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AMENDMENT NO. 2

REQUEST FOR PROPOSALS (RFP)
RFP NUMBER: 915-0203-24
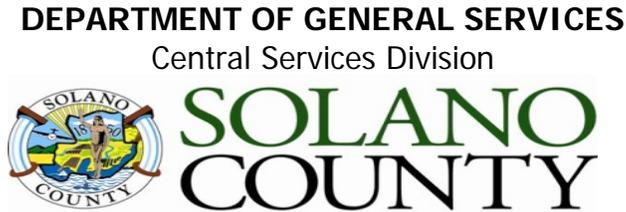
SOLANO COUNTY PUBLIC WEBSITE REDESIGN

FINAL DATE FOR SUBMISSION: MARCH 28, 2023 5:00 PM (PST)

SUBMIT PROPOSAL TO:	RFP COORDINATOR
Solano County, via electronic submission via Bonfire Interactive at https://solanocounty.bonfirehub.com	Karen Poole, Sr. Buyer kdpoole@solanocounty.com Phone: 707-784-6321

This document is available electronically on the County's website at www.solanocounty.com and Bonfire Interactive website at https://solanocounty.bonfirehub.com
Any vendor participating in this solicitation is required to have a vendor application on file with the County. This application may be downloaded from the above website. Include the application with your bid. **BIDDERS ARE RESPONSIBLE FOR FREQUENTLY CHECKING THE COUNTY'S WEBSITE FOR ANY CHANGES OR INFORMATION RELATING TO THIS RFP.**

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March 2, 2023

AMENDMENT NO. 2
SOLANO COUNTY PUBLIC WEBSITE REDESIGN
RFP NUMBER: 915-0203-24

Pursuant to Request for Proposal, RFP No. 915-0203-24, Solano County Public Website Redesign, the County of Solano has amended the RFP to reflect the following change(s):

1. County's response to vendor's questions

All other terms and conditions and other requirements contained in the RFP remain unchanged. Also, please complete amendment acknowledgement letter (attached) and return with your RFP submittal.

This amendment shall be considered part of the Request for Proposals for the above-mentioned services as though it had been issued at the same time and shall be incorporated integrally therewith. Where provisions of the following supplementary data differ from those of the original RFP package, this amendment shall govern and take precedence.

Interested firms are hereby notified that they shall make any necessary adjustment(s) in the response to this RFP as a result of this amendment. It will be construed that each firm's response is submitted with full knowledge of all modifications and supplemental data specified herein.

The County of Solano thanks you for your expressed interest in its RFP and looks forward to your response to this RFP.

Respectfully,

Karen Poole
RFP Coordinator

Attachments
1: Response to vendor questions
2: Amendment Acknowledgement

QUESTIONS AND ANSWERS

NO..	REFERENCE SECTION OF SOLICITATION	QUESTIONS / COMMENTS	COUNTY RESPONSE (FOR COUNTY USE ONLY)
1.	3.2	Do you intend to have the new website built on Civica CMS/Granicus or a different platform?	This will be determined in Phase 1.
2.	3.2	Do you have a preference on whether the new website is built on a proprietary government/municipal-focused CMS platform (e.g., CivicPlus or Granicus) or an industry agnostic leading CMS platform (e.g., Drupal, WordPress, Sitecore, etc.)?	No preference.
3.	3.2	Are there particular CMS platforms you are most interested in for the new website?	No preference.
4.	3.2	Are there any specific CMS platforms you will not consider for the new website?	No preference.
5.	2.0	What are the main challenges for managing content and other website functionality using the current CMS?	Main challenges of managing the content and other website functionality in our current CMS - We are on an old legacy web platform and there are no modern conveniences - Establishment of CMS Governance & controls is a persisting challenge - Maintaining fresh updated content.
6.	2.0	What is working well with the current website? What has been successful?	Content continues to be created and published for the site as an access point for core local government functions.
7.	1.0	Are there any other websites besides https://www.solanocounty.com that are in scope for this contract (either top level domains or subdomains)?	This will be determined in Phase 1.
8.	2.0	Do you require support in streamlining, consolidating the existing 1,600 pages?	This will be determined in Phase 1.
9.	2.0	Can you provide an estimate of the expected number of pages on the new site compared to existing site?	This will be determined in Phase 1.
10.	3.2	Will content migration be handled completely by the selected bidder, or will it be a shared effort	Content migration will be managed by the selected

		.with the County?	proposer.
11.	2.0	Can you please elaborate on the different CMS roles used by the 30 different county departments and programs (e.g., editor, reviewer, admin, etc.)?	There is an author / editor, approver and admin roles but more may be defined in Phase 1.
12.	3.0	Regarding the following scope requirement, "Software, web, API and application development…," can you please elaborate on the expected API and custom development requirements for the new site?	This will be determined in Phase 1.
13.	3.2	Can you provide a list of desired new functionality that will be included in the redesign and rebuild?	This will be determined in Phase 1.
14.	3.2	In order to conduct the Civica CMS audit, will admin or developer access be granted to the selected bidder during Phase 1?	Yes.
15.	3.1	Given that the findings and recommendations in Phase 1 will heavily influence the scope of Phase 2, is a tentative budget range for Phase 2 acceptable for this RFP response?	Yes, Phase 2 should be a tentative anticipated budget.
16.	4.0	Do you expect both Phase 1 and Phase 2 to be fully completed during the 12-month contract beginning in May 2023?	Per RFP section 4.0. CONTRACT DURATION AND FUNDING AVAILABILITY, May 2024 project completion is strongly desired, but if there is a reasonable explanation to extend, we will present it to our management and sponsors for approval.
17.	1.0	Is the incumbent contractor eligible to bid on this RFP?	Yes, this is open to all
18.	3.2	What current website metrics are being tracked to show ROI or value?	Google Analytics metrics.
19.	3.2	How will success be measured? What will define a successful new website?	Success metrics to be discovered in Phase 1., but the following list provides present expectations: 1) Increased traffic 2) Improved engagement: statistics, such as bounce rate, drop-off rate, time spent on site, and pages per session, 3) Higher conversion rates: Increase in

