

# ADDENDUM No. 1

## RFP No. 23-64

### Content Management System Replacement

**Due: December 13, 2023 by 3:00 P.M. (local time)**

The information contained herein shall take precedence over the original documents and all previous addenda (if any) and is appended thereto. **This Addendum includes sixteen (16) pages.**

**The Proposer is to acknowledge receipt of this Addendum No. 1, including all attachments in its Proposal by so indicating in the proposal that the addendum has been received. Proposals submitted without acknowledgement of receipt of this addendum may be considered non-conforming.**

**The following forms provided within the RFP Document should be included in submitted proposal:**

- **Attachment B – City of Ann Arbor Non-Discrimination Declaration of Compliance**
- **Attachment C - City of Ann Arbor Living Wage Declaration of Compliance**
- **Attachment D - Vendor Conflict of Interest Disclosure Form of the RFP Document**

**Proposals that fail to provide these completed forms listed above upon proposal opening may be rejected as non-responsive and may not be considered for award.**

#### I. QUESTIONS AND ANSWERS

The following Questions have been received by the City. Responses are being provided in accordance with the terms of the RFP. Respondents are directed to take note in its review of the documents of the following questions and City responses as they affect work or details in other areas not specifically referenced here.

Question 1: I'm looking to clarify what your looking for in Section II under requirements, letter C. Is it the City's intent to keep the existing website design, but have a new CMS to edit content? Or, are you open to a new website design along with a new CMS?

Answer 1: Yes, we are keeping the existing website design and are not open to a new design.

Question 2: In order to fill out the pricing portion I am wondering how many seats/users are required?

Answer 2: We have ~250 users, but not all are active web editors. We would need to audit our current list to get a more specific count, and I'd expect it to be somewhere between 100 and 150 users.

Question 3: Questions about Section 3 – Requirements: C - Please confirm that no redesign is expected and that we are porting the existing design to the new CMS.

Answer 3: You will be porting the existing design to the new CMS.

- Question 4: Questions about Section 3 – Requirements: K - Is any of the existing web content contained in structured data or content types? If yes, how many different structured content types are active on the site?
- Answer 4: All the information is stored in a database and accessible via PowerShell to varying degrees of difficulty. We have page data (HTML), images, web part data (usually iframes, JavaScript, HTML, or styles), and SharePoint list data that will need to be extracted. We also have the main page layouts in separate files.
- Question 5: Questions about Section 3 – Requirements: How many pages of unstructured content need to be migrated?
- Answer 5: ~1350 total pages
- Question 6: Questions about Section 3 – Requirements: How many files (PDF/DOC) need to be migrated?
- Answer 6: ~7500 PDFs, 41 Excel, 17 Word
- Question 7: Customizations: a) Are the alerts manually generated? If automated, please explain the data source and the process.
- Answer 7: There is a SharePoint list where Communications enters the alert information and a time frame. The alert then automatically populates on the site for the requested time frame.
- Question 8: Customizations: b) Is the news self-contained in the CMS? If originating in an external system please describe the integration.
- Answer 8: Yes, it is self-contained in a SharePoint list and displayed using custom code.
- Question 9: Customizations: c) Are we correct in assuming the park finder is an embedded ESRI app?
- Answer 9: Yes
- Question 10: Customizations: Can users reserve park pavilions online, or do they have to call in? If there is a web app for reservations, please describe it in detail. By "park amenities feature" are you referring to the tabbed listing of parks and activities?
- Answer 10: There is no online reservation currently. Park amenities are found on specific park facilities and pull from a SharePoint list. [This page](#) utilizes the feature as an example.
- Question 11: Customizations: d) Please describe the clerk voter line tool. Is it a 3rd party app integrated into the site? How is it integrated?
- Answer 11: It is a 3<sup>rd</sup> party app that is imported into SharePoint using a custom web part that allows code import. It can be converted to an iframe-based application by City IT without too much trouble.
- Question 12: Customizations: g) Please provide a list of descriptions of the custom code referenced in this section. Code injection into the CMS is generally avoided in modern CMS development.
- Answer 12: The code is related to the page layouts and is used to display the news, alerts, change the HTML in certain situations, replace the images if none is selected by the user, etc. Most of this will likely be unnecessary when ported to the new CMS.
- Question 13: Customizations: h) Please describe the requirement in detail.
- Answer 13: We currently pull data from a SharePoint list located in the cloud, write it to HTML, and replace the page content on the website. We are open to other solutions.

