting with the selected vendor (i.e. Fruition Google Cloud hosting)?

Answer: Yes, SBCCOG will consider any recommendations provided in proposals. Hosting costs should be listed separately in the budget.

Question: Regarding ADA compliance, is SBCCOG open to working with a solution such as Audioeye?

Answer: SBCCOG will entertain proposed software solution(s) that prospective bidders recommend and make decisions based on how licensing and proprietary agreements impact overall cost and flexibility.

Question: For WCAG 2.0 compliance - are you open to WCAG 2.1 compliance, and are you okay w/ level A & AA (not AAA) compliance?

Answer: Yes, SBCCOG will consider recommendations regarding Web Content Accessibility Guidelines (WCAG) compliance.

Question: What kind of ongoing support is SBCCOG currently, receiving?

Answer: SBCCOG solicits support from a 3rd party vendor on an as-needed basis for security and module updates / fixes.

Question: Will future web development support (i.e. security updates, module & core CMS updates, feature development) be transferred to the chosen vendor for this project?

Answer: SBCCOG is seeking these services and they may possibly be transferred to the chosen vendor; however, it is not guaranteed.

Question: How many pages from the current site are expected to migrate to the new site?

Answer: The scope of content migration has yet to be determined and SBCCOG expects to work with proposer to prioritize content. It should be expected that most of the website content will be migrated.

Question: Would SBCCOG be open to the new website being on WordPress?

Answer: Yes.

Question: Are there any third-party integrations (besides GIS Hub) that need to be considered:

- CRM for form/contact submissions?
- Email marketing integrations?
- Digital asset manager?
- Single sign-on?

Answer: Yes, SBCCOG will consider third-party integration recommendations provided in proposals.

Question: Can GIS Hub content be embedded via iFrame, or is SBCCOG looking for a deeper integration?

Answer: SBCCOG wants to be able to use iFrame formatting for certain elements on the website but would prefer tailored integration for most Esri (or other GIS software) applications.

Question: Do you already have a third-party system in place for the below items?

"Serve as a tool or utilize third party tool for special events by providing ability to:

- take RSVPs (via digital webforms) and send auto confirmations
- allow sponsors and exhibitors to complete forms and obtain information
- provide cybersecurity (e.g. encrypted data)”

Answer: 1st bullet point: yes (custom module in Drupal).

2nd bullet point: no.

3rd bullet point: no.

Question: Regarding “Media newsroom that curates content from email marketing software (e.g. Constant Contact)”, can SBCCOG further elaborate on the intent for this function (e.g. if it is to be automated) and if SBCCOG already has a Constant Contact account?

Answer: SBCCOG currently has a Constant Contact account and is seeking design expertise from the proposer that automates / integrates Constant Contact’s functionality (e.g. e-newsletters and articles) into the website.

Question: Regarding “Conduct monetary transactions”, does SBCCOG already have an account, system, or service currently in place that can process transactions?

Answer: No.

Question: Regarding “Provide compatibility with cloud database file sharing solutions”, which service is SBCCOG currently using?

Answer: Microsoft Office 365 (e.g. SharePoint).

Question: What kind of content will live in the backend of the website?

Answer: Content hosted on the backend is primarily composed of PDFs, video files (MP4), graphics (JPEGs, PNGs), CSV / Excel files; it should be noted additional content is linked / hosted offsite (e.g. YouTube, ArcGIS Online, etc.).

Question: How many firms are expected to respond to the RFP?

Answer: SBCCOG is not sure how many firms will respond.

Question: Will SBCCOG be accepting RFP submissions from VA firms?

Answer: SBCCOG will accept RFP submission from any firm that follows the guidelines outlined in the RFP.

Question: Is the page count for the RFP submission firm or is SBCCOG willing to accept proposals that are a few pages longer than the 20-page limit?

Answer: SBCCOG expects firms to follow the guidelines specified in the RFP.

Question: Are resumes / bios included in the 20-page limit?

Answer: No, resumes and bios are not part of the 20-page limit.