

REQUEST FOR PROPOSALS (RFP)

Website Development & Ongoing Maintenance - Summary of Questions

As of September 22, 2023 – Final List

Q: Can the work be completed offsite?

A: Yes, the work can be performed offsite so long as the requirements of the contract are met.

Q: Are there any budget limitations or not to exceed?

A: There is a budget for this project since we are a government agency with limited funding. At this time there is not a set amount, but the final contract will depend on the proposed work and estimated costs with available funding taken into consideration.

Q: Will local or in-state agencies be given preference?

A: The consultant selected for this project will be based on qualifications and then negotiation of final project costs.

Q: Is there a preference on what Content Management System (CMS) will be used?

A: We are open to suggestions from the consultant based on your expertise.

Q: What is your "not to exceed" budget?

A: Please refer to the Summary of Questions now available on the RFP page of the County website.

Q: What is your yearly maintenance budget?

A: See response to above question.

Q: How many pages do you anticipate having on the new site?

A: A website that demonstrates a similar conceptual idea for this site is Tehama County Transportation Commission.

Q: Will your website require a payment processor?

A: No, there will not be any payment processing required.

Q: Do we have to be a registered vendor with your office to submit a proposal for this RFQ.

A: No, you do not have to be a registered vendor to submit a proposal.

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Q: Can we have a sitemap? Has one been created?

A: Tehama County Transportation Commission's page has exactly the components we are interested in. Initially we would not have much on the GIS side, but that may be added in the future.

Q: Do you have content and imaging prepared, or will you have it ready by the end of the build?

Will you add the content to reduce costs while getting to know your new website?

A: This would be ideal since the goal is to have staff upload various documents each month. We do have various documents and a list of links that we want included but as for photos for background we do not have those identified at this time.

Q: Will data be received from users? For example, forms or comments.

A: Ideally, we would have a form where the general public can submit unmet transit needs plus a general comment section that would feed into our general email address.

Q: Aside from simple linking, are there any integrations with other systems needed?

A: No, not currently.

Q: Is there an overview of what types of content you plan to have? For example, PSAs, FAQs, landing pages, meeting minutes, etc.

A: Essentially various types of planning documents, agenda, minutes, funding sources and links to other sites, landing page for projects, announcements and an RFP/RFQ page.

Q: What is the ideal timeline for the completion of this project?

A: The goal would be to have the site live no later than 90 days after award of the contract.

Q: How many visitors does the site get per month?

A: See attached PDF with page analytical data.

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Q: Is there an existing brand guide that will be used for the site?

A: No, we do not currently have a brand guide.

Q: What are your existing pain points with the site?

A: The Commission only has a page on the County's website. The County website is not operated or managed by the Commission.

Q: How many rounds of design and reviews are you wanting to do for this project?

A: It is uncertain how many the project will take to get to a final approved site.

Q: Will content migration be part of the scope of this project for the chosen vendor? If so, can you provide an estimate of the number of website pages, posts, and/or documents that will need to be migrated?

A: No, this will be a brand-new build with the addition of various PDF documents.

Q: Is there an incumbent bidder on this project?

A: No.

Q: What qualities have worked well or made a project successful with past vendor partners

A: The Commission has not previously contracted with a vendor for a project of this type.

Q: Do you require an Events Calendar?

A: This should be an optional addition to the project.

Q: For GIS services, SCLTC has noted in their response that "Initially we would not have much on the GIS side, but that may be added in the future." Is it the understanding of SCLTC that the GPS component would then form an additional project or phase of the project, which should not be addressed/included or priced for in this response?

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A: That would be a supplemental project at some point in the future.

Q: Does the SCLTC accept foreign vendors for this project?

A: We do not have a restriction that provides foreign vendors from submitting a proposal.

Q: If submitting a proposal electronically how should the cost proposal be submitted?

A: Please attach your cost proposal as a separate PDF. Those files will not be opened after the reviews are completed and ratings finalized. These should be attached to the same email as your proposal but as a separate PDF.

Q: Is there flexibility on the timeline to go live? Would 105 or 120 be acceptable from contract signing to go-live?