Question 14: Customizations: m) Are there any specific AI products we should be aware of?

Answer 14: No, but we're looking at ChatBots that may include AI

Question 15: Is there a target launch date? Is it tied to an event or deadline like a fiscal year or contract expiration?

Answer 15: No

Question 16: We see similar RFPS with budgets ranging from \$100K to 500K+. Where in that range are you expecting to fall?

Answer 16: We do not know.

Question 17: Is there an organizational preference for open source vs. a proprietary CMS?

Answer 17: No, we are open to all options.

Question 18: Please describe your current website team. What are their primary skill sets?

Answer 18: Jake is the primary web developer and has extensive programming and web development experience (HTML, CSS, JavaScript, C#, ASP.NET). He has implemented both of the recent redesigns at the City as well as developing any customizations. Nick assists Jake in web development tasks.

Question 19: Please describe all third-party systems that integrate with the website via an API or an automated data import/export. (that are not covered above)

Answer 19: I believe all of the customizations are covered in the RFP.

Question 20: Will single sign-on be used to control administrative access to the site? If yes, please elaborate.

Answer 20: Ideally, we would use SSO with our Microsoft accounts. This is not a requirement and we are flexible in this regard.

Question 21: What third-party tools, if any, are used to manage accessibility?

Answer 21: SiteImprove is used to scan for accessibility issues.

Question 22: Please provide usage data, or estimate expected traffic to the site

Answer 22: ~200k-300k page views a month.

Question 23: What are the data storage requirements (files, database, etc) for the site?

Answer 23: No preference if security is a concern.

Question 24: How do you envision the relationship with the developer post-launch? Do you need a maintenance contract to keep sites patched and secure?

Answer 24: Not as long as our developers are trained properly on the new system.

Question 25: What is the estimated budget for this project?

Answer 25: A project budget has not yet been established.

Question 26: What challenges/problems have you experienced with your current CMS?

Answer 26: It is outdated, fails to include social media options, and has no search engine optimization options.

Question 27: Do you have any CMS preference?

Answer 27: No

Question 28: Is front-end design part of the scope?

Answer 28: No, we are only implementing our current design.

Question 29: Is hosting part of the scope?

Answer 29: We are open to hosting.

Question 30: Do you need Live Support?

Answer 30: It depends on the solution, but ideally we would have a form of escalation for issues.

Question 31: Why is now the right time for this project?

Answer 31: It's been on the agenda for a long time, but we lacked the budget and the internal motivation. Our current CMS is extremely dated and lacking many modern features.

Question 32: What will define success for the new website?

Answer 32: The porting of our content and design into the new CMS and our web editors being able to edit the site after training.

Question 33: Are the other city or municipality websites that you view as aspirational or industry leaders?

Answer 33: We are only looking for a new CMS and I do not know how this question applies since we are not redesigning our website.

Question 34: What are the strengths of the existing website and CMS? What has been most successful?

Answer 34: Customization options via custom code. It's also reasonably easy to edit for end users as long as they don't need anything beyond basic web editing.

Question 35: Do you have any technology preferences for the new CMS (proprietary, open source, PHP, .NET, etc.)?

Answer 35: No

Question 36: Do you have a preference on government-focused CMS platforms (Granicus, CivicPlus) supported by a single vendor, vs. broader CMS platforms like Drupal, WordPress, and Sitecore supported by a large network of vendors?

Answer 36: No

Question 37: Are there any CMS platforms or technologies you will not consider?

Answer 37: No

Question 38: Has your team participated in any recent demos of CMS platforms? If so, can you provide a list of those platforms?

Answer 38: No

Question 39: Do you have specific expectations for trainings for The City team? For example, format, the number of training sessions, the number of trainees?

Answer 39: No

Question 40: What do you consider the biggest potential challenges to the successful completion of this project?

