

July 25, 2018

**REQUEST FOR QUALIFICATIONS (RFQ)
PROFESSIONAL SERVICES
ALCOSAN WEBSITE DESIGN**

ADDENDUM NO. 03

All Consultants submitting under the Request for Qualifications (RFQ) for the referenced procurement shall read and take note of this Addendum. The Documents for this procurement are hereby revised and/or clarified according to this Addendum.

Acknowledgment of RFQ Addendum: The acknowledgment attached to this Addendum is to be signed and attached with the Offeror's submittal.

Suzanne Thomas
Procurement Officer
ALCOSAN

Consultant Acknowledgement

Date

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DRAWINGS/FORMS

1.

PRE-BID MEETING

The Informational Meeting was held at 1:00 pm on July 24, 2018, in the ALCOSAN Auditorium at 3300 Preble Ave., Pittsburgh, PA 15233. In attendance were Arletta Scott Williams, Joey Vallarian, Susan Mannella, Suzanne Thomas, Robert Hoffman, Beth Mellinger, Harriet Shank and Marye Zoe Young. The sign-in sheets have been posted on the ALCOSAN website. The following questions and answers from the meeting are provided below. This addendum is hereby incorporated into the referenced procurement.

1. What kind of data base are you looking for?
 - a. Currently it is SQL based. Oracle is good but expensive but we are not opposed to the idea.
2. What information in the data are you looking to transfer?
 - a. For example in Procurement we would like a data base for potential firms to sign up. Mostly forms on the regulatory side. It will vary by division. We currently have a pre-registration for our Open House but, the way it is enabled a visitor can register more than once which is an issue.
3. Do you have any websites that you really like right now that you can use example of what you would like yours to look like?
 - a. We expect the consultant to provide this information.
4. Would you prefer streamline the site?
 - a. Streamline in general. There is a lot that we cannot update right now and we need something that is simple and we will be able to change anything on the site.
5. Will you want to do anything beyond posting procurements on the procurement page?
 - a. We would like more interaction with us and the vendors other than just registration. We would like to send notices for procurements. NEORS and Hampton Roads have great examples of procurement pages. Also, if we need to add to the site we want the capability to do so. We really will be starting from scratch. We want people to be able to come to our website and immediately get to where they would like to go.

6. Do you desire to have an Intranet?
 - a. No.
7. You have 2 websites currently is that correct?
 - a. Yes we have a Microsite that is campaign specific. It is undetermined on how long that site will be up.
8. From an SEO stand point do you want to be easily discoverable?
 - a. Yes, not as much as ecommerce but discoverable. We would also like to incorporate analytics.
9. Branded terms?
 - a. ALCOSAN is way down on Google and we would like it to pop up.
10. What about the Municipal log in?
 - a. That is an internal site we have put up for the Municipalities.
11. Do you want to have a payment portal?
 - a. No ecommerce.
12. Will you have additional sections that will need to be password protected?
 - a. Not as of yet.
13. What data bases are you looking for?
 - a. Businesses, open house, scholastic and human resources. The open house for sure.
14. Do you want to continue to use data software?
 - a. That remains to be seen. We are looking to you as the consultants to give us ideas.
15. No proprietary software?
 - a. No it should be off the shelf.
16. Can you expand on the HR database?
 - a. Want the ability to have potential employees to be able to submit applications directly to a database.
17. Does HR currently used backend software?
 - a. No.
18. If there are some Off the Shelf solutions for HR would you want those or are you looking for new?
 - a. That will be in the RFP portion of this procurement. The purpose of the Qualifications is to tell us who you are, why you would be able to do the job and what you have done.
19. For internal users, will it be an active directory?
 - a. There will only be a handful of administrative users. There may be more with the Municipalities.
20. Do you have mobile expectations?
 - a. Yes, we want the website to be full optimized.
21. Would that extend to self-registration?
 - a. Yes.
22. If we are short listed, will we know how many other firms are also short listed?

- a. No, but there will be a mandatory pre-bid meeting so you will see everyone there. We will also have the whole schedule (for Pre-Bid and Interviews) outlined in the RFP.
23. What is the most important aspect of this website?
- a. To provides Information and tell our story. People need to know who we are and what we do also we want ease of use.
24. What do you want the first thing for people to see when they click on the website?
- a. Our message who we are and what we do.

The following additional questions were submitted under this procurement.

1. Do you have an estimated budget for this project? If so, does it include hosting and/or ongoing maintenance and support? Do you have a separate pool of money set aside for hosting and support?
- a. A budget has not been set for this project. Hosting and maintenance are undetermined at this point. It will depend on our internal IT capabilities.
2. Are you looking for proposers to include a budget range, with a variety of features / services you can select from? Please describe your current hosting setup. Are you interested in hosting services?
- a. Our current site is hosted internally. Please see response to #1.
 - b. Do not include any cost information on this procurement until instructed to do so. Failure to comply with this directive will result in an automatic disqualification of the offer.**
3. How do you currently maintain and support your website? Are you interested in ongoing maintenance and support services?
- a. See above responses.
4. Pg. 2, Section 4: We understand you want to launch within 12 months from the notice to proceed. What is your estimated timeline for the RFP process? When do you anticipate selecting a vendor?
- a. ALCOSAN anticipates the notice-to-proceed to the successful offeror in late October, 2018.
5. Pg. 2, Section 4.1: The RFQ states you want a proposer who will work collaboratively with ALCOSAN on content, but the Q&A states that all content will be provided. What type of collaboration are you looking for regarding content? Are you referring to content migration services?
- a. We expect the winning bidder will offer best-practice suggestions when necessary
6. Pg. 2, Section 4.2.c: Please elaborate on your requirement for an interactive portal for municipalities? Is this portal the same as the password-protected area for municipalities mentioned in Section 1? Can you confirm that you have not yet determined whether a

redesign of this portal will be included in the scope of services (as stated in Addendum 2, Q&A.11)?

a. Please see previous responses.

