

City of Oakley Website Design RFP Questions Answers

The following questions and answers are provided as a matter of information to clarify issues raised about the RFP.

#	Date	Question	Response
1	4/26/2024	Will local or in-state agencies be given preference?	Per the Oakley Municipal Code Section 3.6.006, "When the amount or value involved is at least \$50,000 and the purchase does not qualify as an exception to competitive bidding requirements per Section 3.6.010 or 3.6.028, the purchase shall be made by the City Council through competitive bid as outlined below:" and Subsection 3.6.006(h), "If two or more bids received from responsible bidders are for the same total amount or unit price, quality and service being equal, preference shall be given to the local vendor, or the City Council may accept the lowest bid made by negotiation with the tie bidders and the Purchasing Agent at the time of the bid opening."
2	4/26/2024	Is there a preference on what CMS will be used for the redesigned website?	There is no preference on the CMS that will be used.
3	4/26/2024	What is your "not to exceed" budget?	Budget has not been determined for this project.
4	4/26/2024	What is your yearly maintenance budget?	The City is currently paying \$202.50 per month for the existing website. The maintenance budget has not been determined for the new website.
5	4/26/2024	How many pages from the current website, if any, will be migrated to the new website?	The number of pages from the current website that will need to be migrated to the new website has not been determined.

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6	4/26/2024	Will there be any 3rd party applications that need to be integrated into the website? If so, please provide which applications will be integrated.	The following existing 3rd party applications will need to be integrated into the new website: Civic Plus CivicRec Civic Plus NextRequest Code Publishing Constant Contact (signup forms) EmailMe (forms) <i>unless the new website has its own robust forms site</i> GoGov (Oakley OnDemand request/complaint system) Granicus Peak and Meeting Efficiency Suite
7	4/29/2024	Does the City have specific branding guidelines that need to be followed in the redesign?	The City will provide the branding package to the selected vendor.
8	4/29/2024	Does the city have an existing media bank (photos, videos) available for use in the website design	The City has existing photos and videos for use by the selected vendor.
9	4/29/2024	Can the City provide detailed feedback on the current website's limitations or issues besides the outdated design?	The CMS is not intuitive for new users and there is no help or tutorial page for back-end users. Many features rely Plugins such as Yoast for SEO. There is a lack of customization options for pages; users can add blocks to customize a page, but in most cases cannot customize the block itself. If a contact changes, users cannot easily search the website for all of places that contact is listed. Users cannot duplicate event posts or make events reoccur on the calendar. Certain webpages' conversions to mobile devices makes pages illegible or confusing like www.ci.oakley.ca.us/recreation/oyac/ . Scrolling is a problem as there are extremely long pages and some pages with scrolling text within scrolling text.
10	4/29/2024	Which programs need integration into the new website? Are there preferences for these integrations?	Please refer to answer number 6.
11	4/29/2024	What additional features and functionalities does the City anticipate needing?	The City will need to eventually incorporate online application submission for Community Development through Tyler Munis.

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12	4/29/2024	What are the required roles and permissions for the CMS? How many user types will there be?	The City anticipates needing a minimum of 3 roles/permissions: 1) Administrator; 2) Author; and 3) Editor.
13	4/29/2024	Are there compliance standards beyond ADA that the website needs to meet?	The selected vendor must develop a website that complies with the: California Consumer Privacy Act, California Privacy Rights Act, Children's Online Privacy Protection Act, California's Online Privacy Protection Act, and the Americans with Disabilities Act. The City desires the selected vendor to conform to the Web Content Accessibility Guidelines (WCAG).
14	4/29/2024	What is the volume of content that needs to be migrated to the new CMS?	Please refer answer number 5.
15	4/29/2024	Who are the primary users for training, and what are their current skill levels?	The primary users will be one representative from each City Department with the Assistant City Manager serving as the webmaster. Some users are skilled in WordPress, some have basic HTML experience, and others will be new to content creation and management.
16	4/29/2024	What performance metrics does the City expect (e.g., load times, downtime)?	First contentful paint - less than 2 seconds Time to Interactive - less than 5 seconds Speed index - under 3 seconds Uptime - 99.9% or better Server response time- under 200 milliseconds
17	4/29/2024	Is there a defined budget range for this project?	Please refer to answer number 3.
18	4/29/2024	Does the City have preferred technologies or platforms for the new website?	HTML5 is specified in the RFP; other than that, the City currently has no preferred technologies or platforms.
19	4/29/2024	Who will manage the DNS settings? Are there specific requirements for this?	DNS is managed via AWS Route 53, through the City. Detailed instructions to be provided by vendor when changes need to be made.
20	4/29/2024	What specific security features are required? Are there existing protocols to follow?	All pages should be secured by SSL encryption, and management of SSL cert and renewal is responsibility of the vendor. Platform must be regularly updated with security updates and patches.

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21	4/29/2024	Does the City have a preferred hosting environment, or should the vendor suggest options?	The City does not have a preferred hosting environment.
22	4/29/2024	What level of ongoing support and maintenance is expected after launch?	The City will require ongoing support for periodic questions/training on the site as well as regular software maintenance.
23	4/29/2024	How should coordination among multiple vendors be managed if different services are sourced from various providers?	The City should act as the first point of contact and will liaise. If direct contact between vendors is required, City may elect to be present.
24	4/29/2024	Is there a specific timeline the City is targeting for the website launch?	The City would like to award the contract in June or July 2024 with work beginning as soon as possible after award. There is no specific deadline for launch of the new website.