Answer 40: The amount of content and web editors that need training. Also, customizations to current content that needs to be translated into the new CMS.

Question 41: What do you consider to be the most important criteria for a successful new partner to provide these services?

Answer 41: See the RFP for how we score the vendors.

- Question 42: Beyond a2gov.org, are there any sections or features on the existing site that will not be moved to the new site?  
Answer 42: Only a2gov.org will move to the new CMS.
- Question 43: Will there be any new features, functionality, or integrations included in this project scope that are not on the current website?  
Answer 43: No.
- Question 44: Should the new website support online event registration and attendee management?  
Answer 44: No. We have an enterprise calendar vendor that already supports event registration.
- Question 45: Should the new website support online event payment natively through the website?  
Answer 45: No, it is not a requirement.
- Question 46: Are there any other domains, site, subsites, or subdomains (e.g., <https://stream.a2gov.org/>) included in this scope?  
Answer 46: No.
- Question 47: Can you provide any documentation on the current site's technical architecture?  
Answer 47: More information can be provided if you are chosen for a demonstration.
- Question 48: What technical documentation will be provided to the selected bidder?  
Answer 48: We can work with the selected bidder to provide any needed technical documentation.
- Question 49: Is there middleware or any form of 3rd party solutions or services in use?  
Answer 49: Nothing aside from that outlined in the RFP.
- Question 50: Are there any existing bugs, issues, or complexities with the existing site user experience or content management that you would like us to resolve during the migration? And if so, can you please provide details on those issues.  
Answer 50: There are editing issues with some of the SharePoint content when it has advanced HTML, but we don't expect it to persist given the dated nature of using SharePoint as a CMS.
- Question 51: How many total web pages do you estimate will need to be moved to the new website?  
Answer 51: ~1350
- Question 52: How many total documents (Word, PDF, or other) do you estimate will need to be moved to the new website?  
Answer 52: ~7500 PDFs, 41 Excel, 17 Word
- Question 53: How many videos do you estimate will need to be moved to the new website?  
Answer 53: All of the videos should be located in YouTube or other video websites.
- Question 54: How many online forms exist on the current website that will need to be rebuilt for the new website? Can you please provide URLs for all the existing forms?  
Answer 54: None, we use Cognito Forms, which uses iframes. We can provide URLs for the forms if necessary after a vendor selected.
- Question 55: Do you expect the selected vendor to migrate all content to the new website? Or will The City staff also be supporting this effort (which will reduce vendor cost)?

Will a data export of all website content be provided to the selected vendor in CSV or similar structured data format? Or will all content migration be a manual process?

Answer 55: The vendor is expected to do the migration. We can assist in extracting the content if necessary, and all of it should be accessible via PowerShell.

Question 56: Can you provide a list of all required third-party system and data integrations?

Answer 56: See the RFP for any customizations.

Question 57: Is there any user authentication integration currently in place for CMS editors and admins? For example, active directory integration.

Answer 57: Yes, we do use Active Directory groups for all of our editors.

Question 58: Can you please detail your current internal development teams roles and skill set (if applicable)? For example, number of frontend, backend, and full-stack developers.

Answer 58: 2 full stack developers. See answer 16 for more information.

Question 59: Can you provide a list of the internal roles that support the website or will be involved in this project?

Answer 59: See answer 16. In addition, our Communications staff helps support the website and they will be involved in the project.

Question 60: Is there a defined budget range or maximum budget for this contract?

Answer 60: A project budget has not yet been established.

Question 61: What is the desired schedule to complete this scope of work?

Answer 61: We do not have a desired scheduled at this moment.

Question 62: Can you please provide more information on this requirement "Clerk Voter Line tool for checking line lengths"?

Answer 62: See answer 11.

Question 63: Kindly elaborate this requirement: "Job that writes the FOIA log and ICPOC log to a page on the site"

Answer 63: See answer 13.

Question 64: Is there an incumbent? Will they be bidding?

Answer 64: No.

Question 65: Is there any preference for local vendors?

Answer 65: No.

Question 66: What is the budget for this project?

Answer 66: A project budget has not yet been established.

Question 67: What is your current annual spend on CMS, hosting, and related support?