				.registrations and document downloads, 4) Improved search engine rankings, 5) Decrease in time to post content and increase in number of postings to the web site can be a metric for CMS, 6) Better positive user feedback for website or CMS. Statistics gathered through surveys, usability testing, and social media monitoring.
20.		Can you provide more information about any existing APIs and/or third-party integrations?		This will be determined in Phase 1.
21.		The RFP mentions CMS user roles - how many distinct user roles will be needed for the site?		Content Author/Editor, approver, Administrator.
22..		Which platforms do you currently use for payment processing on the site?		This will be determined in Phase 1.
23.		How do you want the pricing broken down for this RFP between phase 1 and 2? Should we give a budget for Phase 1, and an estimated or anticipated budget for Phase 2?		Yes, breakdown the financials for Phase 1 as budget, and Phase 2 as anticipated / estimated budget.
24.		What is the number of site visitors per month?		Traffic varies based on Department and time of year. Details will be determined in Phase 1.
25..		Regarding the budget – do you prefer fixed firm or a range not to exceed?		The County has an approved budget of $500,000 for this project. Proposer may propose.
26.		Will the County provide all ready content and digital assets?		The County would provide the content and digital assets, to be confirmed in Phase 1
27.		Are onsite stakeholder interviews required or will the County accept remote interviews with the stakeholders?		There will be some onsite stakeholder interviews required. Location will be determined on a case-by-case basis
28.		Will stakeholder interviews be staff only and will the County build the stakeholder interviewees?		Yes, stakeholders will be staff only and the County will assist in connecting stakeholder interviewees?

29.		Hosting – please provide your current bandwidth, transfer rate, and capacity requirements?	This will be determined in Phase 1.
30.		The document states of the site "*It is the portal to the county's online services and those relevant services hosted on external sites*" - can you please elaborate on what is meant by "external sites?	External sites may be Solano County microsite top-level domain, or subdomain, or hosting by a third-party hosted and SaaS application, etc.
31.		How many external sites are there?	This will be determined in Phase 1.
32.		Is the need for these external sites because the functionality is not supported in your current CMS? If so, please provide some examples of such use cases.	This will be determined in Phase 1.
33.		Does your team have any preference on CMS? Or, would the team be open to an open source CMS if it met your needs?	No preference. Yes, the County would be open to an open source
34.		What CMS(s) does the team have experience with?	Civica
35.	Section 6. 0 Instructions to Proposers	Is the $500,000.00 budget for the completion for the full redesign of the website or does that budget include post-launch support, services, and maintenance as well?	No, post-launch support is not included in the $500,000.00 budget.
36.	Section 2.0 Background	The RFP mentions it is a public facing website but also states it's a portal to the county's online services. Please clarify.	It's not technically a portal based on its technology, but it is acts as a portal to the County's information and services.
37.	Section 2.0 Background	The RFP mentions over 1600 pages of content. Will the vendor be required to deploy all content (as this can vastly increase project costs) or does Solano County have a dedicated content team?	The amount of content / pages for migration to be determined in Phase 1
38.	N/A	Does the county currently use a CRM such as HubSpot or Salesforce?	No, CRM at this time, may be discovered as a requirement in Phase 1
39.	Section 3.2. Project Scope Details: Phase 1 – Audit, Assess Requirements, Plan and Design	The RFP mentions an audit for the existing website. Is the county expecting any custom functionality to be moved over to the new site? If so, please describe.	This will be determined in Phase 1.
40.	N/A	Will rebranding be part of the scope of work for the new site or will the County have existing branding for vendors to utilize?	Yes, rebranding is part of the scope.

41.	From Proposal Conference	If a vendor does not supply internal revenue information such as audited financial statements or cashflows due to private business status or privacy concerns, will this be an automatic disqualification?	Vendors will be scored on their responses to all required information. Any omission of required information will result in rejection of the bid and deem the proposer as nonresponsive. Vendor(s) may choose to mark the financial documentation (pages) as CONFIDENTIAL and submit with RFP response.
42.	ATTACHMENT 1	Is it required to provide ATTACHMENT 1 alongside the proposal response?	RFP Attachment 1 is a "sample" of the budget narrative required. Please refer to RFP Section 6.0.i.ii
43.	ATTACHMENT 3	Could the county please clarify the number of the Budget Worksheet? Because in Attachment 2 is the Budget Worksheet, but it is also mentioned the Budget Worksheet is attachment 3. Then, attachment 3 in the RFP is named SIGNATURE PAGE.	Attachment 2 is three (3) pages total. Page 1 of Attachment 2 has been updated and will reflect the changes in Amendment 2. Attachment 3 is the Signature Page.
44.	N/A	Is it required to provide the COI alongside the proposal response?	No, the Certificate of Insurance (COI) can be submitted any time prior to contract negotiations. It is recommended
45.	N/A	Could the County grant a due date extension?	Refer to Amendment 2. Final Submission Date.
46.	N/A	Is it allowed to use digital signatures?	Digital Signatures are acceptable.
47.	N/A	Can the team members work remotely?	Work, deliverables delivery and stakeholder engagement locations, either, remote (off-shore or in USA) or in person, to be determined on a case-by-case basis. The determination will be based on the specific activities, stakeholder(s), schedules, and /or topic. Hybrid preferred with availability in Pacific Time zone is required.

