

City of Waycross
Purchasing Department
Addendum #1
Bid # 21-15AB
Website Redesign
February 2, 2021

Bid Due Date has been extended to 10:00 a.m., Friday, February 19, 2021.

Please sign and return this document by email to me and also include in your bid package.

1. In the Document Center – Do you need only 1 GB or do you need 1 TB? ***1TB***
2. How do you envision the layout of the Calendar display? ***City Wide Calendar***. Do you need one for each department? ***No*** Are there events hourly? ***Yes***.
3. How many departments on the Departmental Home Page? ***9 Departments***
4. How many staff members? ***20-40 Staff Members***. Do you want to display photos and contact information? ***Yes***. Do you want the directory to be visible to the public or just internal staff? ***Visible to public***.
5. Document Center – There are 2 listed in the required features list, do you require 2 separate systems, if so please explain. ***There should be just 1 for the public***.
6. How many facilities are there in the Facility Management Section? ***One (1) at this time***. Do you need daily, hourly reservations? ***Daily***.
7. How many languages do you require? Specific Languages? ***English and Spanish***.
8. How many online forms do you require? What are the questions on the forms? What information are you trying to gather? ***We have not determined the forms, please give us a good idea of what you can offer***.
9. What is your current payment gateway? ***Point and Pay***
10. Need more detail on the current workflow pertaining to the Permit Request Tracking. ***This would be a future feature through a 3rd party vendor***.
11. What social media platforms are you currently using? ***Facebook***
12. Will users have their own account (login) under the Website Visitor Profile? ***No***.
13. Will the Custom Mobile App duplicate all website content or will it only offer special features? ***Duplicate Content***.
14. How many live streams (frequency)? ***2 times a month***. What is the size of the audience? ***2000 viewers***.
15. Need additional information details on the future integration for Records Management. ***Not sure at this point. Please tell us what your company can offer***.
16. Survey Capabilities – What are you surveying and how do you envision it to work? ***Not sure at this point. Please tell us what your company can offer***.
17. Can you provide an example of current agendas?
<http://www.waycrossga.com/Commissioners/agenda/agenda.pdf>
18. Is a flash drive needed for mock up or can we send via email? ***The RFP states to include a URL or both sections, you may send a flash drive also if you wish***.

19. Does RFP winner of "Part A" automatically win "Part B" or will it be split. ***This will be determined by the evaluation committee as to the best value for the city.***
20. What is intended by being able to "change and move content around"? Does this mean the city admin users have access to a console where they can control the layout, or that the website is built in such a way where our support team can change and move content? ***The City only needs access to modify text based content.***
21. Regarding "unlimited forms", is this referring again to a Waycross admin user being able to create, install and configure arbitrary forms anywhere in the site or that the website is extendable to where our support team can satisfy the form requirements? ***If forms are embedded into a page then staff will need the capability to modify the content of the forms. We visualize the forms as PDF file link to the department page of forms page.***
22. Self-Hosting – need more detail on self-hosting? Are we, the vendor, able to recommend solutions such as containers or cloud services under Waycross control? ***The city host its own web server.***
23. Will vendor hosted options be considered? ***No*** Is it correct that you would like the CMS to live on your local server? ***Yes.***
24. Regarding the rubric or scoring, can you specify what the "Ongoing Services" is referring to and how that can be factored in the judgement process. ***Page layout changes, image changes. Basic content changes.***
25. Can you share a budget for this project? ***We do not have a set budget for this project.***
26. Will you accept email submittal? ***No, we do not accept faxed or emailed bids.***
27. Who is the incumbent agency? ***Serva Creative***
28. If you worked with a firm for the last year, how satisfied were you with the results? ***Completely***
29. Is there a preference for in-state bidders? ***No.***
30. Is there any requirement for the vendor to be on-site? ***Only if needed. We currently do not use a vendor onsite.***
31. Will the award be based on the lowest cost bidder? ***The award will be made to the best value bidder, which may or may not be low bid.***
32. Is there a pre proposal conference and if so, is it mandatory. ***There is no pre-proposal conference.***
33. Based on the required feature of Browser Based Administration, why does the City want to be able to make site updates from any device with internet access? ***Only the IT staff will have access.***
34. Does the City have existing VPN or cyber security infrastructure in place to mitigate attacks, phishing schemes, etc., if employees log in from any device? Is this why single sign on integration is on the option feature list and not the required list? ***Yes, the City have any existing VPN infrastructure.***
35. Can the City describe the number of levels that may need access and to what sections of the new site? ***The IT Staff needs full access to the site.***
36. Does the City have an existing database that would require integration in the development of a new site? ***NO*** Or is the City looking for the vendor to create/provide solution? ***Up for consideration.***
37. Does the City currently use a specific calendar program? ***NO, it is integrated into the exiting website.***

