



City of Tacoma
Public Affairs and Communications
PR20-0232F
RFP Specification No. MY TPU WEBSITE MAINTENANCE

QUESTIONS and ANSWERS

All interested parties had the opportunity to submit questions in writing by email to Seth Hartz by September 07, 2020. The answers to the questions received are provided below and posted to the City's website at www.TacomaPurchasing.org: Navigate to *Current Contracting Opportunities / Services*, and then click *Questions and Answers* for this Specification. This information IS NOT considered an addendum. Respondents should consider this information when submitting their proposals.

Question 1: Can you clarify if the \$150,000 estimated budget, shown in the RFP cover page, is the total estimate for the initial (2) year contract period? Or, is the \$150,000 an annual budget estimate?

Answer 1: \$150,000 is the total estimate for the initial 2-year contract period.

Question 2: What company built the website in question? Are they able to bid on this maintenance contract?

Answer 2: SiteCrafting built our current site. Yes, they are able to bid on this contract.

Question 3: Who has been maintaining the website to date?

Answer 3: SiteCrafting

Question 4: You are looking for experience with SharePoint. How is SharePoint being used today within TPU? Please give more details about how you expect the selected vendor to use SharePoint.

Answer 4: SharePoint Online is the tentative chosen platform for a forthcoming Intranet project. The selected vendor may contribute to that project.

Question 5: Section 1, A. Project Overview. Tacoma Public Utilities is in search of a vendor that can provide ongoing support for our customer-facing website, MyTPU.org, related sites, and potentially other web-based internal and /or external platforms. Can you provide a listing of all the sites, information about the traffic and approximate number of content pages on each?

Answer 5: MyTPU.org (over 300 pages, over 300k monthly page views), TacomaRail.com (30 pages), epermitting.cityoftacoma.org, future TPU intranet project serving over 1,500 employees.

Question 6: Section 1, B. Minimum Requirements. Support and development of WordPress-based websites, including hosting via Pantheon. If the vendor has experience with Drupal on Pantheon and WordPress on other hosting platforms, would that qualify the vendor as responsive?

Answer 6: Yes

Question 7: Section 1, B. Integration with third-party platforms, including "single sign on" (our examples include power outage platform, payment/billing platform). Can a list of platforms be provided?

Answer 7: Platforms are in development. Examples include, SEW Outage Platform and Milestone Utility ePortal

Question 8: Section 1, I. Content to be Submitted, TPU Cybersecurity. Please indicate if any question in this section applies to the vendor responding to this RFP. It is our understanding that TPU is using Pantheon to host the website(s), and all the questions in this section should be directed to Pantheon and not the vendor whose responsibility would be purely to maintain and support the system.

Answer 8: While Pantheon is responsible for several areas of Cybersecurity. The vendor that is selected to maintain and support the system would be responsible for ensuring that those controls are put into place. Additionally any front end Cybersecurity controls would be the responsibility of the vendor configuring the system.

Question 9: Section 1, I. Content to be Submitted, TPU Cybersecurity. Will the Cloud Service Provider (CSP) accept liability for a data breach and provide remediation / restitution?

Answer 9: The only responsibility of the vendor in this RFP is maintain and protect TPU data shared during the implementation of the website.

Question 10: Section 1, I. Content to be Submitted, TPU Cybersecurity. Since the data is being hosted by TPU on Pantheon, wouldn't Pantheon be the Cloud Service Provider responsible for data security and as such the liability, remediation / restitution?

Answer 10: The vendor in this RFP would be responsible for any TPU data shared with them and responsible for the relevant controls. If the vendor is purely content development they would not be required to perform several of these controls but if the vendor is asked to perform configuration changes to the website then these controls would apply.

Question 11: Section 1, I. Content to be Submitted, TPU Cybersecurity. Are external third-party contracts required to comply with policies and customer agreements? Please elaborate.

Answer 11: Yes.

Question 12: Can you elaborate on your needs for "design support"?

Answer 12: Vendor is expected to be an expert in web design and be able to advise and execute on designing new page templates, make recommendations about overall design look and feel, and support future design/branding enhancements as needed.

Question 13: Are you looking to make improvements or adjustments to the existing design, or are you just looking for design support for web asset creation on elements like graphics, photos, and sliders?

Answer 13: We are looking for a vendor who can support future improvements/adjustments to existing design as needed. There is no plan to adjust design at this time, but expertise in the area is required. We have an in-house team that handles web asset creation.

Question 14: To what extent do you want the chosen vendor to serve as your advisor on best practices for UX and UI and front-end design?

Answer 14: We are not looking to redesign our website at this time. A redesign was completed in 2019. We may call on the chosen vendor to help make recommendations or help troubleshoot in these areas.

Question 15: We reviewed the section on page 9 outlining the different requirements for data storage and security. We were hoping to clarify what types of data (file types etc.) fall within the scope of this project? Any additional details would be appreciated, and will enable us to produce a more complete proposal.

Answer 15: All data is publicly accessible with no sensitivity.