

Addendum #1
Date Issued: June 21, 2016

Information Technology Department
RFQ#50-16
Design Services
City of Portsmouth Website

This Addendum forms part of the original RFQ#50-16 Design Services City of Portsmouth Website.
Respondents are to acknowledge addendum within their qualifications package. Failure to do so may subject a respondent to disqualification.

The following questions have been asked and answered.

Q. Whether companies from Outside USA can apply for this?
(like,from India or Canada)

A. No

Q. Whether we need to come over there for meetings?

A. YES

Q. Can we perform the tasks (related to RFP) outside USA?
(like, from India or Canada)

A. NO

Q. Can we submit the proposals via email?

A. No

Q. Current site has a tax calculator found here: <http://cityofportsmouth.com/tax/calculator.htm> . Will the tax calculator be included in the new site? If so, can you provide additional details on the specific calculation?

A. Yes created in Javascript

Q. Can you provide additional technical details on the 3d mapping system being used?

A. Yes static images powered by Javascript created by a 3rd Party

Q. Is the City seeking project scope and pricing details in the stage 1 proposal?

A. A rough estimate of cost would be appreciated

Q. Will any of the additional sites in Appendix B or department pages require custom designs? If so, which sites or departments?

A. Yes Q: If so, which sites or departments? Those under "City of Portsmouth web properties to be included in CMS" and maybe the Library Blog <https://portslibnh.wordpress.com/> Hosted by Wordpress

Q. Will any sites listed under Additional City of Portsmouth Websites in Appendix B be included in the new CMS?

A. Just those in this section "City of Portsmouth web properties to be included in CMS" and maybe the Library Blog <https://portslibnh.wordpress.com/> Hosted by Wordpress

Q. Has the City identified any sites it likes the look and feel of?

A. No, open to design ideas

Q. Does the City have a CMS or technology preference? (i.e. php vs. .NET)?

A. No, open to suggestions.

Q. *Aggressive Timeframe and Implementation Timeline* : What is the desired go live date for the new site?

A. 6 months from start to finish

Q. *Content Migration & Conversion* : When migrating the "City of Portsmouth web properties to be included in the CMS", are you looking for content editing to help drive SEO and the general flow of content, or is it a direct migration of content? Are you looking for content design such as updating charts and graphs?

A. Direct flow at this point .. with SEO and flow management in mind. Most all graphs and charts are currently static, but producing editable ones would be of interest and content design should be addressed.

Q. What access if any will we have to hi-res source imagery of Portsmouth to support the related topics and departments?

Do we anticipate additional photography services being needed to generate up-to-date imagery to help accurately represent the City of Portsmouth?

A. We can work with the vendor on High resolution photos, yet some photos maybe required

Q. *Appendix B* : For the "Additional City of Portsmouth Websites", are you looking for the content and functionality to be housed in the new CMS platform, or do we need to just make sure we provide access via the new website?

A. The only one from the list might be the Library Blog <https://portslibnh.wordpress.com/>, as it is hosted off site and having it under the Library section might be easier for the staff to control and edit.

We'd be happy to talk through this on a call if you prefer.

Q. You indicate that you would like resumes for principals and key team members involved in the project. Do you require full resumes or a representative summarization of experience?

A. One page resume should be sufficient

Q. How do you define an aggressive timeline? What is your goal launch date?

A. 6 months from start date

Q. Will all existing content be migrated? Are you looking for a vendor to perform a content audit or will that be handled internally?

A. Yes and Vendor/in-house

Q. Is there an app development component to this project in addition to a mobile version of the site? If so, what are the goals for the app and how do you envision it differing from the website? Is an app timeline required in Phase 1 of the RFQ as well?

A. Yes there is and we are open to suggestions on how this app could work in conjunction with the website redesign.

Q. Can you provide a list of all password-protected / restricted areas of the current site (and of all related domains)?

A. There are no restricted areas

Q. Is there a need for an e-commerce functionality to be a part of this new build?

A. The City uses a system (Invoice Cloud / MCC), but if you are using a system it can be noted and we can review it.

Q. What are the archiving/documentation requirements for the "Right to Know"? Are you currently using a vendor to comply with the "Right to Know" law? If so, will this vendor be maintained for the new site?

A. We currently do this in-house and will carry on to do so

Q. What would be the contract terms for ongoing maintenance and operations support (i.e. One year post launch)? How would that relationship be structured (time and materials, fixed fee, etc.)?

A. One year with the goal to be taken over in house

Q. Does your current hosting vendor provide a CDN for assets?

A. All the main sites are hosted in-house on designated server

Q. What type of node replication strategy is in place at the server level, (e.g. is there a reverse proxy in place for load balancing)?

A. Set within ISS and is limited but never reached

Q. Do any of the domains have email associated with them that are hosted locally (requiring migration) or are they all offsite/exchange/gmail?

A. In-house exchange and all @cityofportsmouth.com

Q. Will we have direct SSH root access to the servers, or is access only through a jailed shell?

A. SSH root access

Q. You indicate that you would like resumes for principals and key team members involved in the project. Do you require full resumes or a representative summarization of experience

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Q. How do you define an aggressive timeline? What is your goal launch date?