38. Do users need to be able to upload documents to the required Document Center? *No* Or will admins receive request to update the Center manually on the backend? *Admin will receive the request.*
39. Does the City currently use a program for Permit Request Tracking? *No*. Will citizens need access to see status in real time? *Yes*. What task would someone log in for that they couldn't do without a login? *Private information for that citizen.*
40. What information would be included in a personalized visitor profile? *Name of the agency, directions, and main phone number.*
41. Do forms need to be connected to any specific backend or email service provider? *Yes, once the form is completed it should be emailed to the specific department.* Must the print friendly functionality be on every page? *Yes* Can this be for specific pages only? *No*
42. Should the selected vendor be aware about any business registrations, licenses before the commencement of the project? *No*.
43. Would you like the bidder to create two separate proposals for the 2 sites or can we create 1 proposal for both. *2 separate proposals.*
44. Can the proposers bid on only 1 project or is it mandatory to respond to both. *You can bid on either if so choose.*
45. We understand that WCVB will be used primarily for promotion of tourism, is it mandatory to have tourism-related experience for bidding this project? *Not mandatory, but would be beneficial to the City to see related experience.*
46. Do you have a preference between OpenSource or Proprietary CMS? *No preference.* If you are looking for an OpenSource CMS, will you be open to WordPress or Drupal? *Yes*
47. Do you have a style guide or brand standards that should be followed in designing the site? *No, we are looking for a site with a modern fill.* If not, would you like for it to be developed as part of this project? *Yes*
48. How many templates do you want to build for the new website? *1 Template*
49. Do you have any development or programming capabilities in-house? *No*
50. Are you looking for post-launch support for your site as part of the implementation services? *Yes*. Can you give us details of services that are expected from the bidder as part of the monthly support and maintenance plan? *Vendor will make changes only as needed.*
51. Are you looking for any security enhancements for the current site? *No*
52. What is your current traffic volume? *We do not monitor traffic volume*
53. What types of SEO services does WCVB envision for their website? Are these envisioned to be baseline best practices that we will build into the coding structure or is this a more robust SEO strategy powered by inbound organic content, keyword research and recommendation to increase visibility? *Baseline to begin with and this may change over time as marketing strategies may change.*
54. Are there any insurance requirements that the selected vendor should be mindful of before commencement of the project? *Yes, the selected vendor must furnish a current insurance certificate.*
55. Are you envisioning an online form to process tracking for permits? *Yes*
56. Vendor Registry link? *Provided by third-party.* Do you want to create an online portal with a login system to process request? www.waycrossga.com *online bids section has exactly what we need.*

57. What exactly would live stream do? ***The live stream would air our local broadcast channel.*** Would you be sending a live stream to a website from a mobile application or do we need a steam from computers as well using webcams? ***We would need a device that could stream our local TV Channel 24/7.***
58. What all will a site visitor be able to save after he creates an account with the City? ***Only form based information.***
59. Do we need intractable maps also on this site? ***This could be a future feature.***
60. Current site has security and sharing issues. Not mentioned in the RFP but needs to be done. ***We currently have a basic information site.***
61. Do we need SMS and email communications to City Staff? ***No***
62. Do we need live chat on a website with visitors? ***No***
63. Can you elaborate on the required feature “website visitor profile”? It mentions site login, so should we assume that visitor accounts are also a required feature? ***Form base information.***

Name of Company

Authorized Signature