			Proposer may propose.
48.	N/A	Can the team members work off-shore?	Work, deliverables delivery and stakeholder engagement locations, either, remote (off-shore or in USA) or in person, to be determined on a case-by-case basis. The determination will be based on the specific activities, stakeholder(s), schedules, and /or topic. Hybrid preferred with availability in Pacific Time zone is required. Proposer may propose.
49.	N/A	If the resources we provide at the time of proposal submission are not available at the time of a potential contract award could we replace them with equally qualified resources?	The County reserves the right to decide what resources are equally qualified and can terminate a contract for a contractor's failure to provide qualified resources. Any deviation from the proposal will require County approval
50.	N/A	Which is the current hosting platform?	The RFP is not for the current system. Relevant items to be discovered in Phase 1.
51.	Referring to section 3.0, #Pg 4	Is there a target date or event that you would like the new website launched by the County?	Per RFP section 4.0. CONTRACT DURATION AND FUNDING AVAILABILITY, May 2024, one year after contract signed. There is not a specific event driving the launch date.
52.	Referring to section 3.1 Phase 2 #Pg 2	Does County expect vendor to provide L2 & L3 support? We are assuming the L1 support would be handled by County itself. Please confirm?	L1 support to be handled by County. Vendor to provide L2/L3 support.
53.	Referring to section 3.1 Phase 2 #Pg 2	For how long the Post implementation support is required after Go Live. Please confirm	90 days
54.	Referring to section 3.1 Phase 2 #Pg 2	We understand County expects technical support during the business hours not 24X7? Please confirm.	Support hours to be 24/7 but heaviest coverage will be during PST

			business hours.
55.	Referring to section 3.1 Phase 2 #Pg 2	What is the budget for the ongoing maintenance of the current website? a. What are the user activities performed under the current maintenance plan? b. How many ticket requests are handled monthly?	Unable to share details of current contract. All maintenance activities and ticket requests statistics to be discovered in Phase 1.
56.	Referring to section 6.0, e. staffing plan #Pg 7	Would the County consider a hybrid resource model (mix of US based and offshore resources) to deliver the project where the primary project management and communication will be led by US based resources and offshore team would provide required development support is acceptable by the County. Please confirm?	Proposer may propose a hybrid model. It is highly desirable that the vendor have a venue in California and is registered with the Secretary of the State.
57.	Referring to section 6.0, Pointer J and K #Pg 8	The County expects vendor to provide the audited financial statement. Can the vendor share this separately from the response to the RFP Document? As it has confidential financial Information. Please confirm?	Refer to Answer to Question 41.
58.	Referring to section 6.0, Pointer J and K #Pg 8	If the vendor does not provide audited financial statements. Can county Levy that? Or It would lead to disqualification of the vendor?	Refer to Answer to Question 41.
59.	Referring to section 6.0, Pointer J and K #Pg 8	The County expects vendor to provide **"Detailed Documentation of Financial Resources"**. Can county list in details what all documents are to provide.	Monthly/Annual Statements/Reports, Balance Sheet, Profit and Loss Statement, Cash Flows, Tax Returns (for the past 36 months)
60.	Referring to section 3.2 Phase-1, #Pg 2	What level of use-cases & activities would be required during the BRD & FRD documentation during the phase-1? Please list down the deliverables in detail.	Proposer may propose and must provide details about the approach and documentation to be provided. The expectation is that best practices, such as use-case diagramming to illustrate user activities, process maps, data flows diagrams, system and architectural diagrams, information structure diagrams, integration points, etc. is advised to ensure the analytical capabilities and experience are conveyed.

61.	Referring to section 3.1 Phase 2 #Pg 2	Will the County's internal web team handle the maintenance of the City's existing website until decommissioning? Or Does County expect the vendor to handle all of the maintenance aspects of old website until the new website is live?	The RFP is not for the maintenance of current system.
62.	Referring to section 21, #Pg. 39	If the Prime vendor chooses to include any subcontractor/sub-consultants to be part of the execution of the project. Is it a compulsion for them to be a local agency? Please confirm.	No, proposer may propose.
63.	Referring to section 3.2, #Pg 2	Can the county clarify it's expectation regarding the section "**Setup benchmarking metrics**". Please list what all activities does the county expects from the vendor	We need consultancy guidance. Proposer may propose.
64.	Referring to section 3.2, #Pg 2	Can the county clarify it's expectation regarding the section **"Findings and Recommendations Document**". Please list what all of the documentation expectation does the county expects from the vendor.	The Findings and Recommendation document clarification as follows: - Findings should include 1) the website audit discovery with SEO state and user analysis, 2) web platform (CMS & Search) audit, content analysis, 3) gap analysis, 4) stakeholder responses 5) Requirements (BRD & FRD) and any other relevant discoveries - Recommendations, based on the findings, should include proposal for the approach to: 1) Manage the project. 2) Redesign and test the website. 3) Implement, test and maintain the web platform / environment (CMS, Search and any other identified apps, APIs, plugins, etc.). 4) CMS / Content governance 5) Train users. 6) Migrate data and content. 7) Implement SEO. 8) Comply with accessibility and open data laws.

