CITY OF SOMERVILLE, MASSACHUSETTS
Department of Purchasing
JOSEPH A. CURTATONE
MAYOR

To: All Parties on Record with the City of Somerville as Holding RFP 15-53,
        Website Development & Content Migration

From: Angela M. Allen, Purchasing Director

Date: December 9th, 2014

Re: Answer questions, append update project timeline

Addendum No. 1 to RFP 15-53

Please acknowledge receipt of this Addendum by signing below and including this form in your non-price proposal package.   Failure to do so may subject the proposer to disqualification.

NAME OF COMPANY / INDIVIDUAL: _____

ADDRESS:_____

CITY/STATE/ZIP:_____

TELEPHONE/FAX/EMAIL:_____

SIGNATURE OF AUTHORIZED INDIVIDUAL:_____

Please acknowledge receipt of any and all Addenda (if applicable) by signing below and including this form in your proposal package.   Failure to do so may subject the proposer to disqualification.

ACKNOWLEDGEMENT OF ADDENDA:

Addendum #1 _____   #2 _____   #3_____   #4 _____

Questions Regarding RFP 15-53 Web Development and Content Migration

- Content migration is mentioned several times. Do you require the vendor to migrate all pertinent content from the old site or provide a strategy to migrate content (as described on page 9)? Content migration is a critical component of this redesign. Within 10 business days of the contract start date, the vendor will outline a strategy for migrating pertinent content (of the types listed under "Elements" on RFP p.8) to the new website. Once approved by the Project Manager, the vendor will implement this strategy during the development phase of the website, which begins after design documents are received by vendor (tentatively by 5/29/2015).

- You have outlined 90 days (approx. 12 weeks) of development time from award to final release of the site. Is there an event that the site needs to be complete for? The timeline provided is tentative, and the launch date for the website does not coincide with any specific event. The City will be providing the vendor with comprehensive design documents (information architecture, style guide, pattern library, and templates), so the Website Development and Content Migration phase is expected to be straightforward. While it is desirable to make the new website available in a timely fashion, our first concern is the functionality and quality of the finished product.

- Will there be any onsite visit required? Most interactions will be conducted online using the project management tools outlined in the RFP (e.g. Google Hangouts, JIRA etc.), but vendors must have the capability to work on-site to meet and troubleshoot should it become necessary for the successful development and launch of the website.

- (1) Whether companies from Outside USA can apply for this ?? (From India or Canada) Yes, but please be aware that do to the additional financial and legal logistics of managing a contract with a company outside of the U.S., applications from outside of the U.S. will be considered less advantageous, though they will not be ruled out for this reason.

- (2) Whether we need to come over there for meetings ?? Most interactions will be conducted online using the project management tools outlined in the RFP (e.g. Google Hangouts, JIRA etc.), but vendors must have the capability to work on-site to meet and troubleshoot should it become necessary for the successful development and launch of the website.

- (3) Can we perform the tasks (related to RFP) outside USA?? ((From India or Canada) Yes, but please be aware that do to the additional financial and legal logistics of managing a contract with a company outside of the U.S., applications from outside of the U.S. will be considered less advantageous, though they will not be ruled out for this reason.

- (4) Can we submit our proposals via email ? Unfortunately no. Due to the requirement that all bids meet sealed bid requirements, all proposals must be submitted in sealed envelopes with original signatures to the Purchasing Department at 93 Highland Avenue Somerville, MA 02143 by 11:00am ET on 12/16/2014.

- Are we required to do the work on site, or just be available for meetings and server migrations? If the latter, how often do you expect the vendor to be available on site? Vendors will only be required to work on-site for meetings, migration, and troubleshooting as needed. We hope that a smooth development cycle and launch will allow us to keep these meetings to a minimum (1-2).

- Are you open to receiving the final proposal electronically via email? Unfortunately no. Due to the requirement that all bids meet sealed bid requirements, all proposals must be submitted in sealed envelopes with original signatures to the Purchasing Department at 93 Highland Avenue Somerville, MA 02143 by 11:00am ET on 12/16/2014.

