FRESNO VIBRANT COMMUNITIES
QUALITY HOUSING HOUSING
AUTHORITY ENGAGED RESIDENTS

December 3, 2018

This Addendum to the Request for Proposals (RFP) serves to notify all interested proposers of clarifications and or changes to RFP No. P18008, and becomes part of this RFP. Proposers are required to acknowledge receipt of this addendum in their proposal. If not acknowledged, the proposal may be considered "non-responsive."

A. The Agency received the following 59 questions:

QUESTION:
1. How many authors will be actively contributing content?
ANSWER:
Three now, 10 in the future.

QUESTION:
2. Has FH identified the content to be migrated to the refreshed site? If so, what are the types and quantities of each type?
ANSWER:
High level page identification, but most will need rewrite. We have photos and images that will need to be added. Quantity to be determined.

QUESTION:
3. What is the total size of the content to be migrated to the refreshed site in GB?
ANSWER:
To be determined.

QUESTION:
4. What are the expectations for the growth of content on the site, be it month-over-month or year-over-year?
ANSWER:
To be determined.

QUESTION:
5. Is the initial requirement to support an English language site, only?
ANSWER:
No, Minimum English, Spanish, Hmong.

QUESTION:
6. Are there requirements to integrate the site with Active Directory, LDAP or a SSO solution?

ANSWER:

No.

QUESTION:

7. Does FH use analytics, today, to track and report usage of the existing site?

ANSWER:

Yes, Google Analytics.

QUESTION:

8. Has a budget been established for this program and, if so, can you communicate the budgeted amount to us?

ANSWER:

No.

QUESTION:

9. From the RFP: The system will include a solution to integrate Social Media streams. Including but not limited to Twitter, Facebook, and Instagram. Is the social media integration intended for listening, only, or listening and moderating?

ANSWER:

Listen only.

QUESTION:

10. From the RFP: The website will include online calendars that connect to Agency Microsoft Exchange Online Calendars with the ability to filter included but not limited to the following… Are 3rd party JavaScript frameworks acceptable for integration with Exchange and the presentation of calendar events?

ANSWER:

Yes, as long as it doesn't require staff to enter events in something other than their MS Exchange calendar.

QUESTION:

11. From the RFP: The website will include an interactive map of 70+ Fresno Housing properties including but limited to the following information. All of which will be editable by FH staff. Is this requirement intended to replace and enhance the map feature found at http://fresnohousing.org/quality-housing/properties/by-location/ ?

ANSWER:

Yes.

Addendum #1
RFP No. P18008 Website Refresh

FRESNO VIBRANT
COMMUNITIES
QUALITY HOUSING
HOUSING
AUTHORITY ENGAGED
RESIDENTS

QUESTION:
    12. From the RFP: The system must have redundant safeguards to ensure uptime of 99% or above. How does the FH network topology and architecture support to high availability today?
ANSWER:
    Cloud Hosting

QUESTION:
    13. Does FH provide 99% availability today?
ANSWER:
    Yes.

QUESTION:
    14. Would it make the most sense for organizing content and copywriting/proofing go under the "data migration" line item or "specify the installation fees"?
ANSWER:
    Data migration.

QUESTION:
    15. Would design concepting and page designs go under "specify the installation fees" or "project management fees"?
ANSWER:
    Installation fees.

QUESTION:
    16. Would user acceptance testing and the edits from testing go under "project management fees" or "train the trainer"?
ANSWER:
    Installation fees.

QUESTION:
    17. Is there an existing Content Management System (CMS)?
ANSWER:
    Yes, WordPress.

QUESTION:
    18. Does the application currently use any plugins? Can plugins be used? How will the costs of plugins be managed?

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FRESNO VIBRANT
COMMUNITIES
QUALITY HOUSING
HOUSING
AUTHORITY ENGAGED
RESIDENTS

ANSWER:

Yes, currently using plugins and it is allowed to use plugins in the future as long as there is a plan to keep them up to date and stable. Initial one time purchase costs of plugin would be classified as software costs. Any ongoing costs of plugins should be classified under Maintenance Annual Cost.

