YCUA

Dedicated to Providing Top Quality, Cost Effective, and
Environmentally Safe Water and Wastewater Services to Our Customers

YPSILANTI COMMUNITY UTILITIES AUTHORITY

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Request for Proposal re:
Website Redesign, Development, and Implementation Services
Addendum No. 1
October 7, 2022

Ypsilanti Community Utilities Authority (YCUA) offers the following clarifications and additional information to the Request for Proposal issued on September 19, 2022.

RESPONSES TO VENDOR QUESTIONS

1. Are you able to accept RFP responses from out-of-state or international agencies?

   YCUA will accept and consider proposals from out-of-state and international agencies. Please be advised that YCUA does have a Local Preference Provision in our Purchasing Policy. The Local Preference Provision allows YCUA to apply a 3% allowance for the purchase of a product or service for firms located within the YCUA Service Area. YCUA's service area is currently defined as including the City of Ypsilanti and the Townships of Ypsilanti, Pittsfield, Superior, Augusta, Sumpter, York, Northville, Plymouth, and Canton in Michigan.

2. Is there any domestic or international travel required for vendor team members for this project?

   YCUA is not requiring the successful bidder to be on-site for this project. YCUA may request that the vendor visit YCUA during crucial project milestones such as a kick-off meeting and/or during a substantial completion review.

3. Can you expand on the motivation for the project?

   YCUA's motivation for this project is to improve the overall experience and accessibility of information. YCUA would like to view the website as our virtual customer service headquarters.

4. Are there budget constraints to be aware of?

   YCUA has not established an explicit budget for this project. If the bidder deems it necessary, YCUA would accept layered cost options and levels of engagement which would need to be detailed in the proposal.

5. Are you looking to stay with your current host, or are you open to alternatives?

   YCUA is open to alternatives that would be recommended by the bidder.

6. Do you have specific support needs after launch?

   YCUA may require technical support through phone and/or email after a successful launch of the new website. YCUA would expect the vendor to propose such services which are industry standard upon completion of such a project.

7. In addition to public files/agendas, will there be sensitive files that should be behind a login hosted on the website?

   No, such a feature will not be required.

8. Do you have a full brand guide? If not, what assets are available to help (logos, color codes, fonts?) during the design process?

   YCUA does not have a full brand guide. YCUA would require the vendor to utilize our utility logo and a standard array of colors throughout the new site.

9. How many non-technical content editors do you want to allow to edit the new website?

   Non-technical editors will be limited to approximately 3-5 staff members.

10. Is there a plan (or desire, if it's easy to do so) to create more sites in the future?

    No, YCUA does not plan to create or expand beyond the existing website.

11. Would you like for the Vendor to migrate all the content into the new one?

    A majority of the existing content will need to be migrated to the new site. YCUA envisions working closely with the successful bidder to re-organize content and develop a more streamlined and customer-focused hierarchy to the site.

12. What Internet and social media communication applications should be integrated with the website?

    YCUA currently utilizes Facebook and Twitter for a majority of our social media posts. The website should be set up to integrate with these services and any future applications which may be utilized by YCUA.

13. Can you please provide more clarity on what is meant by transferring full, unlimited access to website code?

    YCUA has decided to remove this requirement from the RFP.

14. Is there a particular content management system (CMS) you have in mind for the new website?

    The bidder's CMS should be a commercial off-the-shelf or custom-made web-based application that provides the platform for development and the tool by which system administrators and contributors can update the website. YCUA does not have a preference for the particular CMS utilized by the bidder. YCUA would recommend that the bidder supply and support their recommendation.

15. How does your current website process online bill payments? Do you want to keep this for the new website?

    YCUA does not plan to change the process for online bill payments. Users of the new website should continue to be directed to the appropriate third-party URL.

16. What is the time frame for this project? When do you anticipate the start date and when would you like the new website to go live?

    YCUA has not developed a specific time frame for this project. YCUA anticipates negotiating this time frame with the successful bidder. At a minimum, the successful bidder should be prepared to deliver a re-designed website within approximately 6 months of receiving a notice to proceed.

17. How is the current website being hosted and maintained?

   YCUA's website is currently hosted by Network Solutions and maintained by internal staff.

18. Do you have any tech-stack preference to redesign website?

   YCUA does not have a tech stack preference and would expect the successful bidder to propose a solution that best fits our business applications.

19. Is any multilingual support required?

   YCUA is not requiring such support at this time but may request such a feature at a later date.

20. Is there a bulk export option available in your present CMS for migration?

   YCUA does not currently have a CMS.

21. Please list any industry or related websites.

   A model website for benchmarking would be the Great Lakes Water Authority (www.glwater.org)

22. Kindly, enlist the required third-party add-ons.

   YCUA does not have any required third-party add-ons.

23. For the mobile access, would you like to create a PWA (Progressive Web App) instead of a normal website?

   YCUA is not requesting that a separate application be developed for mobile access, but it should be responsive to all devices.

24. Do you want the templates or customization of publications such as Newsletters, Ordinances, Reports, etc.?

   No, but YCUA would be open to potential solutions.

25. Do you want the templates or customization of meeting schedule, agenda, minutes and packets?

   No, but YCUA would be open to potential solutions.

26. Do you want to add an interactive and modern calendar that will associate with events, meetings, reminders, etc. functionalities?

   YCUA would be open to solutions recommended by the bidder.

27. Can you elaborate on the user role of the administrator, the type of users and staff, and what kind of access will be required?

   YCUA roles will be separated into administrators and content editors. Administrators should have full control of the site whereas content editors should be able to add, edit, and delete content.

28. Are there platforms/systems that the new site will need to be integrated with? For example, a CRM (Customer Resource Management) platform that handles utility customer accounts. If yes, can you list those systems?

   No such integration is required.

29. Do you have an estimate on the number of pages that will be required for this new site?

   YCUA's current website has approximately 50 pages. YCUA anticipates that this number could be increased but would expect the successful bidder to anticipate a similar level of effort.

30. Will content for this site be supplied, or would you consider part of this contract agreement site-wide content development?

   YCUA will supply all website content.

31. Will you continue to use ApplicantPool for Job listings and to sign up for alerts, or would you prefer a native solution?

   YCUA plans to continue using this platform for job listings.

32. Regarding the public comment portal if going with a native solution, can you explain further how you envision this functioning? Would it be similar to a forum that includes a chat room where staff members may screen questions before they post and respond accordingly?

   YCUA would expect a basic system for directing customer inquiries to the appropriate department and/or individual.

33. Will you require an intranet portal on the site for employees to access internal-related documents?

   YCUA is planning to address a redesign of our intranet portal after the successful completion of this project.

34. Will training be needed?

   YCUA would require the successful bidder to provide training for site administration and content creation, editing, and deletion for approximately 3-5 staff members.

35. Are there any security standards required for your CMS platform? i.e. HIPAA, PCI, SOCII, Fedramp, etc

   YCUA is not aware of any required security standards.

36. Please provide the average monthly numbers for page views of the websites combined (to the nearest 100K is fine)

   YCUA's average page view is well under 100k per month.

37. Do you require 24/7 support access in the case of critical (site availability) issues?

   YCUA would require support during normal business hours which are considered to be Monday – Friday, 8am – 4pm, prevailing Eastern Time.