ADDENDUM #1

REQUEST FOR PROPOSALS (RFP) #20-215
Website Redesign and Hosting

Genesee County (the County) continues to review the guidance that has been provided by State and Federal Government agencies in regards to COVID-19. The County's focus is, as always, on the health and safety of our constituents, vendors, and employees. Therefore, I am issuing this addendum for the purpose of announcing the following information:

- Responses to the questions that were submitted for this request are included as part of this addendum.
- The County has suspended this project until Tuesday, April 14, 2020. Please check the website frequently, as additional updates may be posted.

This proposal has been suspended until Tuesday, April 14, 2020. Please check the website frequently, as additional updates may be posted.

Vendors must indicate receipt of this addendum by adding the following on the Signature Page (item #6) and on the exterior of the envelope containing your proposal:

ADDENDUM #1 RECEIVED

ALL PROPOSALS MUST BE RECEIVED AT:
GENESEE COUNTY PURCHASING DEPARTMENT
1101 BEACH STREET, ROOM 361
FLINT, MI 48502

Derrick Jones, Purchasing Administrator

G:/bid2/2020/20-215.add1
Responses to Questions

1. What do you mean by #20 documentation? Any relevant documentation that should accompany your proposal.

2. What is your estimated budget for this project? This helps us determine the complexity of various features. The estimated budget will be discussed during the interviews once finalists are determined.

3. Who built your current site, and when was the last refresh? Revize. The last refresh was 2012.

4. Do you have a preference for a highly secure, open-source CMS like Drupal? Yes we would like a highly secure website.

5. Please describe your current hosting setup? The current website is hosted externally.

6. Who currently provides you with ongoing support services? Revize

7. Are you looking for ongoing maintenance and developer support? Ongoing maintenance. Prefer a fully hosted by vendor system requiring minimal administration and easy content updates allowing users of all skill levels to update assigned sections of the website.

8. Please describe your technical / IT staff. How many members do you have and what is their level of experience, particularly with Drupal and/or PHP. This helps us determine the level of support you may require. Our IT staff is comprised of 20 individuals. 1 staff member has been responsible for editing the current website. In the future we will have at least 3 staff members trained to edit the website. Some departments do edit their own website content but the goal is to provide training so more departments can edit. We do not have any experience with Drupal or PHP.

9. May we provide additional information beyond items A-E outlined in Section 8, as long as these items are completely filled out and don’t reference other attachments? For example, we typically provide a detailed pricing table and list of assumptions with optional features, varying levels of support, etc. This information would not be captured in the provided Cost Proposal Form. We also provide detailed responses to Section 6: Scope of Services, which includes some items not captured in the Proposal Response Table. We certainly welcome any additional information as long as the response table is completely filled out.

10. Will you be requiring the provider to transfer all of the content to the new site or will your team be handling the transfer? We do not want to do a full 1:1 migration of all content because much of the content is very old. Ideally, we work with each content owner to identify what content needs to be retained and then rebuild in the new site.

11. Proposal Response Table – Is this the only questions and answers you are requiring? Are we allowed to submit a detailed proposal as well as the table? We offer quite a bit more than those questions and would like to address them. Each vendor is free to provide a detailed proposal in addition to the response table provided with the RFP.

12. Length of contract? Initial contract is for 2 years with options of three (3) one (1) year extensions.

13. Merchant Account: Do you accept credit card payments on your current site? Will you want to accept them on the new site? If yes, who is your merchant provider? We do not accept credit cards on our current website. There are currently no e-commerce plans.

14. First, are you able to share the primary reason for the redesign? Are there any development issues with the current supplier or is this a mandatory RFP that has to be performed? The primary reason is that the current website template is very old and is in need of an updated
design. The County was unable to dedicate resources to update the website. There are no development issues with the current supplier.

15. To that end, can you share the current supplier status? Who is currently hosting the site? Are they also the developers? Can they be approached for insight? Revize currently hosts the website and developed the template. It is up to the discretion of Revize whether they chose to divulge any information concerning the site, as they may elect to submit a proposal for these services as well.