QUESTION:

19. Are there any requirements around continuous integration, site security, etc.?

ANSWER:

No.

QUESTION:

20. Can site statistics be captured via Google Analytics?

ANSWER:

Yes.

QUESTION:

21. Exactly what site statistics are needed?

ANSWER:

Basic google analytics are sufficient.

QUESTION:

22. Will the contractor be responsible for creating the new site content? If so, roughly how many pages will need to be rewritten?

ANSWER:

No.

QUESTION:

23. Do you foresee an expansion in the number of pages needed for new site launch, or do you expect the site to be roughly the same amount of content when reworked?

ANSWER:

Roughly the same, if not fewer.

QUESTION:

24. Is Fresno familiar with agile development and Sprint Reviews?

ANSWER:

Vaguely familiar.

QUESTION:

    25. Are there any requirements around continuous integration, site security, etc.

ANSWER:

    No.

QUESTION:

    26. What are the requirements of the search tool? Fuzzy searching? Autocomplete? Return ranked results?

ANSWER:

    Yes to all three.

QUESTION:

    27. Where will documents and files be stored?

ANSWER:

    Prefer not on premise. Must be accessible from anywhere with an internet connection.

QUESTION:

    28. Does Fresno envision dynamic content they wish to integrate with Social Media streams? Who maintains the social media accounts?

ANSWER:

    Yes, Social Media streams is a must. Our internal communications team manages our Social Media.

QUESTION:

    29. Assumption: Fresno will provide the calculations and values for the system will include an online rent calculator?

ANSWER:

    Correct.

QUESTION:

    30. The application will run on the latest supported release of any required third-party software, such as JAVA, Flash, etc. within 30 days of release. Who is responsible for ongoing site support?

ANSWER:

    The vendor who will be awarded this contract will be responsible for technical support.

QUESTION:

    31. Please define response timelines for both contractor and Fresno resources.

ANSWER:
>   *Negotiable.*

QUESTION:
>   **32.** Is porting of data, content, user lists/profiles, or any other transition support expected?

ANSWER:
>   *Yes.*

QUESTION:
>   **33.** Please state the pain areas with the current website. Is it only limited to allow ease in update, compatibility in multiple platforms and responsive design?

ANSWER:
>   *No, client side navigation and inability to highlight.*

QUESTION:
>   **34.** Please explain the role of following entities in the website:

ANSWER:

- **FH Residents** - *Site is resource for mostly the retrieval of information. Only submission of info would be through anonymous forms. No PII would be submitted to website.*
- **FH Staff**- *retrieval of information for majority. A password protected section for Board members to retrieve documents and possibly submit documents.*
- **Potential Investors**-*Site is resource for mostly the retrieval of information. Only submission of info would be through anonymous forms.*
- **Community Partners**-*Site is resource for mostly the retrieval of information. Only submission of info would be through anonymous forms.*
- **Media, and Interested Parties**-*Site is resource for mostly the retrieval of information. Only submission of info would be through anonymous forms.*

QUESTION:
>   **35.** We assume there can be multiple editors but there will be only one approver in the system for publishing the content on website. Please confirm.

ANSWER:
>   *True, one reviewing dept. composed of 2 users.*

QUESTION:
>   **36.** We understand there is a need for data and content migration to new site. Can you please share the database schema and size of data that needs to be migrated?

ANSWER:
>   *SQL, NA.*

QUESTION:
    37. Is there any branding and security guidelines that needs to be followed?
ANSWER:
      Yes, branding.

QUESTION:
    38. Under the technology requirements it is mentioned "It will comply with internal IT standards and have the capability of inter-operating, integrating, and/or interfacing with FH systems as well as with standard office automation products." Please elaborate on this further?
ANSWER:
      Mostly related to MS Office.