Answer 67: We currently host our website and the SharePoint license is part of our enterprise agreement with Microsoft.

Question 68: Who built the current websites - your internal team or a vendor?

If it was a vendor, who was it?

If you used an outside vendor, how much did you spend on the implementation of your current sites?

Answer 68: Interpersonal Frequency recently redesigned our website and we integrated the page templates into SharePoint. The cost of the redesign was \$121,978.

- Question 69: Is there a plan (or desire, if it's easy to do so) to create more sites in the future?  
Answer 69: Not currently.
- Question 70: Is there an organizational preference for open source vs. a proprietary CMS?  
If open source is a consideration, is there a preference for a specific CMS (i.e., Drupal, WordPress)?  
Answer 70: No.
- Question 71: What are some things you DO like about your current CMS?  
Answer 71: See answer 34.
- Question 72: What shortcomings of the current CMS do you hope to remedy with this effort?  
What are some things you DO NOT like about your current CMS?  
Answer 72: See answer 26.
- Question 73: What sets firm/org apart from the alternatives?  
Who/what are the primary alternatives?  
Answer 73: See the RFP for how we score applicants.
- Question 74: How many levels of users are needed?  
Answer 74: In practice we only have two, admins and users. Some users have access in more places, making them effectively power users.
- Question 75: Can you provide information on your workflow needs?  
Answer 75: We do not currently utilize a web editing workflow. Editors are trusted to perform their edits without intervention and reach out if they need assistance.
- Question 76: Is there a need for a document library?  
Answer 76: We currently have ~7500 PDFs, so those need to be accessible in some way.
- Question 77: Are Ecommerce or personalization features desired?  
Answer 77: Not at this time.
- Question 78: Does search need to index the contents of pdf/Doc files?  
Answer 78: Yes.
- Question 79: Does the site search need to index content from other domains?  
Answer 79: Yes, we currently search Legistar in addition to our website.
- Question 80: Will single-sign-on be used to control administrative access to the site? If yes, please elaborate.  
Answer 80: Ideally, we would integrate with our Azure Active Directory.
- Question 81: Is accessibility a desired or mandated requirement?  
Is the accessibility target WCAG 2.1 A or AA?  
Answer 81: Yes. Our target is Section 508 compliance, but we are open to more advanced accessibility targets.
- Question 82: Can you provide usage data, or estimate expected traffic to the site?  
Answer 82: ~200k-300k page views a month.
- Question 83: Do you need a contractual SLA for hosting (more expensive) or a best-effort SLA based on a 99.9% historical uptime (less costly)?  
Answer 83: We are open to discussing the options.

- Question 84: Are there special security requirements or audits involved?  
Answer 84: Aside from typical cyber security practices, there are no special requirements or audits.
- Question 85: Are there granular levels of permissions needed where certain people should only have access to certain sites? Or, even certain areas of sites?  
Answer 85: Yes, we typically chunk users into groups based on their department and grant permissions via group that way. Some areas are more granular where others are more broad, but they all have the same permission set.
- Question 86: Where is the CMS/website currently hosted?  
Are you open to a cloud-hosted CMS?  
If yes, do you have an existing relationship with a cloud provider like AWS, Azure, etc?  
Answer 86: On-premises. We are open to hosted. We use Azure currently.
- Question 87: What is it about your current hosting setup that is making you seek a PaaS offering?  
Answer 87: We are hosted on-premises and that increases the risk of attack. We are open to a PaaS to help offload the risk and traffic. However, it is not mandatory per the RFP and we are also open to hosting on-premises.
- Question 88: Are there any security standards required for your CMS platform? i.e. HIPAA, PCI, SOCII, Fedramp, etc?  
Answer 88: Nothing special – just standard cyber security best practices and SLAs.
- Question 89: Please provide the average monthly numbers for page views of the websites combined (to the nearest 100K is fine)  
Answer 89: ~200k-300k depending on the time of year.
- Question 90: Do you experience frequent surges of traffic that impact performance at critical times?  
Answer 90: We do get surges of traffic, but they do not impact performance currently.
- Question 91: Have you dealt with any security issues or malicious traffic on your sites like DDoS attacks, SQL injections, etc? If so, what was the impact?  
Are you using anything for CDN or WAF currently?  
Answer 91: Yes, we have a WAF and we have had attempted DDoS, SQL Injections, etc.
- Question 92: Do you require 24/7 support access in the case of critical (site availability) issues?  
Answer 92: If hosted in the cloud, yes.
- Question 93: Do you require specific response time SLAs for critical issues? If so, please specify expectations.  
Answer 93: We are open to discussing this further.
- Question 94: Are tables used for layout in the existing content?  
Answer 94: While we advise against it, there are likely a small percentage of pages that do use tables for layout. Our default templates do not use tables for layout.
- Question 95: What percentage of the current content is obsolete and won't be migrated to the new site?  
Answer 95: We recently audited our content and removed quite a few pages, so likely almost all of it will be migrated.