16. Do you have any overwhelming frustrations or issues with the current site that have been unable to be addressed? In the same area, do you have any great likes or items that are working beyond expectations? Yes there are frustrations with the back-end file structure. The overall template is outdated and has limited capabilities.

17. As far as site management – is there an expectation to maintain the current content? Do you plan to scaling back or add material / pages? Do these entail comprehensive changes or an overall simplification? We do not want to do a full 1:1 migration of all content because much of the content is very old. We do plan to scale back the current content in order make the website more relevant, organized and user friendly. Ideally, we work with each content owner to identify what content needs to be retained and then rebuild in the new site.

18. And how are revisions currently managed? Do you plan to funnel all revisions through a single Point of Contact or is there a team approach in place? The revisions are currently managed by one IT User Support staff. Some departments have content editing access but are not comfortable making website updates. Our plan is to properly train Departments to content edit their own section of the site. Therefore, we require permission drive content editing.

19. It appears in the RFP that each dept. is responsible for their corresponding revision. If that is the case, do you have an approximate number of users / editors / administrators that would access the content? The approximate number of content editors is 20. The approximate number of administrators is 4.

20. It would be extremely helpful if there is a site map currently available that we could review during this proposal development? There is no site map available at this time.

21. Finally, considering the current environment (Covid and all), is the proposal submittal process still the same? Do you anticipate any changes to this? This proposal has been suspended until Tuesday, April 13, 2020. Please check the website frequently, as additional updates may be posted.

22. Who built your current website(s)? Revize

23. How many domains and subdomains in total are there? There is only one main domain for Genesee County website. However, many other Departments have gone outside of the main County website and built their own websites over time. The goal is to consolidate all websites under the parent brand.

24. Is this project just for the county websites, or for individual cities/towns within the county? The project is just for the main County website. We do not offer website services to individual cities and townships.

25. Are you open to considering an open-source content management system for the new site? It is a possibility that we could discuss.

26. Does your team have a preference on a cloud-hosted solution or on-premise? We prefer cloud-hosted solution.
27. What type of development experience do you have on-staff (PHP, .Net, java)? **Genesee County IT Department does not have any development experience in-house.**

28. Are there a lot of non-technical users who make handle smaller, day-to-day edits of the sites? I would qualify all of the Department content editors non-technical.

29. Are there security compliance requirements you require such as HIPAA, PCI, PII, FEDRAMP, SOC1, SOC2, etc? **Yes, we would prefer SOC1 compliance. HIPAA would not relate as much to the current County website because the Health website is under a different domain.**

30. E-commerce integration is called out - what e-commerce system(s) do you use? **We currently do not have any e-commerce integration; however, we would like the new website to have capabilities for e-commerce integration.**

31. What are some other web technologies you have integrated with the site? **We do not have any integrations at this time.**

32. You mention the need for DDoS protection - have you experienced recent attacks or is this purely preventative? **We had a serious Cybersecurity event in 2019.**

33. Do you also want a CDN for performance and security, or just DDoS protection? **We would like to evaluate this as a potential security method for the public facing website.**

34. What is the budget range allocated to this project? **We do not plan to disclose the budget for this website redesign.**

35. Is GCIT open to Drupal or WordPress as the content management system (CMS) for its website? **Yes we are open to all options at this time.**

36. What is the site to redesign and host? Is it https://www.gc4me.com/? **Yes that is the main website we are looking to redesign.** Assuming it is www.gc4me.com, all other linked external sites (like http://gcmpc.org/, co.genesse.mi.us, 7thcircuitcourt.com, app.fetchgis.com, app.fetchgis.com) are only linked and not in scope for redesign and hosting. Kindly confirm. That is correct, the other sites are not in scope for this initial redesign. **The goal will be to bring all websites under the parent brand.**

37. Is there any hosting environment preference, Cloud or On-Premise environment? For cloud, is there a preference to specific cloud platform (e.g., AWS, Azure or Google Cloud)? **The preference is cloud. We do not yet have a preferred platform.**

38. Do we need to work with any existing IT provider or IT teams? **The publishers of this RFP are the IT Department.** Does the County has specific IT teams that we need to work with? Kindly provide details. **We have certain security protocols to follow but those will be discussed in more detail with the finalists.**

