



February 6, 2023

Addendum #1 to RFP 3272 City of Springfield Website

The City of Springfield is hereby amending the above mentioned RFP. The original document can be found on the City's website at www.springfield-or.gov (select CITY > Finance > Purchasing and Contracts then RFP# will be linked to the RFP/ITB page).

Question 1. Is there an incumbent for this contract? If so, please provide the incumbent name, current contract number, duration, historical level of effort and value of the contract?

Answer 1. The City currently contracts with Lane Council of Governments for website services (LCOG). The specifics of this contract are not relevant to the new website because the City is looking for a different level of service.

Question 2. Can the government be willing to accept new Content Management Systems platforms other than WordPress, such as Drupal?

Answer 2. Yes, the City is willing to consider other Content Management Systems providing there is sufficient documentation, training and it will meet the needs of the City. However, because the City currently uses Wordpress, a non-Wordpress proposal should include sufficient additional training time and cost to train staff on a different CMS.

Question 3. How large is the CMS user base (i.e., number of users)?

Answer 3. The answer to this depends on what type of users the question is referring to. For access to the backend, this would be a few dozen users.

Question 4. What is the budget for this contract?

Answer 4. The budget is \$150,000 for the initial website, plus an assumed yearly contract for ongoing maintenance and support.

Question 5. Can we perform the tasks (related to RFP) outside the USA? (Like, from India or Canada)

Answer 5. The requirement is any company submitting a proposal will conduct business in English, be available during the City's office hours of 8AM to 5PM, Monday through Friday, Pacific Standard Time. This RFP is open to proposals from firms both inside and outside the State of Oregon. No firm will be disqualified based solely on being a non-resident proposer. However, the City makes no representations to potential proposers or contractors regarding tax liability, corporate responsibility, requirements to register with the State of Oregon, or any other regulatory compliance concern under state or federal law.

The City will not contract with any entity or individual that is listed as ineligible on the federal System for Award Management (SAM), nor with any entity or individual listed on the U.S. Office of Foreign Assets Control list of Specially Designated Nationals and Blocked Persons or listed on any other sanctions list maintained by the U.S. government.

Question 6. We are not resident bidder nor don't have license to do business in State of Oregon? We are Florida Based company supporting state clients for more than 17 years. Is it fine for us to submit RFP with certification of state of FL.

Answer 6. The resident bidder requirement only applies to scoring and would not apply because this is a Request for Proposal, not a bid.

Question 7. Do we need to provide minimum 5 references is must. or 3 references if fine.

Answer 7. The City is asking for 5 references.

Question 8. We are Florida based Minority company still we need to get certification from state of Oregon.

Answer 8. Please fill out the MWESB/DBE Voluntary Self-Declaration form as instructed in Attachment 4. As stated on the form, "The City of Springfield is seeking information on the various business entities that submit bids and proposals for working with the Department. We request that you provide the following information to assist us with evaluating our efforts at reaching the underrepresented sectors of the business and construction communities. The Department does not intend to use this data as criteria for selecting the successful bidders or proposers for city-funded procurements."

The form is seeking information about Oregon and federally-certified entities only; information about other state certifications is not requested.

Question 9. Can the proposal be submitted in email?

Answer 9. Per section VII of the RFP, email is not an acceptable submission format.

Question 10. As with any software development, the sky's the limit as far as features, requirements, and costs. Does the City have any type of budget range that would be helpful in understanding the scope and scale of this project? The best example I can give is asking how much it would be to go on vacation. Where are we going, how long are we staying, what kind of accommodations would you like, flying vs. driving, eating in or dining out, and so on...as you can see it's virtually impossible to tell you how much this would be without further defining some parameters. With a budget range we can offer an exacting approach and methodology to meet the needs of the City and/or possibly take a phased approach to the work.

Answer 10. The budget is \$150,000 for the initial website, plus a yearly contract for ongoing maintenance and support.

Question 11. Is any Business license needed in the state of Oregon while submitting the proposal?

We are a Delaware-based company, and can we take the license if the project is awarded to us?

Answer 11. The requirement is any company submitting a proposal will conduct business in English, be available during the City's office hours of 8AM to 5PM, Monday through Friday, Pacific Standard Time.

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Question 12. Is there any preference for the CMS to be used? Can we use WordPress?

Answer 12. Yes, the current City website uses WordPress and it is an allowable CMS.

Question 13. What's the budget for this?