7. Pg. 3, Section 4.2.g: What social media outlets does the Authority currently use? What type of integration are you looking for?

a. Facebook, Twitter and Instagram. We would expect the winning bidder to provide best practice guidance on social media integration

8. Pg. 3, Section 4.3: We understand you are looking for a user-friendly CMS. Do you have a preference for an open-source CMS, such as Drupal?

a. We would expect the winning bidder to provide guidance on the best CMS

9. Pg. 3, Section 6: Can we submit an electronic copy via USB stick (thumb drive) instead of a CD?

a. No, ALCOSAN prefers a CD.

10. Pg. 4, Section 6: The RFQ states that each of the 10 hard copies shall be bound using a semi-permanent binding – will a 3-ring binder suffice for this requirement?

a. We prefer something other than a 3-ring binder but will accept one if provided.

11. Pg. 5, Section 6.E: The RFQ states that we should attach an 11x17 organization chart – can this be submitted on a 8 ½ x 11 sheet of paper instead?

a. ALCOSAN is looking for a fairly detailed organizational chart from the team; however, if an 8 ½ x 11 sheet will show sufficient detail that is fine.

12. Pg. 5, Section 6.F: We are a certified small minority owned business in Virginia, where we are headquartered. Will this certification count towards your MBE participation goal?

a. As long as your certification requires extensive review of the business. ALCOSAN does not accept self-certification.

13. Pg. 5, Section 6.F: Is your MBE/WBE/SDV goal a hard requirement? Will you have a preference towards a firm that meets this goal over one that does not?

a. MBE/WBE/SDV requirements are part of the evaluation.

14. In what tabbed section of the proposal should the signed addenda be included?

a. You may put it behind the table of contents.

15. What is the budget?

a. There is no budget at this time.

16. Is there a (CMS) platform preference?

a. Please see previous responses.

17. Do we need to quote hosting? Or will you be planning to host yourselves?
 - a. Please see previous responses.
18. If we are to quote hosting, what are the page views per month, currently?
 - a. We currently do not have usable analytics on the existing site
19. What is the average bandwidth usage per month?
 - a. We currently do not have usable analytics on the existing site
20. Is file storage required? If so, for how many total files and/or what is the total size?
 - a. This is undetermined at this time
21. What is the total number of content items (pages, blog posts, etc.)?
 - a. This is undetermined at this time
22. What 3rd-party integrations are included in this scope?
 - a. Currently, there is only one 3rd party integration
23. Is there any ecommerce transaction expected?
 - a. No
24. "Provide a password-protected area for municipal customers" -- what would be behind that area?
 - a. Secure documents for our municipal customers
25. Are there existing branding guidelines?
 - a. There are some branding guidelines, yes.
26. How many people will be administering content?
 - a. For ongoing administration, there will be a minimum of two
27. What is the plan for content migration?
 - a. We are currently assessing content on the existing site. But it would be fair to say that much of the current site will be re-written.
28. Who supports the current site?
 - a. This is done internally
29. Do we need to quote maintenance and support services post-launch? If so, for what term length?
 - a. The hope is that once completed, the new site will be handed over for ALCOSAN to maintain.
30. Are you looking for any pricing information? If so, in what section of our submittal

should we include that?

- a. Do not include any pricing information on this submittal. That will come in the next phase of this procurement.
31. For projects such as this one, our submissions typically include a summary of our technical recommendations, and description of our design and development process, our hosting services, and our ongoing support services. This summary is typically about 10 pages.
 32. We also include a detailed response to the technical requirements. For this RFQ, they are located in Section 4.0 Scope of Services, on pages 2-3. This response would be about 1-2 pages. We find that proposals without this information do not provide organizations with sufficient information to understand how our process works, what services we are offering, and why we are different from other firms.
 33. The submittal instructions on pages 4-6 of the RFQ do not appear to include a section where we could include this type of important information. Tabbed Section 1 asks for a 2-page summary of the stages of our process most critical to the success of the project. However, this would not allow us to include all of the information we feel is vital to allow you to make an informed decision (especially given that the evaluation criteria on page 3 of the RFQ includes our ability to relate to project requirements). Is it possible to enlarge this 2-page summary, to include this information? Or, can we include the information as an appendix?
 - a. This is a request for qualifications. Offerors should provide enough detail to show they are qualified to perform the work and therefore be shortlisted for the next phase of the process. The information provided in the questions above would normally be provided in the Proposal phase.
 34. We are MBE certified from the state of Utah according to Tabbed section 3 will we be getting 10-25% of the total value of the Consultant's proposed services. Please clarify.
 - a. If you are a subconsultant to a prime, ALCOSAN has a 10-25% of total contract value for an MBE requirement. As long as the certification is not a self-certification, you will be recognized as an MBE. If you are the prime, we encourage you to sub anything out to another MBE/WBE firm.