QUESTION:
    39. Are you open for paid CMS and non-open source platforms?
ANSWER:
      Yes.

QUESTION:
    40. Do you have any preference of any specific CMS based system for the website?
ANSWER:
      No.

QUESTION:
    41. Please clarify the following statements:
    a. The application will always run on a client operating system that is consistently and currently supported by the operating system vendor. *Runs on most current OS's*
    b. The application will run on the latest supported release of any required third-party software, such as JAVA, Flash, etc. within 30 days of release. *Runs on most current OS's.*
    c. Should the solution require installation of software on the client PC, the system will install and be available on the all users' desktop. *Runs on most current OS's No limitations to legacy software.*
ANSWER:
    a.   Runs on most current OS's.
    b.   Runs on most current OS's.
    c.   Runs on most current OS's. No limitations to legacy software.

QUESTION:
    42. Are you looking at a US business hour support including holiday and weekend?
ANSWER:
      Yes.

QUESTION:
    43. Who would be responsible for providing L1 support?
ANSWER:
    Fresno Housing Authority

QUESTION:
    44. Do the vendors need to complete this project in 120 days or we can propose our own timeline?
ANSWER:
    Propose your own timeline.

QUESTION:
    45. Are there any custom components and features available in the current WordPress website administration?
ANSWER:
    Not that we've developed.

QUESTION:
    46. What are various security policies currently implemented on your website?
ANSWER:
    N/A.

QUESTION:
    47. Please list all the third-party service integration?
ANSWER:
    In addition to MS Exchange, google maps, and social media, there are 3rd party plug-ins.

    The current list of plug-ins is long and outdated. The vendor has flexibility to change if that is their recommendation.

QUESTION:
    48. What are the various marketing and analytics tool integrated with your website?
ANSWER:
    Google Analytics.

QUESTION:
    49. Features mentioned in "OPTIONAL" are for future only or would be the part of scope for the project?

ANSWER:

Optional for current scope.

QUESTION:

50. All Content transformation, data cleaning and assets link correction will be done by FH Team. Please clarify?

ANSWER:

Fresno Housing will rewrite content, update media, and creating any new content. Vendor will not be responsible.

QUESTION:

51. Please specify the browsers, platforms, devices the needs to be compatible with e.g. Web - IE 11 or +, Google Chrome 60+, Firefox 60+, Mac Safari 11, Phone/Tablet (latest android and iOS browser), etc.

ANSWER:

Site will need to be compatible with the most current versions at the time of launch. Major vendors only (Microsoft, Apple, Google, Mozilla, etc.)

QUESTION:

52. What is the estimated budget for this project?

ANSWER:

To be Determined.

QUESTION:

53. As the hosting services are not being provided by the vendor, so it won't be possible for the vendor to ensure uptime of 99%. Please clarify what services are expected from the vendors to ensure uptime of 99%?

ANSWER:

Issues related to content or CMS plug-in type issues.

QUESTION:

54. How many users are supposed to be trained as part of this project?

ANSWER:

Issues related to content or CMS plug-in type issues.

QUESTION:

55. How many users are supposed to be trained as part of this project?

ANSWER:
4-8.

QUESTION:
56. Do we require the training to be provided onsite?
ANSWER:
No.

QUESTION:
57. Can we work on the project from an offsite location or the team needs to be available onsite?
ANSWER:
Offsite with the option to request specific onsite visits.

QUESTION:
58. Under the proposed fee table, you have mentioned workstation/user/server licenses, hardware, etc. we are assuming that vendors would only be responsible for proving the CMS solution, no hardware components would be the part of the project. Please clarify?
ANSWER:
This was added in case the vendor recommends on premise hardware.

QUESTION:
59. Can we submit the proposals via email?
ANSWER:
No.

All other requirements of this RFP remain unchanged. Thank you for your interest in doing business with the Agency and we look forward to receiving a proposal from your firm.