- Question 96: What is your plan for editing/creating content during the redesign?  
Answer 96: During the migration, we are open to discussion on how best to handle it. Typically, edits need to happen at all times for various parts of the site.
- Question 97: Do you expect copywriting or editing services as part of engagement?  
Answer 97: No.
- Question 98: Do you need us to conduct an extensive discovery process that includes extensive research into user persona development - or a more streamlined discovery based on the web team's input and best practices?  
Answer 98: No.
- Question 99: Can you provide examples of sites that are good models for what you want?  
Answer 99: Since we are only seeking a new CMS and not a new design, no.
- Question 100: How detailed are the existing branding guidelines?  
Answer 100: Our last redesign vendor gave us some rather extensive branding guidelines.
- Question 101: Do you have high-quality photography/media assets available for the new site?  
Answer 101: Yes.
- Question 102: Please confirm that one design theme will carry across the entire site. If we need sub-themes of any type please specify.  
Answer 102: Yes, we have one main design file and sub-templates from there, which include a full-width design, a design with left navigation and right content, one without the right content, and a facility page layout for Parks. We also have the search template and error template, but that is unique to SharePoint. We are open to widgets and other elements that let end-users customize their pages without extensively changing the overarching design.
- Question 103: Please confirm that the awarded vendor will primarily work remotely, with regular web conference meetings as needed.  
Answer 103: Correct
- Question 104: Please describe the internal team who will be responsible for the website post-launch (developers, non-tech users, etc)  
Answer 104: The two web developers, their manager, and the Communications team will be the primary people responsible for the website. They will work with the web editors to ensure compliance with the CMS best practices.
- Question 105: Do different teams/departments manage their own sites? Or does one team own all web work?  
Answer 105: The enterprise IT team and Communications own the website, but each department manages their own site and works with us for any particular issues.
- Question 106: We are a US company with some remote team members working from outside of the US. Is there any restriction on their ability to contribute to the project?  
Answer 106: No.
- Question 107: How do you envision the relationship with the developer post-launch? Do you need a maintenance contract to keep sites patched and secure?  
Answer 107: Not as long as our developers are trained properly on the new system.
- Question 108: What specific challenges have you faced with your current CMS, especially regarding content editing and layout flexibility?  
Answer 108: Lack of modern features and the inability to apply columns without custom HTML.

Question 109: Can you provide examples of web pages that frequently change in terms of layout and content?

Answer 109: The layouts do not change, but content changes frequently throughout the entire site. The police and fire sites have frequent edits.

Question 110: How tech-savvy are the users who will be managing and editing the website content?

Answer 110: There is a large range from not very technical to “power user” level.

Question 111: How many content authors or groups of authors will be managing the website content?

Answer 111: See question 2.

Question 112: Could you please confirm that you would like to maintain the existing look and feel of the website?

Answer 112: Correct.

Question 113: Are there specific design elements or templates in your current system that you want to improve?

Answer 113: The content simply needs to be ported over to the new CMS, but we are open to exploring small changes if they allow the site to fit into the new CMS more effectively.

Question 114: How often do you anticipate needing to update or modify page templates?

Answer 114: Infrequently.

Question 115: Would you be able to share the Style Guide used by the agency that designed the current website?

Answer 115: Yes, if you are chosen as the selected vendor.

