

Request for Proposal - Website and Citizen Engagement Platform

Addendum 1 – Answers to Submitted Questions

1. Are there any roadblocks to offshore development? **No, as long as our project manager and key team members are US based and hold US based office hours (Monday – Friday 8am-5pm).**
2. Are you expecting any onsite presence/support, from the Contractor, during the project duration? **No, virtual meetings are ok**
3. Do you have a preference for local vendors (based out of Sherwood)? **No**
4. Would you accept proposals from vendors working in a different timezone? **As long as all project meetings occurred Monday – Friday from 8am to 5pm PST we are ok with team members working in different time zones. We would like the project manager and key team members to hold US based office hours for efficient communication.**
5. Would you want native apps to be developed (i.e., separate mobile apps for iOS and Android) or would hybrid methods work (common language app which will work on both iOS and Android)? Since GIS is envisioned, hybrid app may be a challenge. **Our preference would be for the option that gives the citizen the best possible experience. We are open to both options but would need to know the pro's and cons of either option. The chosen option would be determined with the vendor after contract award and discussions on either option.**
6. Would you please let us know an indicative budget range, e.g., USD 50K-100K, or 100K-150K, etc.? (Providing us with a very high-level budget range would help us to propose a solution with features and tech stacks best suited to the budget range.) **The budgeted dollars for phase 1 is \$100k. There is some flexibility if staff believe the winning solution warrants an increase in budget and is approved by the City Manager.**
7. You are only asking potential respondents to put forth proposals and bid on Phases 1 and 2 at this time. Does being selected to complete Phases 1 and 3 guarantee the firm selected will also be awarded Phase 3 work to complete? **No, while the preference would be to work with one vendor phase 3 will require some additional scoping and depending on the cost may require a separate RFP.**
8. What are your budget parameters for Phases 1 and 2? Do you have a budget cap for the initial part of the new website and mobile app build? **See response to question 6. Phase 2 budget is being developed and will be included in our FY:24/25 budget which begins in July '24.**
9. What are the anticipated dates of phase 3? **Depending on the scoping and budget likely July '25.**
10. What is your anticipated budget for this and your two future scopes of work? **See question 6 and 8. Budget for phase 3 has not been set yet.**
11. The RFP requests a “project schedule” as well as a “proposed timeline.” Will one timeline that outlines the duration and completion date of all tasks and milestones suffice? **We'd like a separate project schedule and timeline for Phase 1 and 2**
12. Should Phase 3 be estimated for this work? **No, as stated in the RPF phase 3 goals were included so vendors could see where the City would like to go with it's website and help guide decisions in phase 1 and 2.**
13. What are the specific backend systems currently in place that the new website needs to integrate with, and are there any plans for system upgrades during the project timeline? **Integration with back-end system mentioned in phase 2 is limited to just transferring of text files (CSV, XML, etc) from the website to our back-end systems. For example, if a resident fills out a form on our website to apply for a business license. The data from that form should be able to be exported in a common filetype that could be then imported into our back-end system.**

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14. Could you provide more details about the data formats and protocols used by the city's existing systems for the non-API integration you mentioned? **See responses to question 13**
15. What is the volume and nature of the transactions that the payment system is expected to handle? **Since we currently don't take payments on our website now, we don't have a good estimate. I would estimate 5k-10k transactions for phase 2 payment capabilities.**
16. Are there any specific Drupal or WordPress features or modules that the city has in mind for the **No, we'd expect the vendor to suggest needed modules.**
17. Are there existing branding and design guidelines that need to be adhered to, or is a new branding strategy required? **The city doesn't currently have a brand strategy but if vendors provide that services and want to include that as additional work that would be allowed.**
18. What are the city's requirements for accessibility (e.g., WCAG 2.1 compliance)? **The city expects the new site to be compliant with the latest website compliance requirements.**
19. Should the mobile app be native to each platform (iOS/Android), or is a crossplatform framework acceptable? **See response to question 5.**
20. Are there specific functionalities that the city wants to prioritize for the mobile App in Phase 1 and Phase 2? **Mobile app is a phase 2 requirement, and we'd expect the functionality outlined in the RFP to be included with proposals. If there are any concerns with these requirements, please outline them in your proposal.**
21. What are the expected traffic and data storage requirements for the hosting solution? **This is unknown at this time. Please estimate based on the content and size of our current website (www.sherwoodoregon.gov)**
22. Are there any specific security protocols or certifications (such as SOC 2, ISO 27001) that the hosting provider needs to comply with? **None at this time.**
23. What specific CRM features are anticipated to be used by city staff? **Just basic contact management and review of submitted data.**
24. Are there preferred technologies or platforms for the CRM, or is the city open to suggestions based on the vendor's expertise? **We'd like vendors to propose a solution that best fits the needs of the city as outlined in the RFP**
25. How will vendor support handle updates for third-party plugins and API integrations? **We expect that any support agreement would include patching, updating and troubleshooting third party plugins. Support for API integrations would be defined once the phase 3 scope has been developed.**
26. Are there specific legal and regulatory compliance requirements that the new system must adhere to (e.g., data protection laws, public records laws)? **We'd expect any proposed system to be able to protect any sensitive data input into the system and be compliant with any regulatory requirements for the features and functions being implemented.**
27. If able, would the city be able to provide a budget range or cap for Phase 1 and Phase 2 to help the proposer scale the solution appropriately? **See response to question 6 and 8**
28. What is the estimated budget for this project? **See response to question 6 and 8**
29. What challenges/problems have you experienced with your current CMS? **No real problems, just need a graphical and navigational improvements along with some more modern capabilities.**

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30. What are the # of pages to be migrated from old to new website? **The total number of pages that we'd want migrated is unknown at this time. It's expected that city staff will do much of the migration work themselves by recreating the pages in the new platform.**
31. Is Branding part of the scope or will be provided by the City? **See response to question 17**
32. How many people from the City will be part of the decision-making process? **Ultimate decision will be made by the City Manager with support from the IT Director. Evaluation and proposed vendor will be done with 5-10 city staff.**
33. Is content writing services part of the scope? **No**