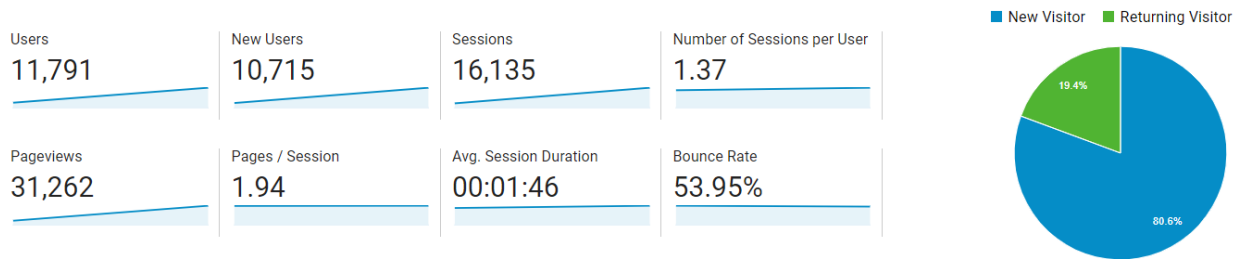
Answer 13. The budget is \$150,000 for the initial website, plus a yearly contract for ongoing maintenance and support.

Question 14. What is the duration of the contract? Are you looking for maintenance and support after the website is launched? Should we include it in the pricing? If yes, what's the duration?

Answer 14. Yes, the City is looking for Maintenance, Support and other ongoing Webmaster services. A yearly price for those services should be included in the RFP.

Question 15. Should we include the pricing of hosting in the proposal? Or should we compare three options? What is the current and expected traffic to the website? It will help us to choose the hosting spec.

Answer 15. Yes, include the price of hosting in the proposal. Yes, the City is looking for a comparison of 3 different hosting options. Here is a sample of our website traffic for a 30-day period. The City is seeking a hosting platform that is both responsive and has room for growth.



Question 16. It was noted that the cover letter should discuss our certification in Oregon and there are agreements for the City to complete. All of the requirements are fine, but it was unclear to me if I need to be local to submit for this opportunity. We are based in Los Angeles but certainly would travel for meetings, interviews as needed. Would you be so kind as to clarify that requirement for me?

Answer 16. The requirement is any company submitting a proposal will conduct business in English, be available during the City's office hours of 8AM to 5PM, Monday through Friday, Pacific Standard Time.

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Question 17. ...presentations to the City, including any meetings, are those in-person or virtual?

Answer 17. Virtual presentations are allowed.

Question 18. Is there a budget range that you'd like to stay within?

Answer 18. The budget is \$150,000 for the initial website, plus a yearly contract for ongoing maintenance and support.

Question 19. What is your expected timeline for launching the new site?

Answer 19. The City would like to have a new website ready to launch within 3 months of execution of the contract. This can be subject to change if the project scope changes or additional features are requested by the City.

Question 20. Are you open to moving from WordPress to Drupal, another open-source content management system?

Answer 20. Yes, the City is willing to consider other Content Management Systems providing there is sufficient documentation, training and it will meet the needs of the City. However, because the City currently uses Wordpress, a non-Wordpress proposal should include sufficient additional training time and cost to train staff on a different CMS.

Question 21. Can companies from Canada submit a proposal?

Answer 21. The requirement is any company submitting a proposal will conduct business in English, be available during the City's office hours of 8AM to 5PM, Monday through Friday, Pacific Standard Time.

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Question 22. Can the work be performed outside the U.S.?

Answer 22. The requirement is any company submitting a proposal will conduct business in English, be available during the City's office hours of 8AM to 5PM, Monday through Friday, Pacific Standard Time.

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Question 23. What is your maximum budget for the project?

Answer 23. The budget is \$150,000 for the initial website, plus a yearly contract for ongoing maintenance and support.

Question 24. We are located in California and are not licensed in Oregon, so we are curious if we can still bid.

Answer 24. The requirement is any company submitting a proposal will conduct business in English, be available during the City's office hours of 8AM to 5PM, Monday through Friday, Pacific Standard Time.

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Question 25. Regarding Section 8.1 (Scope of Work): Data Encryption – can you expand on your needs? For example, are you looking for the entire website content to be encrypted or only the forms?

Answer 25. The City is looking for the entire website to use HTTPS and for any personal details that are transmitted to or from a user to be protected through encryption. For example: name, address, payment information, etc.

Question 26. Regarding Section 9.3 (Scope of Work): Can you expand on the type of Integration you are looking for with the Mitel Phone system?

Answer 26. The City would like to have an employee phone directory that integrates with the Mitel system so it can automatically update when the Mitel directory is updated. Currently the City has a manually updated employee directory and with the recent addition of the Mitel phone system, automating an employee directory is the goal.