Question 116: Do you have a design team to discuss updates to this Style Guide, or will this need to be taken into account for the project proposal?

Answer 116: Yes, we have a current style guide.

Question 117: Are there specific accessibility standards or tests that the website must pass?

Answer 117: Section 508 compliance.

Question 118: Are there any Analytics Integration requirements such as with Google Analytics? If so, what would they be?

Answer 118: We currently use Google Analytics and Voice of the Citizen (which uses JavaScript to embed)

Question 119: Can you provide details about the third-party tools you currently use or plan to use?

Answer 119: We are exploring a ChatBot project currently. We also use Cognito Forms and anything else mentioned in the RFP under the customizations section.

Question 120: Are there any specific customizations in your current SharePoint CMS that are critical for daily operations?

Answer 120: Alerts, News, FOIA log, layout customizations, and services area.

Question 121: Could you describe how the email subscription for your current website works? Do you expect the same capability in your future site and if you expect any updates to this feature?

Answer 121: We use a platform called GovDelivery that checks for page updates. We would expect to continue using this platform.

Question 122: How much content (in terms of data size and number of pages) needs to be migrated?

Answer 122: ~1350 pages and ~7500 PDFs.

Question 123: Do you expect all content to be migrated or only currently relevant content?

Answer 123: All content.

Question 124: If only a subset of content (for example, articles from past 5 years) need to be migrated into the current CMS, could you share any such criteria?

Answer 124: N/A

Question 125: Are there any custom-built SharePoint features that are essential for your operations?

Answer 125: See the customizations section of the RFP.

Question 126: How do you currently manage SEO for your website?

Answer 126: SharePoint does not have any SEO tools, so anything we do is managed in Google's tools.

Question 127: Are there any specific SEO standards or tests required? If so, please share.

Answer 127: We try to follow SEO best practices but the SharePoint tools available to us are limiting.

Question 128: Do you use any specific tools or services for SEO?

Answer 128: Just Google tools.

Question 129: What are your primary security concerns with the existing CMS?

Answer 129: DDoS, SQL injection, a breach of an account.

Question 130: What kind of training materials or sessions do you expect for your staff on the new CMS?

Answer 130: We are interested in your recommendations.

Question 131: Can you describe the level of ongoing support you expect from the vendor post-launch?

Answer 131: It depends on the solution and if it's hosted or not.

Question 132: Do you require multilingual support? If so, what languages are critical for your community?

Answer 132: Yes, we currently have a translation service for Korean, Chinese, Spanish, Arabic, and Japanese.

Question 133: How do you currently handle translation and multilingual content?

Answer 133: We use gtranslate.io

Question 134: Are there any specific technical standards or protocols that the new system must adhere to?

Answer 134: No.

Question 135: Do you have an in-house IT team capable of handling API integrations and custom tool development?

Answer 135: Yes, depending on the scope of the work.

Question 136: Could you provide details about your current CMS and website hosting infrastructure?

Answer 136: We host on-premises and use SharePoint.

Question 137: What is the motivating factor for migrating to a new CMS?

Answer 137: See answer 26.

Question 138: Do you have a preference for hosting solutions, or are you open to recommendations?

Answer 138: We are open.

Question 139: Are there specific requirements or guidelines for URL structures and domain management?

Answer 139: No, but we do need to manage short URLs at the root domain.

Question 140: What are your expectations for post launch maintenance of the CMS. This includes ongoing application updates, security updates, server maintenance, patching, etc.

Answer 140: It depends on the solution and if it's hosted or not.

Question 141: Do you have any preference to a SAAS solution or a hosted solution?

Answer 141: No

Question 142: Would you like the selected vendor to support your CMS infrastructure for any period of time post-launch? If so, could you specify the duration?

Answer 142: We are interested in your recommendation and are open to discussing it further.

Question 143: Do you have a timeframe when you would like to launch the new CMS?

Answer 143: We do not have a specific timeframe.

Question 144: Are there other domains, other than a2gov.org that will be hosted on the new CMS for this project? Do you anticipate other domains/sites to be hosted on this CMS in the future?

Answer 144: No.

