

Website Redesign

Addendum #1

(posted May 11, 2018)

1. Whether companies from Outside USA can apply for this?
(like, from India or Canada) **Any legitimate business may submit a proposal so long as the business is licensed to operate in this country, state, Town or that would be an immediate condition if selected.**
2. Whether we need to come over there for meetings? **This is to be determined; however, an initial in person meeting may be expected.**
3. Can we perform the tasks (related to RFP) outside USA?
(like, from India or Canada) **This is for the vendor to demonstrate; but, the vendor must be licensed to conduct business in the country, state, Town – see item #1.**
4. Can we submit the proposals via email? **No – see RFP requirements.**
5. Roughly how many full time employees does the Town of Summerville employ? **365-380**
6. Does Summerville utilize Active Directory and would a bridge such as ADFS be desired for Employee Access? **We do use AD, but we do not desire to integrate AD. We would prefer to assign usernames/passwords.**
7. With the understanding that with our Government CMS you are allowed unlimited users, do you have an initial count of how many users you'd like trained? **6**
 - a. Follow up question, do you prefer onsite or virtual training for your team? **This is to be determined; however, an initial onsite meeting may be expected followed by virtual meetings.**
8. When using the requested applicant tracking functionality, we've found including Employee Onboarding has a significant return on investment. Would the Town of Summerville like to see this option as well? **Yes, we would like to see this option.**
9. Will the site: www.visitsummerville.com be earmarked to include in your web redesign project? **No, www.visitsummerville.com is not included in this project.**
10. Will the site: <http://www.summervillepolice.com> be earmarked to include in your web redesign project? **No, www.summervillepolice.com is not included in this project.**
11. Can you provide an estimated number of pages found within your employee intranet today? **2-3**
12. Are you looking for website redesign only or you want an updated and user-friendly content management system as well? If yes, do you have a preference for a certain CMS, as we are planning to use Drupal Content Management System? From a technical perspective, do you have any concerns if the site is developed using Drupal? **We do not have any issues with Drupal development.**

13. Do you require onsite meetings during the project development or remote meetings/presentations are sufficient? **Onsite meetings, followed by virtual meetings, may be expected.**
14. How many forms are available in the current website which will be integrated in the new website as well? Do you anticipate these numbers changing with the redesign? **Approximately 90 forms.**
15. Please list all payment gateways which already exist or need to change, which will be integrated into the site? **We use STRIPE, but we are open to other gateways.**
16. How many CMS users and roles do you have today? Do you anticipate these numbers changing with the redesign? **We currently have 5 Content Management System users: 3 full admins and 2 can only administer specific areas. We may add more specific area admins not exceeding 12.**
17. Are there any features on the website which are not accessible to the front-end user but important to know for us, so that the project cost and time-frame can be derived accordingly? **We do have an employee access section and would like an intranet as an option.**
18. Could you please provide more details on League Signups and facilities rentals? What will be the backend functionality of this module? **We would like to see a self-service citizen portal for league signups and facility rentals that shows availability, etc. We would also like to see an employee interface for management of the Parks & Rec department.**
19. Who do you consider your competitive or aspirational peer websites? **The Town is looking for a highly user friendly – as in “3 clicks max to find content” if possible; mobile friendly; ADA compatible website.**
20. What traffic are you expecting on the website, this will help us to share the best suggestions for the hosting services? **Citizens, contractors, developers, economic development, permits, business licenses, sign ups, registrations, research.**
21. What is your bandwidth consumption and how much hard drive space do you want? **We currently are at 50M, probably need 1-2 TB.**
22. Can you share the budget allocated for this project? **The RFP specifically does not list a budgeted amount as the goal is to request proposals that will include the applicants’ costs associated with completing the project.**
23. Is your existing vendor bidding on this project? **The Town will not know who is submitting proposals until proposals are submitted.**
24. Are there preferred vendors bidding on this project? **The Town does not have a preferred list of vendors for this project.**
25. Is there any planned start date and end date for the project? **The Town is looking to begin this project early summer with an anticipation of completion by the end of 2018.**

26. Is the budget for the project \$25,000 as referenced in the statement of work? **The RFP specifically does not list a budgeted amount as the goal is to request proposals that will include the applicants' costs associated with completing the project.**
27. Is the expectation that the selected vendor will host the website? Or that the selected vendor will recommend a hosting company and assist the town with setup with the selected hosting company? **It is the expectation that the selected vendor will host the website.**
28. What platform/technology is the current SummervilleSC.gov website built on? **Our current website is powered by GovOffice.**
29. Is there a preference for which technology is used in the redesign or will that be left up to the vendor? **That will be left up to the vendor.**
30. What's the length of contract? **To Be Negotiated.**
31. Is there a budget or budget range you would like to work within? **The RFP specifically does not list a budgeted amount as the goal is to request proposals that will include the applicants' costs associated with completing the project.**
32. Could you elaborate a little more on needs for the mobile app? **We would like the option of a companion mobile application for IOS and Android devices.**
33. Would you be able to provide more details on the human resources component? Are you looking for recommendations on a platform to integrate? **We are looking for a Human Resources module with online applications, employment application tracking and an employee intranet. However, we are open to recommendations on a platform to integrate.**
34. What are your needs for an employee intranet, and how many employees do you anticipate using this? **Roughly, the Town has 365-380 employees.**
35. Do you have a CMS preference? **We do not have a CMS preference.**
36. Who would you like to handle the content load? **After the initial redesign of the website, staff will handle the content load.**
37. How much content will migrate from the current site? Also, how much content do you anticipate needing to be developed? **All content will need to migrate from our current site.**
38. What are you currently using for the external online payment software, and are you looking to change this? **We use STRIPE, but we are open to other gateways.**
39. Are you currently using an emergency alert service (text, voice, email)? **No.**
40. Who will be hosting the new site? **It is the expectation that the selected vendor will host the website.**

41. Will the online payment option be used for Parks & Rec league sign-ups or facility rentals? **To be determined.**