			9) Content creation strategy. 10) Post-launch support and maintenance.
65.	Referring to RFP Page 1, Section 2.0	Is there any pre-defined template design that city has already defined for the UI/UX?	No
66.	Referring to RFP Page 1, Section 2.0	Are you considering this a full-scale site redesign or a new CMS migration with the existing design?	Full scale redesign with web platform that includes CMS
67.	Referring to section 4.0, #Pg5	Does the County want vendor to include Third-party API's & licensing cost as part of the proposal?	Any incurred cost during the project should be included in the proposal.
68.	Referring RFP Page 2, Section 3.2	What is the SEO strategy for the current website? Are you expecting both onsite (for e.g.: - addition of metatags, alt tags, image tags, header tags, etc.) and offsite SEO (content and external links, etc.) strategies as part of the scope?	SEO strategy will be required for onsite and possibly offsite, To be discovered in Phase 1.
69.	Referring RFP Page 2, Section 3.2	Is Civica the only CMS tool that County uses or flexible in using other CMS tools as well?	Civica is primarily used. We have other platforms like ProudCity and custom-built websites.
70.	Referring RFP page 2, Section 3.2	While redefining the branding strategy & redesigning the new website. Does County want vendor to examine any specific list of competitors as a benchmark?	No
71.	Referring RFP Page 3, Phase 1, Point 3	Information architecture approach to include ease of use, multi-purpose, and multi-channel use. Please elaborate.	Information architecture approach, content purposes and delivery channels to be discovered in Phase 1. but the expectation is for Pages/Templates/Components to be designed for: - Ease of Use - required as a best practices for a good User Experience. Accessibility should also be a consideration. - Multipurpose - templates / components designed for multipurpose, meaning, it could be used for more than one purpose. For example: a news story featured in a news page could be used as a

			component on the home page or in an emailed newsletter (also, an example of multichannel). Accessibility should also be a consideration. - Multichannel - Page templates / components designed for display and function on various delivery channels and devices, in addition to a computer web page, such as email, news feeds, blogs, phone, tablets, etc. Accessibility should also be a consideration.
72.	Referring RFP Page 3, Phase 1, Point 3	Does this means translating the content in different languages and how many languages you want the translations in?	Translation is in scope, requirements to be discovered in Phase 1.
73.	Referring to RFP Page 3, Section 2.0	What are the business-critical functionalities / features of the industry website?	This will be determined in Phase 1.
74.	Referring to Section 2.0, #Page 1	Are there any associated subdomain websites and microsites associated with the main County's website to modified as well, as part of scope? If yes, please list the subdomains.	We are currently determining if other sites should be included and will make a final determination in Phase 1
75.	Referring to RFP Page 3, Section 2.0	Based on our high-level research we see the site primarily caters information resources to its residents, businesses, government agencies, global tourists, etc. Can you confirm and do you foresee any additional audience groups we should keep in mind while designing?	Overall, these are the website audiences, but more may be discovered in Phase 1.
76.	Referring to RFP Page 3, Section 2.0	How many staff members have access to manage content through the current website?	Approximately 60, but others may be discovered in Phase 1
77.	Website Homepage -> Services -> Online Services	We have found many integration points – using IFrame, external hyperlinks/ webpages. 1. Will they remain the same on the new website? 2. Does the selected vendor expected to work on these sites also to match them with the new website color scheme, as they inherit the main website's color scheme? Ex – https://aca-prod.accela.com/SOLANO/Default.aspx	This will be determined in Phase 1.

		https://aca-prod.accela.com/SOLANOCO/Cap/CapApplyDisclaimer.aspx?TabName=APO	
78.	Website Homepage -> Services -> Online Services	There are many iFrame integrations found having "subapp". For ex – https://www.solanocounty.com/SubApp/ROV/ROV_Lookup/Lookup.aspx?opt=Polling https://www.solanocounty.com/SubApp/ROV/ROV_Lookup/BallotAndRegStatus.aspx?opt=Absentee https://www.solanocounty.com/Birth_Certificates/ • Are they part of the existing CMS or developed separately? • Are they part of the scope? • What is the technology stack behind these apps? How many subapps are there?	This will be determined in Phase 1.
79.	Referring to Page 1, Section 3.0	How are user logins handled on the current site? Is Single Sign-on (SSO) integration included in the scope of this project?	SSO integration is required.
80.	Referring to Page 1, Section 3.0	Does the County have any preference to the CMS platforms/technology stack by the County for the new website – open-source or proprietary?	No preference.
81.	Referring to Page 1, Section 3.0	Can you share details of the current user traffic distribution across channels (organic, direct, social media, referral) and devices (desktop, mobile, tablet)?	This will be determined in Phase 1.
82.	Referring to Page 1, Section 3.0	Could you share some reference websites of similar designs you are looking for or wish to have?	There are no websites to reference. The Proposer may propose.
83.	Referring to Page 1, Section 3.0	What are the current pain points in content authoring & distribution experience like workflow management, revision management, etc.?	The current pain points in content management are: - Limited Content Management Governance. This engagement has a mandatory requirement of establishing both, Project and Content Management Governance. - Poor CMS user experience. More pain points may be

			discovered in Phase 1
84.	Referring to Page 4, Section 3.2	How many levels of Content approval steps exist in the current website before it is published? • Does the existing website support customized and/or decentralized control of content creation? • How does the platform manage review and approval cycles? • What is the content archival policy on the current website?	This will be determined in Phase 1.
85.	Referring to Page 4, Section 3.2	Will the new content need to be written for the new site? If so, how much help are you expecting from your chosen partner? Do you need a content strategy, copywriting, or copy-editing services?	The vendor should assist with building a new content strategy and information architecture and County should provide copy writing and editing. These responsibilities will be confirmed in Phase 1 requirements

86.	Referring to section 3.2, #Pg3	Could you provide the details about the deployment practices and guidelines followed by the County?
		  c. What tools are used for deployment?
		  d. Who is responsible for the deployments?
		  e. Do you have website monitoring tools in place? If yes, please provide the name.
		Describe the service including backups, disaster recovery, security, monitoring, and 24x7
			No changes/enhancements are being done to our current CMS. Therefore, no deployments. It is an on-prem product used by content editors/authors to create and publish content within Civica. Monitoring, backup, disaster recovery, security etc. are performed using a variety of tools specific to the current infrastructure.

