



February 17, 2023

**Addendum #2 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](http://www.springfield-or.gov) (select CITY > Finance > Purchasing and Contracts then RFP# will be linked to the RFP/ITB page).

**Question 1.** Do you currently store any sensitive user data in the current website CMS? By "sensitive" we mean things like name, SSN, address, banking information, birthdate, etc.

**Answer 1.** The new website will need to be able to take in, store and possibly distribute sensitive data. The current website does store names, but that is the only sensitive data.

**Question 2.** Are there any specific issues or experiences you've had with the current website that are prompting the need for a redesign at this time?

**Answer 2.** The current website was built years ago, and lacks features of modern websites. There is a lot of clutter that will be cleaned up, a fresh look, and better navigation are some of the reasons of the new website.

**Question 3.** You note that there will be periodic reviews by the City Council. Have you identified a team of internal staff who will engage on a more regular basis with the selected vendor? If so, who are the members of this team?

**Answer 3.** Yes, there is an internal team that will work with the vendor, representing each department.

**Question 4.** Does the City of Springfield have established and documented brand guidelines to share with the selected vendor?

**Answer 4.** Yes, there is branding for the city. As part of this RFP, there will need to be style guidelines created that will compliment the existing branding.

**Question 5.** Are there any driving factors for the 3 month completion window (budget timing, specific event, etc.).

**Answer 5.** It is a goal and the City recognizes that timelines may go longer than 3 months. Members of the City Council have wanted a new website for some time, a window of 3 to 6 months after the award of the RFP would be acceptable for implementation. A timeline that greatly exceeds this is not desirable.

**Question 6.** Project timing can vary widely based on many factors (team review process, content development timing, approval step requirements, training, etc.) Is there any flexibility in timeframe based on initial requirement review steps, or is the timeframe effectively "locked"?

**Answer 6.** There is some flexibility as noted in the previous answer.

**Question 7.** The stated goal is to not bring over legacy content and instead build new content moving forward. Who will be responsible for developing this new content and what role would the awarded company play in relationship to this new content (if any)?

**Answer 7.** Once the overall site is set up, ongoing content will be provided by the departments. New features, site security and site updates will be the responsibility of the vendor, along with other webmaster type roles.

**Question 8.** Regarding the desired 3 month launch timing, do you intend to:

a) launch a "live" site with all new content complete? Or,

b) launch a “staged” site with a fully implemented content management system, management tools and page templates deployed for the Springfield team to use as a base for populating your own content?  
**Answer 8.** B is a better representation of what the City is looking for.

**Question 9.** Does the current site provide the level of “conditional editing permissions” functionality required? If not, what is currently missing?

**Answer 9.** No. Each department has access to modify all of the website, including areas that do not pertain to their department.

**Question 10.** 3.5: What is the “employee portal” and what content/functionality is actually being used there?

- Is this simply a link to a portal that is independent of the site and not part of the core project scope, or is there some form of integration/pass-through access required?

**Answer 10.** It is part of the project scope. It is a place to put employee specific information. Examples: phone directory, HR documentation, IT documentation, or other documents not meant for public consumption.

**Question 11.** If some form of pass-through access by “network credentials” is required, what network is being referred to here (on prem/intranet, possible vpn access, Microsoft cloud services, something else?). Is this effectively a request to have “single-sign in” for a section of the website?

**Answer 11.** Yes, the intent is that the employee would login with network credentials to the website, not requiring a VPN, from a remote location or on prem.

**Question 12.** 9.1: Is there a current calendar service that is expected to be leveraged by the new site or is the vendor expected to make a recommendation?

**Answer 12.** The vendor can make a recommendation.

**Question 13.** .3: When you mention rotating security keys, are you referring to the site’s security keys for general access/connection, or to security keys related to user access/login?

**Answer 13.** Site’s security keys for general access/connection. In addition, user access/login credentials will need to be strictly controlled and follow best practices. This may include password length, 2FA, or other recommendations to be discussed with the vendor.

