

2019 SRTA Webhosting and Technical Support RFP

Q&A Log

Posted September 9, 2019

1. On page 5, under Proposal Contents #5, it refers to an attached template worksheet for the cost proposal. We cannot see this document within the RFP or on SRTA's website. Would you be able to provide such document for use in our proposal response?
This attachment was inadvertently omitted from the proposal. Proposers may use their own format as appropriate.
2. Do you have a budget for this project?
Refer to RFP, page 7.
3. Would you be interested in migrating to a Wordpress platform?
See previously posted Q&A.
4. How many visitors per day does your current site receive?
See previously posted Q&A.
5. How much storage space is needed?
We estimate about 20GB of data.
6. What kind (if any) of disaster recovery is needed?
The website should be regularly backed up. Daily is preferred, but no less than weekly.
7. The RFP states that there should be a cost template worksheet attached, but it was not. Could you please provide the cost template worksheet?
This attachment was inadvertently omitted from the proposal. Proposers may use their own format as appropriate.
8. Do you have a style guide or brand guide?
No, but it is anticipated that the general design of the current website will be carried over, including colors, fonts, etc.
9. Do you have a budget you are able to share? Does the budget include include tech support and hosting? What was the investment in the previous website?
See previously posted Q&A and RFP page 7.
10. Does SRTA have a CMS preference? Open source? Drupal/WordPress? The current site uses CivicEngage, is the plan to move away from this CMS?
Any platform that is able to meet SRTA's needs may be proposed.
11. Who are your primary and secondary users?
Our audiences include the general public, member agencies (i.e. cities, county, and Redding Area Bus Authority), partner and regulatory agencies (e.g. Caltrans, Federal Highway Administration, Federal Transit Administration, and others), and SRTA Board of Supervisors.

12. Is there a specific event driving the launch date?
The expiration of SRTA's the current hosting contract.
13. What is the current hosting environment?
The current website is hosted by CivicPlus.
14. How many visitors does the current website receive on a monthly basis?
See previously posted Q&A.
15. How many pages of content do you anticipate transferring to the new site?
See RFP, page #3, Task #2.
16. What are your current pain points with the existing website?
We are not sure what this question means.
17. What are the current technical challenges (if any)?
Nearly all SRTA staff manage content with varying frequency. Managing content without creating internal conflicts/inconsistencies.
18. How many site administrators will you have?
Ten.
19. Will you require different levels of admin permissions?
Yes.
20. The RFP title is "Website Hosting and Technical Support RFP" but references a redesign and also mentions the site is "currently being refreshed". Can you elaborate on the visual design and development and programming expectations SRTA has for the selected vendor?
The new website should have the same major components, pages, and key functionality as the current site. One feature that may be different from the current site is the addition of photo tiles on the home page that 'flip' or otherwise reveal additional information when the user hovers over the photo. Examples of this type of functionality from other websites include:
- <http://civicspark.lgc.org/join-civicspark/project/>
 - <https://www.cnu.org/>
 - <http://nua.unhabitat.org/index.html>
21. Can you please list and briefly describe any third-party integrations which may be included in this project?
We have not third-party integrations.
22. Is there any multi-lingual translation required for website?
This is not required but it would be very desirable. See previously posted Q&A regarding ADA accessibility.
23. How many individuals at your institution will need to use/log into the CMS?
Ten.

24. How many webpages needs to be redesigned?
See RFP, page #3, Task #2. All content and general design will be complete but will need to be recreated on the new platform, if necessary.
25. How many On-site personnel are required for the project?
None.
26. Is there any timeline for developing and launching the new website?
See RFP.
27. Who currently hosts your website?
CivicPlus.
28. What issues are you encountering with the current CMS?
Responsiveness is occasionally slow.
29. How big is the current site?
We estimate about 20GB of data.
30. Is there any budget limit for the project?
See previously posted Q&A and RFP page 7.

Posted August 29, 2019

31. Will SRTA be providing credit/debit card info for "product" purchases, such as a hosting package, up front (due on receipt) or Net 30 as described for "services?"
- SRTA generally operates on a reimbursement basis, with approved invoices being paid within 30 days of receipt. Any exceptions to this process would need to be negotiated during the contracting process.**