A: Yes, we are willing to be flexible with implementation so long as the end product meets our needs.

Q: Regarding Attachment A does it require a signature.

A: No, you do not need to sign it. We encourage you to demonstrate that you have read the template contract and do/do not have any concerns with the language.

Q: Could you please provide more specific functional requirements for the interactive site, especially regarding the stakeholder engagement?

A: A major component of transportation planning is public engagement. Initially we would want the public to have the ability to submit comments using an online form that would send information to a general inbox.

Q: What level of end-user training is expected for Commission staff?
How many Commission staff members will require training?

A: Commission staff needs to know how to upload documents including minutes, agendas, and other planning documents to complete day-to-day tasks. These would primarily be in a PDF format.
The Commission currently has one employee.

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Q: Could you clarify the specific accessibility standards the site needs to comply with, e.g., WCAG levels?

A: Level AA
The site should also include an accessibility statement.

Q: Will the County provide all content (text, images, etc.) for the site, or is content creation included in the scope of work?

A: Most of the content can be provided by the Commission.

Q: Will the site need to support multiple languages?

A: The site should include options to utilize another language.

Q: Is there a preference or requirement for hosting, or is it expected to be included in the proposal?

A: We are agreeable to recommendations from the selected firm with the final decision being made by Commission staff. Hosting should be included in your proposal.

Q: Could you provide details on the variety of devices that the site should be optimized for?

A: Examples include tablets, cellular devices, laptops, and desktop computers.

Q: Are there existing branding guidelines that the proposed design should adhere to?

A: No.

Q: Are there any specific contract terms that proposers should be aware of?

A: Please refer to Attachment A of the Request for Proposals for the draft contract.

Q: Is there an expected timeline for contract negotiations and finalization once a firm is selected?

A: Proposal review is estimated to take approximately 3 to 4 weeks. Contract negotiations would commence after a firm is selected. The Commission meets once per month, so approval of the final contract depends on negotiations and when their next meeting occurs.

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Q: Is there a budget range allocated for this project that proposers should be aware of?

A: Please refer to the previous question related to the budget for the project.

Q: Does the budget include the ongoing maintenance costs, or should those be proposed separately?

A: Per the RFP the cost proposal:

Provide a transparent fee schedule that outlines all the costs associated with the required services, broken down by category of products and services, and all on-going costs for recommended or required services.

Q: Could you provide more details on the weightage of the evaluation criteria listed?

A: Using a 100-point scale the following will be the maximum score for each of the criteria.

Qualifications – 30 Points

Approach – 35 Points

Experience and References – 35 Points

Q: Is there any additional criterion that will be considered during the evaluation process?

A: No.

Q: Is there a preferred timeline or deadline for the completion of the project?

A: Please refer to the previous question on this topic.

Q: Are there any specific milestones that need to be met throughout the project?

A: These will be outlined during the project kick off meeting.

Q: Is there a preference for a specific design style or any design elements that should be included or avoided?

A: Please refer to the previous question regarding a site that has a similar conceptual look to our desired final product.

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Q: The site you identified as an exemplar has GIS Maps on their site. Is this what you would like on your site?

A: This would be a future project not included in the initial website build.

Q: Do you have any functional requirements for the site that you would like to identify?

A: Please review the list of questions as these should answer this question.

Q: Would you need any copywriting or content migration services?

A: This will be a brand-new site.
There will be new content added, but nothing will be migrated from another site.

Q: Would you need any original or stock videography or photography?

A: No videography will be required. Photographs of our local area will be provided.

Q: Would you require hosting, DNS, or SSL services?

A: Yes, hosting should be included in your proposal.
The domain is registered through GoDaddy.

Q: What CMS platform do you use currently?

A: Please review the list of questions.

Q: How much content do you currently have on your website?

A: None.

Q: Could you specify the expected level of ongoing maintenance, such as the frequency of updates, backups, and security checks?

A: Monthly checks for the identified items.
As stated in the RFP upon notification of an issue with the site the consultant will need to address any issues within 24 hours to ensure continued public access.