39. What tool(s) are used for Website traffic monitoring (Ex: Google Analytics)? **We utilize Google Analytics at this time but it is not heavily reviewed.**

40. Is there specific UI Style guidelines to be followed? **No there is not an established UI.**

41. Are there any backend automated processing e.g., emailing visitors, residents, businesses etc.? If there is emailing, do you currently create email templates? Share any related details. **We do not have any integrations other than email links for contacting.**

42. Currently we see the redirection URL for the payment when choosing Residents -> Online Services -> Human Resources -> "Online Benefits Payment" link, which redirects to https://payments.g2gcloud.com/genesecounty/591. Please confirm this payment link need to continue. Other than URL, will there be any other way of making payment through the site? **There will not be any additional payment processing through the site.**

43. Are there any existing systems / third party systems / APIs need to be integrated in the new site? **No there are no existing systems integrated to the public website.**
44. Is the County open to utilizing Open Source Content Management solution (Ex: Drupal, WordPress, Joomla etc.)? Yes we are open to exploring open source content management.

45. What is the total size of the website content and any related data to be migrated to the new site? The current website gc4me.com is 982 website pages and 3,773 documents.

46. How many number of administrative users and user roles are currently in place or anticipated to maintain the website/content? The approximate number of content editors is 20. The approximate number of administrators is 4.

47. Are there any additional NEW pages or content to be developed? If yes, please outline the requirements for these new pages, e.g. Content, Functionality etc. Until we are able to meet with the Departments, we do not have specific pages of new content identified.

48. "The selected vendor’s content management system (CMS) should provide the feature of APIs, Import and Export" Please provide details on APIs types of Import/Export needed. E.g., What is the purpose for the APIs? What type of APIs are needed to integrate with what systems? What type of file formats are needed for import/export? Etc. We would like the CMS to have the ability to integrate with API’s in order to leave room for growth and improvement. None are identified at this time.

49. "The selected vendor’s content management system (CMS) should provide the feature of Simple Workflows" Please provide details on required workflows e.g., is it for content approvals - from author to approver etc. We would like to explore the use of workflows for content approvals. The details of this would have to be identified with the vendor selected.

50. "The selected vendor’s content management system (CMS) should provide the feature of Social Media Integration" Apart from link sharing and linking to social media sites as it exists in the current site, what other integration features are required for social media integration. Link sharing, web page sharing and social media links is sufficient at this time.

51. Are there specific mobile devices for target testing, for example iPhone and Android devices, (current and one level back etc.)? We do not have specific mobile devices to target.

52. Are there any challenges and/or issues in the current site that the new site needs to address? Yes there are frustrations with the back-end file structure. The overall template is outdated and has limited capabilities.

53. Will Ongoing Support & Maintenance to be provided within the "Other Services and Costs" section of the Cost Proposal Form for the newly created Website and for Hosting. Yes that is the correct place to include this information.

54. In the Cost Proposal Form, Please help explain how the County wants the vendor to price "Site Modifications and Updates". Will this be CMS changes, or Website Updates? Is the County looking for T&M? Etc. Please do your best to price all individual costs associated with the website redesign.

55. Please provide what information is requested in "Project Team Proposal" This indicates the actual project team (i.e. project manager) that will be involved in the redesign project.

56. Is the County OK with utilizing a Global Delivery center for this Project? There is not enough information to understand what is meant by Global Delivery center.

57. Due to the current COVID19 situation, is the proposal still due for April 2nd? Does the county still wish to have hard copy submission or will there be a ONLINE submission available? This proposal has been suspended until Tuesday, April 13, 2020. Please check the website frequently, as additional updates may be posted.

58. Do we have to provide all the insurance requirements including Genesee County as Additional Insured Party in order to bid the RFP? Vendors do not have to name the County as an
additional insured upon submitting their proposals, however, vendors must read and execute the “Insurance Checklist” form and affirm that they will have required coverage.

59. Is Government Client experience/example a mandatory requirement? We have 25+ years of experience serving clients from small business to Fortune 50 companies although we do not have Government Client experience or example to provide. **It is not a mandatory requirement to have Government client experience.**