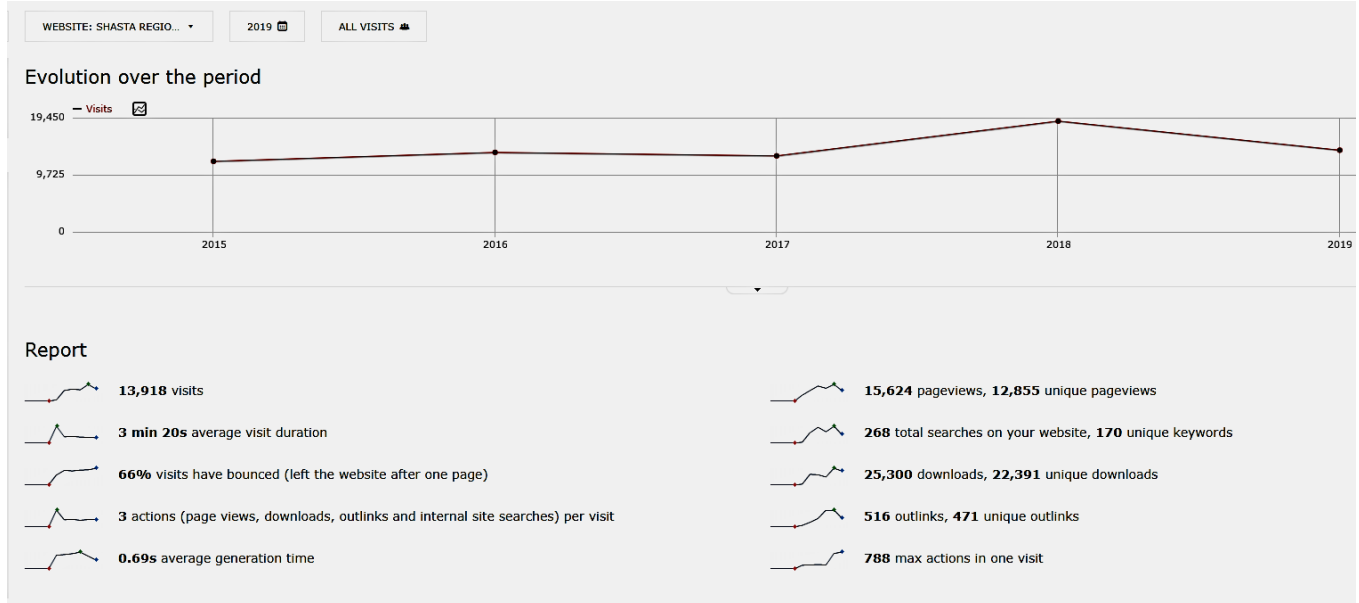
Posted August 28, 2019

1. Who currently manages the domain name? And, what would the turnaround time look like when we request a DNS change to migrate to the new hosting?
- SRTA's 'dot gov' website domain is managed by the State of California. SRTA employs [Apex Technology Management](#) located in Redding to provide IT support. Apex will assist in migrating the DNS to the new host. It's anticipated that this would take a few days to accomplish.**

Posted August 27, 2019

1. In the page no7. "A maximum budget of \$50,000 has been established" this is for One Year hosting & technical services or five years Hosting & Technical services? Can you please clarify on it.
- The \$50,000 budget is inclusive all services for the full duration of the agreement (5 years). This figure is based on SRTA's past expenditures and an independent cost estimate. Proposals that exceed this amount will not be disqualified; however, if the value of services provided for the proposed fee is low, the proposal will lose points under that evaluation criteria (see Proposal Evaluation, Page 6 of the RFP).**

2. What is the average monthly website sessions?



3. Will the website refresh (expected to launch end of 2019) remain on the [ASP.NET](#) framework and require Windows IIS hosting or will it run on Linux servers?

The refresh being performed by SRTA's existing provider (CivicPlus) will maintain the same framework or hosting. Proposals are not required to maintain this arrangement. Proposers should propose the optimal solution for SRTA's needs.

Posted August 21, 2019

1. We would like clarification on why SRTA is currently re-designing the site for a launch of end of year 2019 if you are seeking a new proposal for a re-design? Can you help share some details about this current effort versus the re-design for 2020?

SRTA's website is being 'refreshed' in advance of this procurement because our agreement with the current service provider included a no cost update. The refreshed site will be similar in content and organization to the existing website, the main focus being on:

- **Reviewing and bringing all content and documents up to date;**
- **Streamlining website navigation to create a cleaner site – one that is more intuitive and eliminates redundancies; and**
- **Developing a new homepage featuring five organizational priorities that link to new interior pages for each respective priority.**

2. Can you share a specific list of ADA compliant requirements that you need followed?

SRTA is a public agency that directly or indirectly serves persons with disabilities. SRTA strives to meet the needs of all citizens in the best spirit of the law by eliminating barriers to web

accessibility wherever possible. Examples of barriers to web accessibility include but are not limited to visual, linguistic, auditory, cognitive, physical, and age-related impairments.

While there is no established checklist of what constitutes an 'ADA compliant' website, the Web Accessibility Initiative (<https://www.w3.org/WAI/>) and Section 508 (<https://www.section508.gov/>) is commonly referenced for guidance. In the past, SRTA's contractors have employed a 'web accessibility evaluation tool' to test website accessibility.

The ultimate goal is to ensure that no individual feels excluded from information about SRTA's activities or is unable to participate in planning and decision-making processes. Where barriers cannot be reasonably overcome, SRTA staff strive to provide personalized support. Proposals should describe how your firm will partner with SRTA to achieve these goals.

3. Is WordPress an approved platform for us to build the new website on?

Any platform that is able to meet SRTA's needs may be proposed. If WordPress has limitations or disadvantages compared to other platforms (relevant to SRTA's needs), these should be noted and addressed in the proposal.

4. Do you have specific server requirements? We typically host sites on WP-Engine. Will this be okay?

We have no specific server requirement. SRTA's existing website is hosted by CivicPlus. SRTA has another website hosted on WP-Engine (www.shastaconnect.org).

5. You mention that the timeline is to start in October 2019...but it was mentioned that a new site will not be ready until December 2019. How will this affect the work at hand?

We anticipate bringing a contract award recommendation to the SRTA Board of Directors on October 22, 2019, with a fully executed agreement and notice-to-proceed completed shortly thereafter. As appropriate, the consultant may begin work immediately on any initial tasks (e.g. kick-off meeting, setting up page templates, etc.) or wait until the refreshed website is live. The only absolute requirement in our timeline is that the new website must be live prior to the expiration of our current web service agreement on March 28, 2020.

6. Is it possible to get a checklist of all the major components, pages and key functionality that the site will need to maintain? It's difficult to provide a detailed estimate without this information.

With the exception of the items mentioned above (see response to Question #1), the new website should have the same major components, pages, and key functionality as the current site. One feature that may be different from the current site is the addition of photo tiles on the home page that 'flip' or otherwise reveal additional information when the user hovers over the photo. Examples of this type of functionality from other websites include:

- <http://civicspark.lgc.org/join-civicspark/project/>

- <https://www.cnu.org/>
- <http://nua.unhabitat.org/index.html>