**Question 14.** Is the idea that the site would allow for future potential API connectivity, or is there something already existing that requires direct connection?

**Answer 14.** Future potential API connectivity, which would go alongside some of the features requested in the RFP document, and/or future features to be added to the website.

**Question 15.** There is a note on one of the purchasing websites that is sharing this RFP that the submission deadline might be extended from February 24; can you confirm if the submission/bid close deadline is being extended and, if so, to when?

**Answer 15.** There is currently no planned extension beyond the original submission date and time.

**Question 16.** For the requirement of “Presentation to City Council for feedback,” can you confirm what the selected vendor is to do with any council feedback? Will council be heavily involved in the final design process?

**Answer 16.** The intent is the vendor will create a template for a homepage and a few additional pages, which showcases the look and feel of the new website. This would provide enough for City Council to provide feedback through the early design phase. There will also be at least 1 additional presentation to the City Council as the project is nearing completion, but before “go live”.

**Question 17.** Please describe any 3rd party integrations that are anticipated to be used in the new site.

**Answer 17.** See Attachment 1 item 9 for examples of the types of integrations that the City is looking for with this new website.

Integrations 9.1. Calendar for public meetings 9.2. City social media accounts 9.3. Mitel phone system for employee directory 9.4. Others.

**Question 18.** Regarding the Oral Presentations for selected firms (if any), will this be via online meeting (e.g., Microsoft Teams, Zoom) or will vendor attendance be required in person?

**Answer 18.** Yes, this would be over a virtual meeting.

**Question 19.** In the Scope of Work, Section 4. Hosting, you request a minimum of 3 potential hosting services; our organization only works with Microsoft Azure. Does this preclude us from bidding on this project?

**Answer 19.** The intent is to have a reliable hosting service. Microsoft Azure would be sufficient.

**Question 20.** In the Scope of Work, Section 8.3 Security, can you please provide us with the required APIs you are referencing for integration?

**Answer 20.** This section is intended for the new website and any APIs that will be utilized in creation of the new website.

**Question 21.** In the Scope of Work, Section 10. ADA Accessibility, there is reference to PDFs created or uploaded by the consultant in section 10.3. and 10.5.; is it the expectation of the City that the vendor/consultant will remediate your PDFs for accessibility and upload them to new website? Is this part of the budget limit provided for (\$150,000) and should these costs be included in the fees/costs submitted?

**Answer 21.** The intent is that all new documents going to the website will be generated in a way that meets ADA Accessibility. The vendor will work with the City for bringing legacy documents to the new website with the goal of having them also be accessible. Depending on how the documents were created, this may not always be possible without recreating the document. Yes this should be factored into the budget.

**Question 22.** In the Scope of Work, Section 10. ADA Accessibility, there is reference to photos in 10.4.; is it the expectation of the City that the vendor will be providing the photos to populate the new website?

**Answer 22.** The City has photos which can be used to populate the new website. Other items, such as graphics or other non-photo material would be expected to be provided by the vendor.

**Question 23.** Is there any part of the project that will require in-person meetings/visits/consultation, or can the entirety of the project be performed remotely?

**Answer 23.** The entire project can be done remotely providing the vendor can provide adequate training, ongoing support and is responsive.

**Question 24.** In the Scope of Work, 2. Initial analysis and review of the existing city website, as user engagement was not mentioned, we wanted to understand if this is something required or desired by the City for this project? If it is desired, we have the option of doing in-person focus groups for sitemap/navigation testing with your staff and users (and Council is welcome to join as well), is this something that interests the City? Would the City prefer online testing using a digital tool to collect user feedback?

**Answer 24.** User feedback is very important, as site navigation is one area in need of improvement for the new website. Each department will have a representative to provide feedback, as will the City Council and other stakeholders. Additional feedback from other sources is something that can be discussed with the selected vendor, but is not required for the RFP submission.

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.**

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Signature

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Date

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