87.	Referring to section 3.2, #Pg3	Will The County fund any costs associated with the new CMS, cloud hosting, tools, and associated plugins?	During the project period, it is assumed any bid for this project will contain all direct costs as well as indirect costs. Vendor to assume all liabilities/costs arising from 3rd party entities
88.	Referring to Page 4, Section 3.2	Will the pages need to announce that they use cookies per some countries' requirements?	Yes, announcement of cookies in a standard practice, which should be utilized.
89.	Referring to Page 4, Section 3.2	Describe your current website capability and process to publish web pages, artifacts etc. to social media platforms.	To be discovered in Phase 1.

90.	Referring to Page 4, Section 3.2	How does your platform enable multiple agency partners or internal teams to work on the platform while maintaining website stability and code unity?	Not sure about this question. However, if the question is regarding a scenario where multiple people are pushing code simultaneously, then, we do not have this scenario, as no active enhancements/ code changes are being done on this platform. This is a product that is no longer supported.
91.	https://www.sola nocounty.com/d epts/bos/meetin gs/videos.asp	We found that the current website has videos/audios integration in the meetings pages. 1. Does the current website have a video conversion feature or plan to have on the new website to make video as per the device resolution for better play? Describe the process of event video creation and uploading it to website?	This will be determined in Phase 1.
92.	Referring to Page 5, Section 3.2, Phase 2	What is the approximate count for the campaigns, initiatives, and special events on the new website to start with?	This will be determined in Phase 1.
93.	Referring to Page 6, Section 3.2, Phase 2	Registration form – are you referring to the public user registration on the new website or event registration? Kindly confirm.	This will be determined in Phase 1.
94.	Referring to Page 6, Section 3.2, Phase 2	Describe the current tracking mechanism/tools to track online campaigns, complaints, logs etc.	Needs To be discovered in Phase 1.
95.	Referring to Page 6, Section 3.2, Phase 2	What are the dashboard reports or analytics developed on the current website?	Google Analytics
96.	Referring to Page 6, Section 3.2 Phase 2	Does the county anticipate that the chosen vendor provides the new content strategy, copywriting, or copy-editing services for the new website, or do you intend to do that part yourselves?	The vendor should assist with building a new content strategy and information architecture and County should provide copy writing and editing. These responsibilities will be confirmed in Phase 1 requirements
97.	Referring to Page 6, Section 3.2 Phase 2	What is the substantial amount of data or content migration required from the old website to the new one? Please estimate the volume of contents, type of contents, type of assets, reports, any cleanup requirements, contents	This will be determined in Phase 1.

		from any external entities, etc.?	
98.	Referring to Page 6, Section 3.2 Phase 2	How does the current website search provide the fresh results from regular indexing, completeness of results? Is there any content relevancy mechanism implemented for content ranking and result returned?	Current system uses built in proprietary Search function
99.	Referring to Page 4, Section 3.1	Does the county anticipate they will procure, host, deploy and maintain the provided new CMS system, or will the awarded vendor be fully responsible for all associated services and updates?	Vendor to be responsible for all associated services and updates
100.	Referring to Page 4, Section 3.1	If the proposed budget is expected to include hosting fees, kindly share the average and high-water mark over the last 12 months for monthly visitors and page impressions to the site(s) for which hosting will be required?	This will be determined in Phase 1.
101.	Referring to Page 4, Section 3.1	Where is your website currently hosted? What tools are used to monitor the website?	Current website is hosted on-prem. Monitored using a variety of tools specific to the current infrastructure.
102.	Referring to Page 4, Section 3.1	What tool do you use to monitor the current industry website?	Current website is hosted on-prem. Monitored using a variety of tools specific to the current infrastructure.
103.	Referring to Page 4, Section 3.1	Website maintenance expectations are not mentioned. Please share all activities you are looking for in website maintenance.	Maintenance expectations to be discovered in Phase 1.
104.	Referring to Page 4, Section 3.1	What is the budget for ongoing maintenance of the current county website?	RFP is not for the maintenance of the current system
105.	Referring to Page 4, Section 3.1	Historically, what level of monthly support is utilized by outside partners to maintain and enhance the current site? (e.g. more than 100 hours a month?)	Unable to share current Contract details.
106.	Referring to Page 4, Section 3.1	Would you be fine with email support, or are you looking at a full-fledged managed support model (with a ticketing system) in your own time zone? Kindly confirm.	Full-fledged managed support model. Vendor will need to be available during PST time zone for 24/7 hours.
107.	Referring to Page 4, Section 3.1	What level of training will you require after the website project is complete? Will you just need content contributor training on the CMS, or will you need a deeper, more technical developer training?	During the project, Content Contributor and Admin training for CMS and knowledge transfer related to the functionality of the