- Can you please list all 3rd party integrations that will be in scope for this project? Integration is defined here as making a usable and intuitive handoff to the following payment services: Duncan Municipal Online Services, CitizenServe, InvoiceCloud, MinuteMan Library Network, and Kelley & Ryan Municipal ePayment. One system that we are interested in integrating via API is Accela's IQM2 MinuteTraq. This software is used for legislative calendar management, and the developer provides .NET and REST / JSON APIs.

- What are the expected browser requirements of the site? Specifically, the minimum and latest version you expect to support? The usage patterns of the current site require the redesigned site to be optimized for the following browsers: Google Chrome 38 and higher, Internet Explorer 9 and higher, Safari 6 and higher, Firefox 22, and Android Browser 4.0 and higher. The site should still retain functionality on older browsers through graceful degradation.

- Per the tentative schedule in section 2.4 you are anticipating the release to the testing site to be 90 days after receiving the design documents. This would translate to four 3 week sprints, correct? Yes.

- The RFP indicates the period of performance to run until 10/31/15 but the tentative schedule indicates releasing the site in August 2015. Can you elaborate on what would happen through 10/31? The period of performance takes into account the tentative nature of the schedule, as well as our needs for revisions following the launch of the website. The August date had been changed to September in a recent addendum. You can view a more current tentative timeline at the following link. Please bear in mind that this timeline takes into account two other phases of this project related to our Pattern Library / Templates and User Testing RFPs. The development & content migration window begins after the completion of the last design documents (listed as 5/29/15) and extends until

project completion:
http://www.somervillema.gov/sites/default/files/tentative-web-timeline.pdf

- Are you looking to the selected vendor to manage a testing period after the final release of the site on the testing server? Once the website on the vendor's testing server is completed and approved, the site will be migrated to the City's internal hosting server. Once the site has been configured and is functioning properly, the site will go live. The vendor will then assist the City with revisions and support as needed once the public begins using the site.

- Do you currently have an environment architecture in place? From a software standpoint, our current environment's technology stack includes a Debian Linux server running Apache HTTP with mod_perl and mod_python extensions. This server hosts a Drupal 6 installation utilizing a MySQL database, HTML, CSS, JavaScript, jQuery and PHP. The new website will most likely be hosted on a virtual server that can be configured for the needs of the developed site.

- What kind of resources from the City of Somerville will be dedicated to this project? Can you elaborate on the IT team who will manage the day to day maintenance and support of the site after launch? Internally, the City has an 8-person IT team and a Webmaster from the Office of Communications. The day-to-day maintenance and support of the site will be managed by the Webmaster and the following IT staff members: Network Manager, IT Supervisor, and IT Server Support Tech. The City will be providing a virtual server to host the finished website, and will configure this server based on the vendor's requested specifications.

- Will the IT team need any additional training on the solution, specifically with the recommended upgrade to Drupal 7 or 8? Per the RFP, the new website will be developed using the latest stable release of Drupal at time of development. Currently, this is Drupal 7, and we expect that this will still be the case when development starts. An upgrade to a later version would not be necessary during or immediately following the launch.

- We have an extensive network of references who are able to speak to our development capabilities, is it a steadfast requirement that the references are from similar sized Municipalities? We would prefer to see recommendations from previous clients with sites of similar complexity. Recommendations for work done for other municipalities would be helpful, but does not have to be for populations of a similar size, but rather website complexity of a similar level (multiple departments, programs and services).

- Please describe the current environment's technology stack. From a software standpoint, our current environment's technology stack includes a Debian Linux server running Apache HTTP with mod_perl and mod_python extensions. This server hosts a Drupal 6 installation utilizing a MySQL database, HTML, CSS,

JavaScript, jQuery and PHP. The new website will most likely be hosted on a virtual server that can be configured for the needs of the developed site.

- How many participants do you expect for the user-requirements gathering session? There will be three user testing sessions that will work with various population groups based on the recommendations of the user-testing vendor, who will also make recommendations as to group size. We expect this to meet standard industry practices.