Question 27. Is there an approximate budget allotted for this project? If so, what is that amount?

Answer 27. The budget is \$150,000 for the initial website, plus a yearly contract for ongoing maintenance and support.

Question 28. I would like to confirm if you are open for proposal from India based Agency.

Answer 28. The requirement is any company submitting a proposal will conduct business in English, be available during the City's office hours of 8AM to 5PM, Monday through Friday, Pacific Standard Time.

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Question 29. Is it mandatory to submit the proposal physically ? Can we email it as well... since I already shared that we are HQ in India.

Answer 29. Per section VII of the RFP, email is not an acceptable submission format. A physical copy of the proposal must be received prior to the 2pm PST on February 24th.

Question 30. Is there a budget range for this project?

Answer 30. The budget is \$150,000 for the initial website, plus a yearly contract for ongoing maintenance and support.

Question 31. Is there a deadline by which you would like to complete this project?

Answer 31. The City would like to have a new website ready to launch within 3 months of execution of the contract. This can be subject to change if the project scope changes or additional features are requested by the City.

Question 32. The current website has 597 pages of blog and news story content. Does the city wish to migrate this content to the new site?

Answer 32. The goal is to not bring over legacy content and build new content moving forward.

Question 33. The current website has 810 legacy (past) events stored in the system. Does the city wish to migrate this content to the new site?

Answer 33. The goal is to not bring over legacy content and build new content moving forward.

Question 34. Do you wish to keep the current translation functionality?

Answer 34. Yes, translation functionality is important to the new website.

Question 35. Scope of Work 5.4 "Tools to organize pages." What is the desired behavior of the CMS? Are there specific use case scenarios you have in mind, beyond simple grouping of pages by topic or department?

Answer 35. The intent is for simple grouping as indicated in your question.

Question 36. Scope of Work 8.2.1 "Robust permissions control for different areas of the website." Please provide more detail/use case scenarios for this functionality

Answer 36. The intent is to have different permission levels for access to the back end of the system. Some users would only post content updates. Some users would provide structural changes. An ideal solution would also limit content by areas within the website. For example, if one user only needs to post new content for a particular department, then limit access to those portions of the website.

Question 37. Scope of Work 8.3. "API integrations support rotating keys and only grant necessary privileges." How many API integrations are on the site? Are you able to name them? Do any of them use rotating keys currently?

Answer 37. The intent here is to maintain site security with a new website. The new website will have expanded functionality from the current website, including intake of sensitive personal data through forms, and possibly other ways. Handling of that sensitive data, whether stored or passed through to another system is of utmost importance. Ensuring that data is not freely accessible by other components of the website that do not require that information is also important.

Question 38. Scope of Work 8.4 "No multi-user accounts."

Please clarify what you mean by no multi-user accounts.

Answer 38. The intent is to define permissions on a per user account basis. Example, no generic login for a departmental content update.

Question 39. Scope of Work 8.5 "Ensure data security and no City data is shared with parties or entities without prior City agreement."

Can you provide use case scenarios for this?

Answer 39. The intent is to limit the flow of data to/from the website with third parties by only giving access to the minimum level needed.

Question 40. Scope of Work 9.3, "Mitel phone system for employee directory".

Is this integration currently present on the current website? If yes, please provide a high-level overview of the functionality. If no, please describe desired behaviors/outcomes, and what challenges it's expected to solve.

Answer 40. The City would like to have an employee phone directory that integrates with the Mitel system so it can automatically update when the Mitel directory is updated. Currently the City has a manually updated employee directory and with the recent addition of the Mitel phone system, automating an employee directory is the goal.

Question 41. Scope of Work 9.4, "Integration: Others" Since amount and types of integrations can affect budget, the more detail you provide here, the better we can respond in the Budget portion of our proposal.

Answer 41. The budget is \$150,000 for the initial website, plus a yearly contract for ongoing maintenance and support.

In the event that it is necessary to further amend, revise or supplement any part this RFP, additional addenda will be posted on the City's website at <http://www.springfield-or.gov> (select CITY > Finance > Purchasing and Contracts then RFP#XXX and name of project). As stated in the original solicitation, City will make a reasonable effort to provide the addenda to all Proposers who asked to be on the Interested Parties List. This addendum shall be considered part of the specification of the RFP. The City is not responsible for any explanation, clarification, interpretation or approval made or given in any manner except by written addenda issued by City.

ALL BIDDERS MUST ACKNOWLEDGE THIS ADDENDUM BY SIGNING AND DATING THIS DOCUMENT AND INCLUDING IT AS PART OF THEIR SUBMITTAL PACKAGE.

Signature

Date