			website. Other requirements may be discovered in Phase I
108.	Referring to Page 4, Section 3.1	Do you prefer onsite training or virtual training? Should vendors include anticipated travel costs in our budgets?	No preference. Please include all costs associated with project.
109.	Referring to Page 4, Section 3.1	For how many users should we consider the training to be provided?	This will be determined in Phase 1.
110.	Referring to Page 4, Section 3.1	Do you have any specific expectations in training like video tutorials, remote training sessions before UAT / launch, developer training, etc.?	Solano County is open to all options for providing training.
111.	Referring to Page 4, Section 3.1	Will the Client be providing Images/photography (and videography if/where applicable) or should this be considered as part of our proposal?	It is expected that the County would provide images/photography, to be confirmed in Phase 1
112.	Referring to Page 4, Section 3.1	Please confirm that one design theme will be carried across the entire site. If we need sub-themes of any type for Departments or any other Subsites, please specify.	Design of website include themes will be discovered in Phase 1, but proposer my propose
113.	Referring to Page 4, Section 3.1	How Many Stakeholders are going to approve the Designs and how many iterations you want vendor to take care while designing the website for approvals?	All of the stakeholders will be involved to approve designs, and iterations are necessary until approval is achieved.
114.	Referring to Page 4, Section 3.1	Is content writing or copy writing services part of the scope? If you require content optimization services, approximately how many pages of existing content would the selected agency be expected to edit?	Content creation and copywriting is not in scope, but final determination will be in Phase 1
115.	Referring to Page 4, Section 3.1	What are your expectations for improving existing pages? Do you seek assistance from the selected agency to optimize (either heavily or lightly) existing content pages?	This will be determined in Phase 1.
116.	Referring to Page 4, Section 3.1	Is the Client's preference to audit content before or after migration?	This will be determined in Phase 1.
117.	Referring to Page 4, Section 3.1	Are there any functionalities or sections on the current site that you would like to get rid of? Are there any you would like to see expanded?	This will be determined in Phase 1.
118.	Referring to Page 4, Section 3.1	On the new website, are there any special features or functionality that will need to be developed, outside of what is mentioned in the RFP?	This will be determined in Phase 1.
119.	Referring to Page 4, Section 3.1	Are there granular levels of permissions needed where certain people should only have access to certain sites? Or, even certain areas of sites?	This will be determined in Phase 1.

120.	Referring to Page 4, Section 3.1	Does client have an existing style-guide from anywhere to be applied, or will the application require its new Style-Guide?	No current style guides are available.
121.		Could we confirm that this RFP and the contract from it will include both Phases of work to be done by the vendor?	Per RFP section 4.0. CONTRACT DURATION AND FUNDING AVAILABILITY, the County includes both, Phases 1 and 2, in the vendor contract, but it will be awarded in two phases. Continuation to Phase 2 depends on a satisfactory rating in Phase 1.
122.		Are we able to receive a recording of the conference call for our review as we were unable to join the call that reviewed the project goals and objectives?	Please see below for link. RFP Preproposal Conference-20230216_131133-Meeting Recording.mp4
123.		Could you let us know if you have a local preference or are you open to a Canadian agency that has done similar work with clients across the United States, with some currently being the States of California, Colorado and Wyoming?	Solano County has a Local Bidder Preference policy; however, it does not apply in RFP solicitations. The County does not have any restrictions against contracting with proposers in other states or countries.
124.		Any recommended Staff requirements for this project?	Proposer may propose.
125.		Can the work be performance remotely	Work, deliverables delivery and stakeholder engagement locations, either, remote (off-shore or in USA) or in person, to be determined on a case-by-case basis. The determination will be based on the specific activities, stakeholder(s), schedules, and /or topic. Hybrid preferred with availability in Pacific Time zone is required. Proposer may propose. propose.

126.		Current technology stack	Civica, Microsoft technologies stack
127.		Can the new website be done in a greenfield pattern (building from scratch without worrying about technical debt)	Yes
128.		What are the hosting requirements for this Website and CMS	To be discovered in Phase 1.
129.	General	Will this RFP focus only on the existing website "https://www.solanocounty.com/"? Or are there any sister websites or other domains to be considered for scope?	There are some microsites and subdomains. We are currently determining if they should be included, and will make a final determination in Phase 1
130.	General	Will website(s) need to provide multi-language support?	Translation is in scope, requirements to be discovered in Phase 1.
131.	General	What is the scope for analytics or dynamic tag script here?	This will be determined in Phase 1.
132.	General	Does the existing website use any third-party services for any functionality? If yes – are those services in scope for this project? Please provide us some more details and scope.	This will be determined in Phase 1.
133.	General	Do we have any payment gateway in scope? If yes, which payment gateway API? Is this in use on current website(s)?	This will be determined in Phase 1.
134.	General	What are the cross browsers that needs to be supported?	Website is expected to be browser agnostic and work on all popular browsers.
135.	General	What is your expectation as far as what should be delivered as an MVP, and how long would you expect this to take?	Presently, there is no defined expectation for MVP. It will be determined in Phase 1.
136.	General	What is the release schedule for STAGE and PROD?	Release and Project Management milestones to be defined in Phase 1
137.	General	Are there cycles in place that we need to follow as we plan our activities?	There project must follow the IT Delivery Framework which will be shared in Phase 1.
138.	General	Is Managed Services in scope for post launch?	No, only during the project, but planning for support and maintenance is in scope
139.	General	Are there any other planned business objectives or milestones that we should be aware of?	Not at this time, but may be discovered in Phase I
140.	General	What project management tools (i.e., Confluence, Jira) or processes (i.e., Agile, etc.)	Proposer may propose.

