# Addendum #1

**RFP #WRESA-05-2023-2024-07**

**Website Hosting and Maintenance Services**

## Questions and Answers

**Q.1.** If a vendor is unable to remit the 2% fee to MAC, will that vendor be able to bid?

**A.1.** No.

**Q.2.** Can a vendor choose to not include a 2% fee?

**A.2.** The 2% administrative fee is required to be remitted, no exception.  We have had vendors that have been part of the program that have chosen to absorb the 2% fee in their pricing because they receive the benefit of having to not put together other public

bids, which in turn saves them time and cost. We have also had other vendors that have simply added 2% to their overhead. Either way, it is required.

**Q.3.** Can you explain exactly how the fee should be applied? Monthly, one time, annual?

**A.3.** The vendor will be contacted by MAC on a quarterly basis for all of its self-reported sales (all billings made to an entity whether it be for sales or service) and the 2% will be applied to all sales and services made to entities using the contract.

**Q.4.** Will the 2% administrative fee be paid by our company to MAC, or will Livingston County be withholding 2% and pay MAC directly?

**A.4.** The 2% administrative fee will be paid by the vendor to MAC.

**Q.5.** Would you like our suggestion on how we pay other buying cooperatives?

**A.5.** Sure, please propose your solution in your response.

**Q.6.** Are you currently using a Content Management system on the live website?

**A.6.** Yes, we are using Finalsite for resa.net. However, other districts may be using other solutions.

**Q.7.** How many pages would need to be migrated to the new website?

**A.7.** WRESA has 135 pages indexed and 47 pages not indexed according to Google Search Console. These are all pages in our main domain. See <http://www.resa.net/fs/pages/sitemap.xml>

**Q.8.** Do you have an estimation of the storage requirements for the Cloud Hosting?

**A.8.** We do not have any estimation on existing storage use. The existing contract includes 20GB of storage, however we are unsure how much of that we are currently using.

**Q.9.** Do you have any preference for the CMS for the new website?

**A.9.** WRESA does not have a preferred CMS.

**Q.10.** Are there any CMS platforms that you are not allowed to use?

**A.10.** WRESA recognizes the implementation of any CMS requires proper configuration to be secure, usable, and reliable. Section 1.4 is intended to evaluate the quality and the implementation of the CMS.

**Q.11.** Do you have an estimation on the number of visitors you have to the website on a monthly basis?

**A.11.** WRESA has around 20,000 visits per month, according to Google Analytics.

**Q.12.** How many admin users will be added to the website?

**A.12.** Estimated 2-3 admins with page editors being able to edit specific pages.

**Q.13.** What is the ADA specification you are required to meet?

A.13. WCAG 2.0 level A/AA standards

**Q.14.** Are you currently using any ADA tools to ensure compliance?

**A.14.** No, we are only conducting manual checks.

**Q.15.** In the scope of work, there is a requirement for unlimited support and maintenance. Is this cost to be included as a 3-year total? Or will that be quoted as a monthly cost.

**A.15.** Propose all options available to provide the best value.

**Q.16.** Can you clarify what you would consider technical support and maintenance? Technical support and maintenance would exclude template or design changes, feature additions, etc?

a) We would assume Technical Support is answering questions like “How do I?"

b) We would assume Maintenance would be focused on server, CMS and plugin updates?

**A.16.** Each vendor is expected to define Technical Support and Maintenance in delivery of proposed services. WRESA recognizes that “How do I?” may be related to training and documentation gaps or may be related to software bugs that require software maintenance to resolve the reported issue.

**Q.17.** In addition to our responses to the Scope of Work text boxes, are we allowed to submit additional material that provides a complete overview and more detail of our products and services?

**A.17.** Yes.

**Q.18.** Can you clarify - is the Scope of Work and the Pricing (Attachment A) to be submitted as 2 separate files, or can pricing be included with our Scope of Work attachment?

**A.18.** The Scope of Work and Pricing can either be 2 separate files or all 1 file.

**Q.19.** Section 3.4 Preparation of the Proposal mentions the various attachments needed for submission. To confirm - are PDF files of these completed attachments an acceptable file version for submission?

**A.19.** Yes, PDF files are acceptable.

**Q.20.** Section 3.5 Bid Submission Deadline states that the subject line of our submission email should read “'**RFP-WRESA-05-2023-2024-07'** with Company Name, and 'message 1 of 3.'" Is it required that we send each file (Section 1, Section 2, & Attachment A) as a separate email, or can we send all attachments in one collective email?

**A.20.** “Message 1 of 3” is only necessary if you have several attachments and the files are too large to send in 1 email. It is not necessary to make separate attachments nor send separate emails if you are able to send it in 1 file and 1 email.