Question 145: How will feedback be collected and implemented during the development process?

Answer 145: We are open to discussing it with the chosen vendor.

Question 146: Are you open to an iterative approach, starting with a minimum viable product and then expanding functionality?

Answer 146: We are open to considering any proposal related to this.

Question 147: Do you have an estimate on the number of page views to expect per month?

Answer 147: ~200k-300k

Question 148: Do you have a budget range for this project?

Answer 148: A project budget has not yet been established.

Question 149: Do you have a timeline for starting the implementation and duration?

Answer 149: No.

Question 150: Please confirm whether you are looking for off-shelf software or want to develop new software as per your requirements.

Answer 150: We do not want a custom-built CMS.

Question 151: What is the desired outcome or improvement expected from transitioning to a new content management system?

Answer 151: Better content management, better web editing experience, improved and modern tools. See the RFP for other benefits.

Question 152: Are there any specific integration requirements with other existing tools or systems that the new CMS should accommodate?

Answer 152: See the RFP for customizations and other requirements.

Question 153: What is the preferred timeline for the implementation of the new content management system?

Answer 153: We have no preferred timeline.

Question 154: Can you outline the essential criteria or features you are looking for in the proposed content management system?

Answer 154: See the RFP for our list of requirements.

Question 155: How will user training and onboarding be handled during the transition to ensure smooth adoption of the new system?

Answer 155: We are open to discussing training and onboarding with the chosen vendor.

Question 156: What security and compliance considerations should the new CMS address to meet organizational standards?

Answer 156: It must meet Section 508 compliance and cyber security best practices.

Question 157: Are there any budget constraints or considerations that need to be factored into the proposal for the replacement of SharePoint?

Answer 157: A project budget has not yet been established.

Question 158: Could you provide details about the scale and scope of content management within your organization to help tailor the proposal accordingly?

Answer 158: See answers 2, 5, and 6.

Question 159: Please share the details of the user type and count.

Answer 159: See answer 2 and 74.

Question 160: Requirement: Improved HTML produced by the content management system which aligns with our web editing best practices. - Will you please elaborate your web editing best practices?

Answer 160: We expect semantic HTML that passes standard tests.

Question 161: Requirement: Alerts on park facilities and the home page. -Please provide more details on the logic of the alert feature (is this need to be built or integrated with an existing solution)?

Answer 161: A user adds an item to a SharePoint list with a message, link, and specific timeframe to display the message. The message automatically displays during the time frame.

Question 162: Requirement: Clerk Voter Line tool for checking line lengths. - Please provide more details on the logic of line lengths feature (is this need to be built or integrated with an existing solution)?

Answer 162: See answer 11.

Question 163: Requirement: The content management system should have an API to integrate custom tools with the website. - Does the website need to pull the data using API or the external system will push the data?

Answer 163: Ideally, we would have the capability to do either one. This won't come up often, but we would like the option.

Question 164: Requirement: Needs to support the integration of language services or have its own translation service. - What language service are you using right now and are you planning to integrate the same service with the new platform?

Answer 164: gtranslate.io. We are open to other options or using the same one.

Question 165: Requirement: The system should support metadata management for social media and images. - Which social media platforms or channels are you primarily focusing on for content management? (e.g., Facebook, Twitter, Instagram, LinkedIn)

Answer 165: Facebook, Twitter, LinkedIn, NextDoor, Instagram for parks

Question 166: Requirement: The system should produce clean code that improves accessibility, passes semantic tests, and is Section 508 compliant. - Are there any tools being used/ preference for the accessibility, security and semantic tests?

Answer 166: We use SiteImprove to test accessibility. We also use web-based free tools to run scans as needed.

Question 167: Requirement: Want the ability to create short URLs to the root domain. - What specific purposes or objectives do you have in mind for creating short URLs to the root domain? (e.g., sharing content, marketing campaigns, tracking purposes). Should it be access and permission controlled?

Answer 167: All of the above. We are open to seeing how it works in any given platform to see if it should be permission controlled.

Question 168: Is it a requirement for the team to be located within a specific physical boundary, or are you open to having a team located outside the US working on the project?

Answer 168: It is preferred that the resources are located in the US but not required.