		are available?	
141.	General	Do you have any concerns around leveraging our project management tools, if applicable?	Proposer may propose.
142.	General	Are there any shared environments? Does we need to work in an environment that is shared between the "Teams/Applications"?	Shared or dedicated environments if required will be set up on case-by-case basis.
143.	General	Are there any third parties working on parallel development?	No parallel development at the present.
144.	General	Is there any content creation/copywriting in scope? If yes, please share the detailed scope.	Content creation and copywriting is not in scope, but final determination will be in Phase 1
145.	Section 3.2	What is the scope of SEO? Can you please elaborate?	Created templates must include SEO elements, but other SEO related requirements practices are to be discovered in Phase 1.
146.	Section 3.2	Do you have any specific CMS in mind to be used by the contractor while considering for redesign/ redevelopment?	No
147.	Section 3.2	Is content translation in scope? If yes, whose responsibility will that be?	Translation is in scope, requirements to be discovered in Phase 1.
148.	Section 5.0	What will be the correct Submission Due Date? In specified section its mentioned 7th March 2023 but in RFP document footer it says 6th March 2023. Please confirm.	Per RFP Amendment 1, February 23, 2023, the submission date changed to March 28th, 2023,
149.	General	Who will be responsible for providing the hosting platform? Who will bear the expense for the same? Do you have any preferred hosting infrastructure?	Depends on recommended solution. No preferred hosting infrastructure
150.	GENERAL	Is the budget already accounted for or will you have to submit the project to an approval committee to secure funding?	Funding for the project year is secured.
151.	Section 4.0	Is it mandatory to keep the Phase-1 budget under $90K as long as the total project scope was under $500k?	It is not mandatory. Proposer may propose.
152.	Section 3.2	What solution do you use for user authentication and authorization?	Microsoft Azure AD
153.	Section 3.2	What solution do you use for onsite search?	Current System has built in search functionality
154.	Section 3.2	Where do forms data go once collected on the site?	Current system, data resides on the CMS.
155.	Section 3.2	Are there any other feeds or integrations not mentioned in the document?	This will be determined in Phase 1.

156.	Section 3.2	Do you have internal tech development staff, and if so, do they have a preferred programming language?	No, development web resources, and no preferred programing language
157.	Section 3.2	When you mention design of pages - is it appropriate for us to read that as design for all unique page templates?	Yes.
158.	Section 2.0	Would you expect all 1600 pages to be migrated to the new system?	The number of content / pages for migration to be determined in Phase 1
159.	General	No training is listed in the RFP. Should we consider this out of scope?	Training is required and listed in the RFP details. Refer to Section 3.0 Scope of Service (3.2,
160.	General	Do you have any current information about the end user audiences that are using the current site and what their priorities and requirements are?	The end user audience includes: - For the website - Public (Residents, Business Owners, Other Government agency represent, and tourists) - For the CMS - Internal Solano County department content contributors The end user priorities and requirements to be discovered in Phase 1.
161.	Section 3.2	SEO often requires creating or modifying content. Is the creation or modification of content to positively impact search performance part of this RFP?	To be discovered in Phase 1. Page and component templates and their related workflows, scripts and apps are to be created by vendor, and expected to include SEO elements and processes.
162.	Section 3.2	Do you have baseline numbers for KPI's listed in the RFP? If not would getting baseline numbers be part of this request?	No, we don't have baseline numbers, baselining to be done in Phase 1.
163.	Section 3.2	In the audit phase, auditing the current analytics is not listed. Is this part of this request?	Yes.
164.	2.0 Background	The RFP mentions 1,600 pages, does Solano County anticipate all of these migrating to the new CMS or do you expect that some pages may no longer be necessary?	The number of content / pages for migration to be determined in Phase 1.

165.	3.2 Project Scope Details: Phase 1; bullet 2	Is there a RACI chart or steering committee set up to manage stakeholders? How do you envision the selected partner interacting with your stakeholders?	There is an RACI and Steering Committee, as well as a dedicated Project Manager, who will be your primary contact and to help with coordinate stakeholder engagements.
166.	3.2 Project Scope Details: Phase 1; bullet 2	Do you envision user research or any other deliverables occurring remotely or in person? What is your preference?	Work, deliverables delivery and stakeholder engagement locations, either, remote (off-shore or in USA) or in person, to be determined on a case-by-case basis. The determination will be based on the specific activities, stakeholder(s), schedules, and /or topic. Hybrid preferred with availability in Pacific Time zone is required.
167.	3.2 Project details; Web Design document	One of the listed deliverables is translation, how many languages? Do you expect translation to be automatic, manual or a hybrid?	Translation is in scope, requirements to be discovered in Phase 1.
168.	3.2 project details; phase 2 first bullet	The RFP mentions you have an internal dev team, would your developers be available to co-sprint with our team?	No.
169.	4.0 Contract Duration and Funding Availability	This project represents a large investment by the county, would it be okay if we account more than the 90K listed to Phase 1 as long as we stay under the overall project budget?	Proposer may propose.
170.	6.0 Instructions to Proposers	Our proposal is design-heavy, and typically only contains a paragraph or two of text per page. Can you waive the maximum page restriction? Or, can you provide a different guide to measure proposal length, like word count?	No, please adhere to the specified requirements.
171.		Has Solano County identified a preferred CMS to migrate to? If so, which CMS? If not, what functionality is paramount to this decision?	No.
172.		Who are the people on the project core team? What are their roles and responsibilities? \What percentage of their time will be dedicated to this project? Is there a designated project champion and core	We have a dedicate Project Manager, who will be available to meet on a weekly basis. We also have project champions and a core team.