- Please describe the size and breadth of knowledge of the in-house technology resources. Internally, the City has an 8-person IT team and a Webmaster from the Office of Communications. The day-to-day maintenance and support of the site will be managed by the Webmaster and the following IT staff members: Network Manager, IT Supervisor, and IT Server Support Tech. The City will be providing a virtual server to host the finished website, and will configure this server based on the vendor's requested specifications. The staff has knowledge of server/networking hardware and software as well as web design and development (including HTML, CSS, JavaScript, jQuery, PHP and MySQL).

- What is the preferred timetable for this engagement (i.e., start date, completion date, etc.)? A tentative timeline and period of performance can be found in the RFP, and a more general and holistic timeline can be found at this link: http://www.somervillema.gov/sites/default/files/tentative-web-timeline.pdf This timeline includes phases from 3 separate RFPs: Pattern Library / Templates, User Testing, and Website Development and Content Migration. Development will begin by the end of May 2015 when the design documents from the first two phases are available. The target launch window for the final website is in September.

- Do you prefer onsite visits from [THE VENDOR] Most interactions will be conducted online using the project management tools outlined in the RFP (e.g. Google Hangouts, JIRA etc.), but vendors must have the capability to work on-site to meet and troubleshoot should it become necessary for the successful development and launch of the website.

- Please describe your hosting needs: amount of data required, monthly budget, and expectations on web maintenance fees. Per the RFP (S. 2.2 & 2.3), the City will be hosting the website internally. The vendor is responsible for the creation of a testing server accessible remotely by the Project Manager and delegates during development, as well as assistance in moving the website from this development server to the City's server.

- How many staff members will need to be trained to edit the site? Fewer than five staff members will need to be trained by the vendor directly.

- What are your expectations for training? The vendor will train the Project Manager and fewer than 4 others on the workings of the completed site. This

- Please explain who your "content owners" are and how they will use your website. Certain staff members from various departments and divisions within the City will draft content revisions that will be reviewed, approved, and published by their respective persons in charge or the City webmaster.

- How many potential content managers should the site support? Does the City already have a clear idea of the number of editor/admin roles they would require? The site will likely launch with fewer than 30 editors and fewer than 5 admins, but the City must have the ability to add editors and admins as needed in the future.

- Please explain how your content approval process will work from a staff perspective. How do you envision this being automated? Staff members will be given user accounts to allow the creation of content revisions. These revisions will then be approved and published by the person in charge of each department, division etc.

- Please explain your needs for version control of documents and content on your website. These tools vary widely (as do their costs). We need the website to offer node revisions that will allow content to be saved as a new version or rolled back to a previous state. Source code management will be handled through GitHub.

- Can you please note which systems you would like the new website to integrate with and the level of integration. For example – do we need to program "hooks" or APIs that will connect one system to another? Or, is integration defined as making the site as usable and intuitive as one clicks from one system to another through best practices in design, layout, readability and usability? Integration is defined as making a usable and intuitive handoff to the following payment services: Duncan Municipal Online Services, CitizenServe, InvoiceCloud, MinuteMan Library Network, and Kelley & Ryan Municipal ePayment. One system that we are interested in integrating via API is Accela's IQM2 MinuteTraq. This software is used for legislative calendar management, and the developer provides .NET and REST / JSON APIs.

APPENDIX A
Estimated Project Timeline

Start Date	End Date	Project	Notes
11/28/2014 0:00:00	12/20/2014 0:00:00	Vendor Search & Selection	(Vendors engaged, selected & signed)
12/15/2014 0:00:00	2/1/2015 0:00:00	Initial Community Engagement	(Civic participants secured, survey analyzed)
1/1/2015 0:00:00	2/28/2015 0:00:00	Information Architecture	(Structure & pathways of site completed)
1/1/2015 0:00:00	3/15/2015 0:00:00	Style Guide	(Colors, logos, fonts, styling completed)
2/28/2015 0:00:00	5/1/2015 0:00:00	Pattern Library	
4/15/2015 0:00:00	5/29/2015 0:00:00	Templates	(Page layout designs)
6/1/2015 0:00:00	6/30/2015 0:00:00	Alpha Website Release	
2/1/2015 0:00:00	8/1/2015 0:00:00	User Testing	(Three rounds of testing)
7/15/2015 0:00:00	9/1/2015 0:00:00	Website Goes Live	
10/1/2015 0:00:00			