WASHTENAW COUNTY

FINANCE DEPARTMENT

Purchasing Division

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Addendum #1

RFP No.   7036 – Website Design, Development, and Hosting Services

Due Date: Thursday, May 5, 2016 @ 3:00 pm EST

Non Mandatory Pre Conference: April 6, 2016 @ 2:00 pm EST

1. What version of Plone are you currently using?
   Plone Version Overview

   - Plone 3.3.6
   - CMF 2.1.3
   - Zope (Zope 2.10.13-final, python 2.4.6, linux2)
   - Python 2.4.6 (#1, Jan 20 2010, 17:01:04) [GCC 4.1.2 20080704 (Red Hat 4.1.2-46)]
   - PIL 1.1.6

2. Have you set a budget for this project that you can share?
   We have budgeted money, but will not be sharing the budget at this time. We have talked to several agencies our size that have done similar projects and feel that we have set aside enough money for the project.

3. What different security levels currently exist on the user level? (i.e. Are there different access levels for editors?)
   We have three levels right now. Rights are site wide, not limited by page or department.
   - **Web editors can add, delete, and edit web pages, news articles, images, and files (PDF, etc...)**
   - **Advanced web editors can do all that editors can do and create forms, edit page portlets, and work with collection objects in Plone.**

- **Admins can do all of the above plus edit page templates, and more.**
- **For the employee website, only logged in employees or retirees can view content.**

4. What different security levels are you interested in for the new site on the user level?

   The three levels have been sufficient so far. Right now all editors can edit anywhere on the site and some people have expressed interest in an ability to limit editing to a department or a subsection of a department.

5. What security concerns do the site administrators and content editors have that must be addressed?

   All editing is done under https now and that should continue as it requires a login to edit. Again, the ability to limit an editor to an area of the site would be nice to have, but we have never had anyone edit another department's pages maliciously.

6. What must be done to demonstrate sound security to Washtenaw and other Michigan citizens?

   We would want to see a record of security breaches that have occurred on the proposed CMS, the process by which vulnerabilities are identified and patched, frequency of identified and patched vulnerabilities over the last year. For data center security: overall description of data center, backups, redundant sites, etc...

7. What security issues were experienced in the past?

   At one point we were allowing the server to relay email and someone managed to manipulate the CMS to send out SPAM. Now the server cannot relay and we rely on a username and password for email security. We have had no other security issues.

8. What challenges do users have in inputting information or materials?

   The public website allows the user to use either the KUPU or Tiny MCE editor. With both editors the page has an annoying habit of jumping to the top. The cursor remains where you were actually editing, but you can no longer see it because the edit window is now displaying the top of the article you are editing. Sometimes edits get duplicated when saved. When inserting images using the KUPU editor the image always goes to the top of the article instead of appearing where your cursor was when you inserted the image. You have to view the page in HTML to move it. There is a 10 MB limit on file sizes. We have several departments that create large, multi-year plans and these files need to be uploaded to a different place to be linked to from the web page. Embedding video streaming such as Youtube or Vimeo require the code to entered in HTML of a page.

9. What challenges do users have in retrieving information or materials?
    The only challenge that I know of is the inability to view board meeting videos on an OS other than Windows. The board videos are actually posted and accessed using a system written internally, and not through our CMS. We are moving to having the videos hosted by the local cable channel so they can be viewed more easily. We will be losing the ability to index them, but decided that it was worth it to have them viewable by everyone. We are still open to proposals that include video hosting if indexing is included, but will not immediately rule out any proposal that doesn't include video hosting.

10. What advanced warning to users of a planned outage is expected?
    This is in the RFP – 1 week

11. When can upgrades and maintenance be scheduled?
    Between 5:01 pm and 7:59 am on weekdays. Anytime on weekends.

12. What is the expected (accepted) average response time for support?
    Please see attachment B of the RFP.

13. What is the expected (accepted) maximum response time for support?
    Please see attachment B of the RFP.

14. What are the expectations on system availability?
    Please see attachment B of the RFP.

15. What is the greatest number of simultaneous users during peak processing? Anticipated future usage?
    Simultaneous editors – 30; Simultaneous external site browsers – On normal days we have between 3000 and 4000 active users per day. I don't know the number of simultaneous users; Simultaneous intranet browsers – Between 8:00 and 9:00 am you can anticipate every employee hitting the site as we make the browser open to eCentral automatically for everyone – 1300 users.

16. What problems with system availability have been experienced in the past?
    We have experienced very few. Every once in a while a process will get out of control and force a reboot of the servers.

17. What cost tolerance is acceptable to maintain the required level of availability?
    We are able to maintain availability using our open source system at this point and would expect acceptable availability is a base expectation from any vendor.

18. Are there any special events to be aware of during which traffic to any of your sites websites may be significantly higher than usual (i.e. elections)?