		team, and are they prepared to collaborate with us on a weekly basis?	
173.		In order to give our team a sense of the complexity of your current website, please share the following: Number of pieces of content, Number of types of content (different CMSs have different nomenclature, WordPress calls them "post types", Drupal "content types"), Number of taxonomies, Number of custom user roles Number of custom modules	This will be determined in Phase 1.
174.		Are there any initiatives happening that this project is dependent on or related to (i.e, are you also doing a rebrand exercise or some other initiative that this project might need to wait for?)	There are no dependent or related initiatives known at this time but may be discovered in Phase 1.
175.		Do you have brand guidelines? If so, when was the last time they were updated?	No, the County does not have current brand guidelines.
176.		Are you aware of any major risks to this project or workflow? Are there any known risks a vendor partner should be mindful of?	Limited resources to create, maintain and update content and the lack of CMS governance and controls may be risks. More risks may be revealed in Phase 1
177.		Please identify the integrations on the website, and categorize each integration appropriately: API integration, JavaScript snippet/embed, iFrame, or deep link to third-party site.	This will be determined in Phase 1.
178.		Is hosting in-scope for this project? If not, where is the site currently hosted?	Yes, hosting is in-scope for this project
179.		Are you looking to stay on your current CMS or migrate to a new platform?	This will be determined in Phase 1.
180.		The RFP indicates a budget limit to not exceed $500,000 and a limit of $90,000 for phase 1. Is there a more specific budget range that you'd like to stay within for phase 1 and 2?	There is no specific budget range other than what is stated in the RFP. Proposers may propose how funds are allocated for this project.
181.		What is your expected timeline for launching the new site once a contract is signed?	Per RFP section 4.0. CONTRACT DURATION AND FUNDING AVAILABILITY, May 2024, one year after contract signed.
182.		Are you using a content management system currently? If so, which CMS?	Civica

183.		Are you open to using Drupal, an open-source content management system?	Yes
184.		Can companies from Canada submit a proposal?	Yes, the County is open to receiving proposals from outside the United States.
185.		Can the work be performed outside the U.S.?	Work, deliverables delivery and stakeholder engagement locations, either, remote (off-shore or in USA) or in person, to be determined on a case-by-case basis. The determination will be based on the specific activities, stakeholder(s), schedules, and /or topic. Hybrid preferred with availability in Pacific Time zone is required. Proposer may propose
186.		Do you offer existing payment services today for your citizens? If so, what are the payment processors you partner with to provide those services? Are you open to using alternative or additional payment processors?	Currently we partner with JPMC and FIS. Open to additional payment processors. However, details to be discovered in Phase 1.
187.		When you mentioned a registration form, please clarify if that registration form is for residents signing up for a community event, to register for a particular service or program, or something else entirely?	This will be determined in Phase 1.
188.		Are there specific departments in the Solano County organization that are most interested in using the mentioned feedback tools and features? Are there specific programs, services, or initiatives that you're looking to receive feedback on from the communities you serve?	This will be determined in Phase 1.
189.		You identified a need for microsites for the purpose of specific projects or initiatives that need their own focus - are there specific topics/projects you can share with us that are anticipated to take place in the next 12-18 months and you are specifically interested in engaging with your communities on?	No, we don't have any specific projects or initiatives identified at this time. There are some microsites and subdomains, but we are currently determining if they should be included. We will make a final determination in Phase 1
190.		Regarding the Budget Narrative (Attachment 1), is it mandatory to disclose personnel salary?	Yes, as indicated in the Budget Worksheet.

191.		Please kindly confirm if the 25-page limit excludes the table of the content page and the County's required attached exhibits.	Yes, the 25-page response excludes the cover sheet, table of contents and all required attachments and exhibits, resumes and financial documentation.
192.		Is it important to the County of Solano to use an open source web content management system, like Drupal?	No.
193.		Do you have a style guide or a brand guide?	This will be determined in Phase 1.
194.		Does the budget include tech support and hosting? What was the investment in the previous website?	a. Yes, the budget should include support and hosting cost b. The website and web platform are over 20+ years, and so, the investment information is no longer relevant or available.
195.		Who are your primary and secondary users?	There is no defined to primary or secondary users, but they may be discovered in Phase 1. The users are as follows: -CMS User: Department content contributors, editors and approvers; and IT Administrators - Website Users: Public (Residents, Business Owners, Other Government agency represent, and tourists)
196.		Would you like detailed research in terms of your audience in the form of an audience needs assessment?	Proposer may propose.
197.		Do you have a desired launch date? Is there a specific event driving the launch date?	Per RFP section 4.0. CONTRACT DURATION AND FUNDING AVAILABILITY, May 2024, one year after contract signed. There is not a specific event driving the launch date.
198.		What is the current hosting environment?	The current hosting is on-premises using Windows virtual machines.

			The RFP is not for the current system.
199.		How many pages of content do you anticipate transferring to the new site?	The number of content / pages for migration to be determined in Phase 1
200.		How many site administrators will you have?	Approximately 5

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AMENDMENT ACKNOWLEDGMENT

REQUEST FOR PROPOSALS (RFP)
RFP NO.: 915-0203-24
SOLANO COUNTY PUBLIC WEBSITE REDESIGN

FINAL DATE FOR SUBMISSION: MARCH 28, 2023 5:00 PM (PST)

This document may be found at www.solanocounty.com and
https://solanocounty.bonfirehub.com
Updates and any amendments will be posted on the same websites.

DATE OF AMENDMENT: MARCH 2, 2023

ACKNOWLEDGEMENT

This Amendment must be signed and returned with your bid, or otherwise acknowledged, prior to the Closing Date and Time listed on the RFP cover sheet. If you have already submitted a Proposal and need to make corrections, submit a corrected Proposal with this Amendment prior to the closing.

_____   _____
Offeror   Signature

_____   _____
Name and Title   Date

RETURN WITH RESPONSE