

City of Bonney Lake
Website Design & Development
Questions and Answers
As of February 23, 2018

Question: Is the total budget allocated for the work only \$50000/- ? Is that from the design phase to GO LIVE? Do you have budget set aside for ongoing hosting, support and maintenance beyond the first year?

Answer: Page 2 of RFP states: The City has allocated up to \$50,000 in the 2018 budget for all website expenditures, including the website design, development, and hosting. The city budgets on a two-year cycle. If needed, staff will submit a proposal to Council for additional funding to cover website expenses.

Question: Would it be ok to have the work done in a shorter period? What length of time is desirable for the work to be completed?

Answer: Page 3 of RFP under “Project Development Approach” requests an average timeline with a go-live date in 2018.

Question: Can the RFP be submitted electronically or has to be mailed in before the deadline to the office?

Answer: Hard copies are required. Submittal Requirements may be found on page 6 of the RFP.

Question: For what period of time support is needed after production push? Is there additional money allocated for the support work for the entire year?

Answer: There should be a support agreement in place for an annualized cost.

Question: Can you please provide additional specifics to define this requirement, such as: would you like us to display your social media feeds, or would like users to be able to share content on social media? or Both?

Answer: The desire is to have the capability to display our social media feeds.

Question: What type of database are the FAQs currently in?

Answer: The FAQ database is a flat text database. The supporting programs that tie into the database are CGI driven programs.

Question: Do you want to continue the redirect or would you prefer to make www.citybonneylake.org the primary domain?

Answer: No, www.ci.bonney-lake.wa.us is the primary domain.

Question: Vendor Portfolio: Will you consider proposals from vendors who cannot show any municipal or governmental website projects, but are otherwise quite experienced in website design and development?

Answer: We will consider proposals from all vendors that submit.

Question: Document center: Is this public or private, requiring password-protected user accounts?

Answer: The Document Center would primarily be used to store documents available for the public and therefore should not need password protection for users to read/view documents saved in the Document Library.

Question: E-Notifications: What sort of notifications to what audience?

Answer: Subscribers would receive electronic notifications of updates to pages, new articles/blog posts, new documents available, etc. We are open to other ideas and proposals. This idea would be further discussed with the selected vendor during the development of the scope of work.

Question: GIS Mapping: do you have any particular applications in mind that you wish to integrate, or would it be up to your developer to identify a solution?

Answer: We have a current map project, http://www.ci.bonney-lake.wa.us/section_business/community_development/current_city_projects.shtml, and typically use Google Maps. However, during project development we may discover other interests and uses. We are open to other ideas and suggestions.

Question: Request Tracking: Can you say more about this requirement? Is this a support ticket management system?

Answer: Our current FAQ page provides a basic contact/request form with text fields. The completed form data is provided to staff via an unformatted email. The new website needs this level of customer service at minimum, but a more robust request entry/review/response tool is preferred, including options for online review and response, reports, citizen capability to view and track their requests, etc.

Question: Citizen Sourcing Tool: Would this be an online forum? Any more details you can share on your vision for this would be helpful.

Answer: It would be similar to an online forum where the city asked a question and the public could provide feedback and insight. We are open to other ideas and proposals. This idea would be further discussed with the selected vendor during the development of the scope of work.

Question: Can you please clarify what is the nature of request Citizens will be submitting?

Answer: Requests range across all government services. We may receive a request for general information or a request for action for public safety, nuisance or other. Currently the request is sent via email to a point of contact then redirect to the proper staff person. We are open to ideas, especially if it streamlines the process.

Question: Would approval right be defined on department-level or any other way?

Answer: Rights levels are typically based on department/work group, with several users requiring higher-level rights to edit most/all content on the site.

Question: Would you require a provision to supervise/approve any staff's content submission by higher authority before publishing content (two-step process)?

Answer: This is not a requirement, but if the functionality is available please include this information in your bid.

Question: Could you please provide us link to existing front-end forms?

Answer: <http://www.ci.bonney-lake.wa.us/forms.shtml>

Question: As per the details, Citizen's Electronic Utility Billing Statement is stored in back-end that is marked by Utility Staff. Could you elaborate more on what marking implies? Is it marked as completed/ fulfilled? Is there any criteria based on/ after which request is marked?

Answer: Currently once a customer requests electronic billing it is marked as submitted, then once it's entered by staff it is marked as entered, then if a customer cancels the request it is marked as canceled. We are open to other ideas and suggestions.

Question: What kind of site audit reports is client looking for?

Answer: The City currently uses Google Analytics to view how website visitors are navigating the site.

Question: What level of integration is required with third-party application/ service? Is it limited to simple redirection or the website is expected to pull data from or push data to these third-party application at the back-end (without impacting user's experience on the website)

Answer: It varies and will be discussed during scope of work

Question: If back-end integration is required, do you have the API's available for our understanding and to facilitate integration?

Answer: Yes.

Question: Could you please list all application/ services requiring back-end integration (if not all require so)?

Answer: Most applications are listed in the RFP example. This information will be discussed with the selected vendor during the development of the scope of work.

Question: Considering the website will also be accessible via mobile browser (via responsive design), could you please elaborate on features required on the mobile application? How is mobile application expected to achieve client's vision/ goals?

Answer: We are open to ideas. We want to make city information and services easily accessible for the public.

Question: Do you already have LDAP server setup?

Answer: Yes.

Question: Does your website require Citizen to create an account on the website to carry out any activity/operation?

Answer: No, except on some third-party websites.

Question: Do you prefer a Digital Government Platform Standards approach or a bespoke, services-based approach to this project?

Answer: Government Services approach

Question: In your RFP, you indicate you want a traditional approach to design deliverables. Are you open to a Lean UX approach that includes continuous iteration based on ongoing feedback and analytics versus an upfront, one-time, resource-intensive wireframing process.

Answer: We are interested in an upfront, one-time approach.

Question: What are your average monthly disk space and data transfer requirements for web hosting for your current website? From your current website analytics, how many unique users currently visit your website per month? How many sessions and pageviews do you get per month?

Answer: We currently host our website and it's combined with all other uses.

Question: Is there a separate licensing budget, or does any license fee pull from the stated budget? Or does all software need to be free/open source? This is including but not limited to CMS software and plugin/extensions.

Answer: It all needs to be itemized as part of the quote.

Question: What types of mapping would you like integrated into the site? (i.e. Google Maps, ZoomProspector, etc.)

Answer: We have a current map project,

http://www.ci.bonney-lake.wa.us/section_business/community_development/current_city_projects.shtml, and typically use Google Maps. However, during project development we may discover other interests and uses.

Question: Is there an incumbent vendor (i.e. an agency you're already working with)?

Answer: The City's current website design and programming was completed by Notable Web and is updated with new features as needed.

Question: What level of ADA accessibility does the site need to achieve?

Answer: The U.S. Department of Justice has a webpage on Accessibility of State and Local Government Website to People with Disabilities: <https://www.ada.gov/websites2.htm>

Question: Who will be in charge of copywriting?

Answer: City staff will write the copy.

Question: Do you have photos available to use on the new site?

Answer: As part of the redesign, we will review our current photo database and evaluate any needs.

Question: Do you have a preferred CMS for the new site?

Answer: Looking to the vendor to provide a recommendation.

Question: What CMS is the site currently built with?

Answer: The current website is html with a file manager.

Question: What are the key drivers behind the redesign?

Answer: See RFP for overview