**Q.21.** I see that the Contract Start is listed as March 2024 and that it’s preferred that there is a functioning website within 10 weeks of signing contract.  Can you confirm what the ideal go-live date is?

**A.21.** WRESA is looking for a partnership that multiple districts and domains can leverage separately across multiple domains.

**Q.22.** We would like to clarify if the only way to submit is inside the boxes on your document or if we can use our own template as long as we call out each section header.

**A.22.** While it is preferred to use the response boxes in the RFP document, using your own template is allowed ONLY IF each section number and header is clearly marked within your document.

**Q.23.** Regarding section 1.11.2, on page 17. This states: “Proposers have the option to provide high-volume pricing. Proposers who offer high-volume pricing may be evaluated more favorably than those who do not. Proposers should specify this discount option within their cost proposal and at what level.” Does pricing allow for catalog discounts rather than flat rate pricing (e.g., offering x% off of list price as submitted pricing, rather than $X.xx per unit as the submitted pricing)?

**A.23.** No, however, you may submit alternative pricing as another pricing option.

**Q.24.** “WRESA hopes to secure a contract with a vendor that will propose a solution to move the current website, resa.net, to a new cloud-based content management system (CMS) for improved web design capabilities, assist with migration, provide unlimited technical support, provide all necessary training, and ongoing maintenance.” Will this be for only one domain or multiple domains?

**A.24.** WRESA is looking for a partnership that multiple districts and domains can leverage separately on multiple domains.

**Q.25.** Is there a target budget in mind for this project?

**A.25.** No.

**Q.26.** What is your current technology stack for front-end, CMS, DB, and hosting? Are there any others we should know about beyond those?

**A.26.** WRESA is looking for a partnership that multiple districts and domains can leverage separately on multiple domains. Each site is using multiple technology stacks including vendor provided hosting stacks.

**Q.27.** What are the issues with the current CMS you’re experiencing that prompted this need to move the current website? (i.e. lack of features/functionality, inefficiencies, etc...)

**A.27.** This is a contract rebid.

**Q.28.** Are there export capabilities of the current CMS?

**A.28.** Only able to export forms.

**Q.29.** How many user roles are needed? How many users will have access?

**A.29.** We expect a minimum of Admins and Page Editors. We prefer the role of Content Managers to upload files for review. However, we are interested in understanding other roles currently available or the ability to create in the future.

**Q.30.** “Describe support for masking email addresses by crawlers and bots.” Is this specifically around spam reduction? If so, can you elaborate more on the requirements for this? Our answer will depend on the purpose of the underlying issue.

**A.30.** This is primarily to mitigate crawlers and bots from harvesting email addresses for spam and phishing attacks.

**Q.31.** Does each person on the staff directory also require user access to the platform? Or will they only need to be displayed in the platform?

**A.31.** WRESA and potential other sites are interested in the support for both capabilities.

**Q.32.** Can we get access to resa.net Google Analytics (read-only: [fusion92analytics@gmail.com](mailto:fusion92analytics@gmail.com))?

**A.32.** Yes, you have been now added as a viewer to our GA4 Google Analytics account.

**Q.33.** "Provide unlimited technical support, provide all necessary training, and ongoing maintenance” Can you define what your expectations are for “unlimited”?

**A.33.** WRESA is interested in proposals that provide the resources to support all initial and ongoing training needs.

**Q.34.** “Unlimited phone and email support for all staff” Can you define your expectations are for “unlimited”?

**A.34.** WRESA is interested in proposals that provide the resources to support all initial and ongoing training needs.

**Q.35.** “Responsive and timely technical support including a 12-hour guaranteed response” Does this requirement include after business hours and weekends? For example if a ticket is submitted at 6pm EST on Friday, is a response required by 6am Saturday?

**A.35.** Please provide all available support options including after business hours, weekends and holidays if available.

**Q.36.** Can we deliver core functionality within the 10-week timeframe and then deliver customizations later?

**A.36.** The 10-week timeframe is preferred. Please propose project delivery timelines.

**Q.37.** “Preferred: functioning website within ten (10) weeks of signing contract” Is there an already defined MVP? If not, is there one in progress?

**A.37.** Consider any existing site as MVP.

**Q.38.** “Preferred: functioning website within ten (10) weeks of signing contract” Within this timeframe, what are the required major milestones? And, what will WRESA be responsible for against the timeline vs. the vendor’s responsibilities? (i.e. will vendor need to populate all the content or will WRESA’s team populate?)