On election days we have had over 14,000 active users in a day. Presumably most of these are after the polls close at 8 pm.

19. Which processes will be used by the most site visitors?

    If history holds true our waterpark page will be very popular in the summer and our election page will be very popular on election day. For the intranet our staff directory is the area used the most.

20. How much old data do you expect to cut before migration?

    Our intranet site has some historical data that will be cut. For the most part we don't expect much to be cut from our public site as we work very hard to keep it up to date. We've had these websites on the same platform for over 10 years, so we expect a certain amount of bloat that may or may not be deleted before the migration.

21. How much new data do you expect to add before migration?

    We don't control our editors, but I can't see anyone adding thousands of pages to either site.

22. How much of your data requires updating before migration?

    We are unsure what this refers to. Our site pages are pretty up to date. We have spoken with other agencies that have moved to responsive sites and their pages needed to be converted from table driven layouts – is that what this refers to?

23. What data must be archived?

    Identify standard recommendations from your point of view and understanding how government works.

24. How long should backed-up data be retained?

    Identify standard recommendations from your point of view and understanding how government works.

25. If users were away for two weeks, what would be the first things they checked upon returning?

    For the intranet site they would look at the news and the "This just in" section.

26. How much training do you expect your content editors and site administrators to need for an updated Plone system?

    This depends on how much changes. Web editing seem to be fairly consistent in the systems we have seen. For new editors, we provide half-day training that covers the basics of how to edit and maintain content. We wouldn't select a system that pushed the training window much beyond a half a day for basic web editors.

27. What topics for refresher training are you interested in?
   Please provide recommendations.

28. How is your current Plone site supported?
   We have staff who train web editors and provide consulting on page updates and best practices on a limited basis. We have a vendor that we utilize for critical Plone patches. We have also had this vendor look into a few issues that have developed with the system over the last seven years. We also had to get help from the vendor to figure out how to change the database connection for our staff directory when we needed to move the database to a new server. Our own network team keeps the virtual Linux servers updated.

29. What "help" facilities or features are needed?
   It would be nice to have a link to help directly within the websites with details on how to use the features of the CMS. Please outline options for either telephone, web, or email support.

30. What do users commonly express as "frustrations" with using the system?
   Editor frustrations are covered in question eight. Right now we have no way of checking for broken links so that could be a frustration for site visitors.

31. What are examples of good designs to emulate?
   A2gov.org works very well on a phone and on a PC. We are looking for a site that focuses less on pretty pictures and more on getting to the information needed when used on a phone.

32. What usability laws or standards must be adhered to?
   We attempt to meet Section 508 guidelines in our web design.

33. What interfaces with external systems can be anticipated?
   As explained in the RFP, we would like the staff directory in the intranet site to use data from our Tririga database so we don't need to double enter data. This can be real time or a nightly update of the data to another system. During open enrollment and the United Way campaign we have set up portlets to draw in data from different databases to display the progress on the intranet. Everything else should be just links. We link to our mapping and our eCommerce.

34. What types of new services might be added?
   As laid out in the RFP, we are interested in the ability to share a page on our public website via social media. Our calendar of events is currently outside the CMS, can it be a service in the CMS (with close to the same functionality)? We use a lot of PDF forms because the form building in Plone is not very sophisticated and you can't do a lot with the layout of the

form or the email that it sends out – has this changed? Can form data be stored to a database? We would like to be made aware of other services that are available. Price them out separately if need be.

35. How long is the system expected to be in use?
Indefinitely as long as the hosting vendor keeps up with advances in websites and provides a means for us to add services as time goes on. Washtenaw County expects to be in business for a long time.

36. What is different with regard to the process of redesigning each of the sites listed? (i.e. ewashtenaw.org, washtenawtrialcourt.org/, 14adistrictcourt.org/)
There is no difference between the courts and other departments when it comes to design. They may each want a department home page, but the rest of their portion of the site would be the same as anyone else.

Is this a new requirement? If not, can you please provide the name of the incumbent, the current contract value and eligibility criteria to re-compete?

We do not have a current contract. We host and support the websites ourselves at this time. The only requirement to compete might be a requirement to host and perform work in the United States. We have to get waivers from our Board of Commissioners for any work outside the US.

Is the department open for WordPress CMS or having any other technology preference?

We have no technology preference. Our choice will be based on features available and the experience of the vendor.

Does the department have any hosting preference i.e. Shared or Dedicated Hosting?

We do not have a preference as long as the service level requirement is met.

What are the current metrics associated with the website?

These are in the RFP. If you have specific metric requirements that aren't in the RFP, please ask for them by name.

- Do you have a go-live date for the new site? What will be the Project timeline ?

  We do not have a go live date. We expect the project to kick off in June or July after a contract is negotiated with the chosen vendor.