Question 169: What is the preferred Technologies or CMS framework?

Answer 169: None.

Question 170: What is the current monthly traffic for the website? Specifically, if Google Analytics are in use, what are the monthly Sessions?

Answer 170: ~200k-300k page views per month.

Question 171: What all details needs to be written in Logs?

Answer 171: We are open to discussing with the vendor.

Question 172: Please provide the number of Content types that need to be migrated along with the number of content for each content-type?

Answer 172: There are ~1350 pages, ~7500 PDFs, and ~2500 images.

Question 173: Do you require data to remain in the US?

Answer 173: It is preferred that the data and resources are located in the US but not required.

Question 174: What is the number of average page views per month in millions?

Answer 174: ~200k-300k/mo.

Question 175: What is the number of peak monthly page views?

Answer 175: ~300k.

Question 176: Do you prefer or require an on-Premises CMS?

Answer 176: No preference.

Question 177: Do you have a preferred Cloud Provider?

Answer 177: Microsoft Azure.

Question 178: Do you require Headless CMS? If so, please describe your headless use case, which front end framework will you be using and where will this be hosted.

Answer 178: No.

Question 179: Will you also be using an Ecommerce solution?

Answer 179: No.

Question 180: What is the maximum number of active concurrent author users?

Answer 180: We don't currently track concurrent users, but I'd expect no more than 50 at once.

Question 181: What is the number of Sites/Domains to be hosted? Just www.a2gov.org?

Answer 181: Yes, just www.a2gov.org

Question 182: Expected level of page complexity

- High - Very Dynamic non-cached
- Mid - 50% Dynamic / 50% Static
- Low - Mostly Static Cacheable Page

Answer 182: Mostly low with some mid and high pages for any customizations or iframes.

Question 183: What tool is used to review, accessibility, semantic tests, and Section 508 compliance?

Answer 183: SiteImprove and other online scans

Question 184: What are the storage requirements for any assets required for your website, in terabytes?

Answer 184: We have ~50GB at most.

Question 185: Do you have any specific security compliance requirements?

- ISO-27001
- SOC-2
- FERPA-ready
- HIPAA-compliant
- GLBA-ready
- FedRAMP
- Other?

Answer 185: No

Question 186: Is a CDN required or being provided?

Answer 186: No

Question 187: Do you require data to remain in the US?

Answer 187: It is preferred that the data and resources are located in the US but not required.

Question 188: What is the number of average page views per month in millions?

Answer 188: ~200k-300k/mo

Question 189: What is the number of peak monthly page views?

Answer 189: ~300k

Question 190: Do you prefer or require an on-Premises CMS?

Answer 190: No.

Question 191: Do you have a preferred Cloud Provider?

Answer 191: Microsoft Azure.

Question 192: Do you require Headless CMS? If so, please describe your headless use case, which front end framework will you be using and where will this be hosted.

Answer 192: No.

Question 193: Will you also be using an Ecommerce solution?

Answer 193: No.

Question 194: What is the maximum number of active concurrent author users?

Answer 194: See answer 180.

Question 195: What is the number of Sites/Domains to be hosted? Just www.a2gov.org?

Answer 195: just www.a2gov.org

Question 196: Expected level of page complexity

- High - Very Dynamic non-cached
- Mid - 50% Dynamic / 50% Static
- Low - Mostly Static Cacheable Page

Answer 196: See answer 182.

Question 197: What tool is used to review, accessibility, semantic tests, and Section 508 compliance?

Answer 197: See answer 183

Question 198: What are the storage requirements for any assets required for your website, in terabytes?

Answer 198: See answer 184

Question 199: Do you have any specific security compliance requirements?

- ISO-27001
- SOC-2
- FERPA-ready
- HIPAA-compliant
- GLBA-ready
- FedRAMP
- Other?

Answer 199: No

Question 200: Is a CDN required or being provided?

Answer 200: No

Question 201: Are the resources expected to be based out of the US or can we leverage a combination of US & offshore based resources?

Answer 201: It is preferred that the resources are located in the US but not required.

Offerors are responsible for any conclusions that they may draw from the information contained in the Addendum.