**A.38.** We are looking for a vendor to deliver a quality solution. We are open to proposed milestones. We anticipate milestones may include:

* + Design Review to inspect the built-out design against our current design.
  + Technical Review to test for design and/or content display issues in the supported browsers and devices.
  + Accessibility Testing to comply with WCAG 2.0 level A/AA standards.

**Q.39.** “Proposers have the option to provide high-volume pricing.” Is ”high-volume” in regards to the Statewide Cooperative Contract indicated under 1.4.1?

**A.39.** Yes.

**Q.40.** What is the order of your critical systems?

**A.40.** We need all previous URL’s and links to pages, PDFs, docs, images, etc to work or be redirected somehow. We have many off-site documents and presentations that link back to Finalsite resources on our current hosting/CMS.

**Q.41.** Tell us about your organization’s internal IT department (i.e. employees, process, etc.).

**A.41.** WRESA has a broad range of technical skills committed to managing multiple sophisticated solutions that are internally developed as self-hosted and vendor-hosted software solutions. However, other interested entities may have limited IT staff.

**Q.42.** Please share how your organization is structured in regard to access of systems (i.e. admin access, levels, user access).

**A.42.** WRESA manages and reviews access to all systems on a regular basis based on assigned roles and responsibilities. Those responsibilities vary across the organization based on need and available skills.

**Q.43.** How important is IT security to you and what security protocols do you have in place?

**A.43.** WRESA has a robust security stance and continually assesses the risk, monitoring and improvements needed to respond to known and potential threats.

**Q.44.** Tell us how you keep your server(s) secure.

**A.44.** WRESA has a robust security stance and continually assesses the risk, monitoring and improvements needed to respond to known and potential threats.

**Q.45.** Are your servers onsite or offsite?

**A.45.** WRESA has a diverse strategy for placing self-hosted equipment to ensure.

**Q.46.** What antivirus software(s) do you run? Is antivirus installed on every computer?

**A.46.** WRESA has a robust security stance and continually assesses the risk, monitoring and improvements needed to respond to known and potential threats.

**Q.47.** Tell us about any regulatory compliance that your IT system must meet? (HIPAA, PCI-DSS, etc.).

**A.47.** WRESA and all districts expect to be compliant with all state and federal regulations. This site is not expected to contain any personally identifiable information.

**Q.48.** Tell us about compliance with any industry standards (ISO, NIST, etc.) your organization may wish to obtain.

**A.48.** WRESA has a robust security stance and continually assesses the risk, monitoring and improvements needed to respond to known and potential threats. We are familiar with multiple industry standards but not committed to full compliance with any one standard at this time.

**Q.49.** What is your organization’s data retention (i.e. 7-years)?

**A.49.** Wayne RESA maintains records according to the Michigan Department of Education’s Record Retention Manual. Public records shall be retained in accordance with General Schedule #2, authored by the Michigan Department of History, Arts and Libraries. (General Schedule is also available on the Michigan Department of Technology, Management & Budget [website](https://www.michigan.gov/dtmb/services/recordsmanagement/schedules/gslocal).)

**Q.50.** How does your organization track unique visitors per month?

**A.50.** We are currently using Google Analytics GA4.

**Q.51.** Which web platforms have you worked with (if any)?

**A.51.** Finalsite, Foxbright.

**Q.52.** Please share any design details and/or examples you would like to implement for your new site.

**A.52.** We would like to have more control over layout options on our website. Besides two-columns, three-columns, and four columns, we would like to be able to play with the size of two-thirds columns and make their proportions 20/80, 30/70, or 40/60, depending on what’s needed. We need simple, clean, and flexible layouts with social media and other quick link options in their own areas. Newsletter or post integration with thumbnails, keywords, etc for site tagging capabilities.

**Q.53.** What additional integration would you like to see on your website?

**A.53.** It would be nice to have a light/dark theme available, so users at night can switch to dark mode at night to reduce eye strain.

**Q.54.** What local groups or other sites do you plan to link with?

**A.54.** WRESA has several sub-domains currently self-hosted using WordPress and Google Sites. Other interested districts may have additional sites too.

**Q.55.** Would you like to maintain a database of people for mailings and/or subscriptions?

**A.55.** Yes, WRESA has many email lists supported using Google Groups and Smore.

**Q.56.** Will you generate updated content for the site?

**A.56.** Yes.

**Q.57.** Will you provide additional/new photos for the site?

**A.57.** Yes.

**Q.58.** What current material would you like to continue using on your new site?

**A.58.** All existing images and content for now. We’ve recently been refreshing all of this so it can stay the way it is for now when migrating.

**Q.59**. Who could be trained to make changes to the site?

**A.59.** Our website & graphic design coordinator.