A. 6 months from start date

Q. Will all existing content be migrated? Are you looking for a vendor to perform a content audit or will that be handled internally?

A. Yes and yes

Q. Are you looking for a vendor to perform a content audit or will that be handled internally?

A. Vendor/in-house

Q. You want to have "the ability to integrate other services in the futures with minimal work."

Do you know what these services might be at this time? If not, but we wanted to see if you have a roadmap yet, or are simply wanting to make sure you have the right platform on which to work.

A. Not at this time

Q. You would like the multiple sites and department pages to be unified under one CMS, yet keep their respective domain names and file structure. Can they have one unified look and feel, as well? Or are you anticipating giving unique designs to each site?

A. Yes and unique designs to some of the sites (will define at a later)

Q. Do you have a specific timeline in mind for launch?

A. 6 months from start

Q. For the content migration, do you know how many pages in total need to be migrated?

A. Yes and can work with the vendor at that time.

Q. Will you be editing the content prior to migration?

A. No

Q. Do you need help on content editing as well, or just migration?

A. Yes

Q. Does the city have a specific budget they are trying to keep this project within? Knowing this can help us to determine the best plan possible.

A. Yes and it is noted in FY 17 CIP \$80,000.00

Q. Appendix B lists the websites to be included in CMS. It is clear that the sites should be managed in the CMS with their respective URL's. Would you like those sites redesigned, or possibly streamlined into similar templates?

A. Redesigned

Q. Or is the redesign strictly for the main City of Portsmouth website?

A. No

Q. My second question is if your organization has explored Sitecore CMS before?

A. No

Q. Does the city have any experience with content management systems? If so, which ones?

A. Wordpress

Q. Will the vendor be solely responsible for adding features to the site?

A. No

Q. Does the city have a web development (or what is the expertise of IT staff in development and maintaining web site, adding pages etc.) beyond the 10 proposed trained content managers?

A. Yes

Q. Would the city allow the use of an open source CMS like drupal or joomla?

A. Yes

Q. Are there plans to re-organize content? Will the city provide a decision maker to allow for content maneuvering.

A. Yes

Q. Can the city field focus groups of constituents?

A. Yes

Q: How many departments does the city have?

A. 25 plus includes City Hall and its departments , Police, Fire, Schools, Recreation and Public Works

Q. .Is it setup by department.

A. Yes

Q. Would we be able to conduct interviews with the departments?

A. Yes with oversight

Q. Compile dept. requirements/specs with stakeholders from each dept.? Y

A. Yes with oversight

Q. Do you have an idea of what "regular maintenance" may entail?

A. Yes One year after the design until it is taken over in house

Q. Questions relat <http://www.cityofportsmouth.com/cityclerk/license.htm>

Q. Is the vendor responsible for turning existing paper forms into web forms?

A. Yes will review on case by case bases

Example: <http://www.cityofportsmouth.com/cityclerk/ordinances.htm> - Click Noise Control

Q. Would existing external (pdf) documentation need to be turned into web information.

A. Review case by case basis

What is http://www.planportsmouth.com/3d/3d_map.html ? Is that a site created by the city or 3rd party? How are the maps currently embedded onto the site? Will the city be able to provide instruction on how GIS maps are embedded?

A: Answers below.

Q: What is http://www.planportsmouth.com/3d/3d_map.html ?

A: Static 2d image viewer

Q: Is that a site created by the city or 3rd party?

A: Yes

How are the 3d maps currently embedded onto the site?

A:Java / JS

Q:Will the city be able to provide instruction on how GIS maps are embedded?

A.Please note these are not GIS maps but static images created by a 3rd party

Q. How are the maps currently embedded onto the site?

A. Static (pdf images) and Dynamic (Mapgeo)

Q. Will the city be able to provide instruction on how GIS maps are embedded?

A. Yes

Q. Will the sites listed in Appendix B require redesign as well (we're assuming no, but just wanted to make sure).

A. YES all under section "City of Portsmouth web properties to be included in CMS" and maybe the Library Blog under "Additional City of Portsmouth Websites"

Q. HOSTING AND SUPPORT REQUIREMENTS and SECURITY sections, should the vendor be allocating monthly/annual support hours under contract or will these be pay-as-you-go post-project?

A. For the first year until the hand off is complete

Q. Will we be responsible for the integration of payment processing on the website?

A. No

Q. We understand the City of Portsmouth would like the website to be implemented on a user-friendly content management system (CMS).

Since we have experience with a variety of CMS solutions, beyond the CMS requirements listed in Appendix A could you let us know if you have a preferred CMS in mind?

A. No

Q. We understand you would like to consolidate all of the domains the City operates under one CMS, and we understand you would like design services to redesign the main domain (www.cityofportsmouth.com).

Would you also be interested in design services to redesign any of the other domains the City operates?

A. Yes

All else remains as is.

End of Addendum 1