**March 26, 2025**

**REQUEST FOR QUALIFICATION (RFQ)**
**PROFESSIONAL SERVICES**
**<u>WEBSITE DESIGN UPDATE</u>**

# ADDENDUM NO. 03

All Consultants submitting under the Request for Qualification (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:** <u>The acknowledgment attached to this Addendum is to be signed and attached with the Offeror's submittal.</u>

Procurement Officer
ALCOSAN

_____          _____

Consultant Acknowledgement                                              Date

**REQUEST FOR QUALIFICATION (RFQ)**
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<u>**QUESTIONS**</u>

The following Questions have been submitted under this procurement.

1. Is there an incumbent agency?
    a. There was a company who developed this website in 2018/2020.

2. We understand, based on the information provided in Addendum #1, that a budget has not been determined yet, but we'd like to ask: Is the maximum budget for this project under $75k?
    a. The ALCOSAN budget is posted on our website.

3. Is cost the most important factor when selecting a vendor?
    a. Per the RFQ, professional services are awarded to the most technically qualified; however, under the RFP, cost may be considered.

4. Have you used Drupal as a website CMS before?
    a. No, but we are aware of it.

5. Have you worked with digital agencies that specialize in Drupal before?
    a. Yes, but they have not used it for our projects.

6. Will you have a team member who will be actively involved throughout the project?
    a. There will be a project manager overseeing the work. Other staff will be involved throughout the project.

7. Will you have a team member available for questions and feedback during the project who can respond in the same day?
    a. There will be staff available between the hours of 8:00-5:00 (EST).

8. Does your organization have an overall digital strategy?
    a. Yes.

9. Is this website a key part of the digital strategy?
    a. Yes.

10. Can you share the selection criteria or scoring matrix that ALCOSAN will use to evaluate the website redesign proposals as outlined in the RFQ?
    a. The evaluation criteria are in the RFQ. The RFP will have more in-depth criteria.


11. What is the current average daily and monthly traffic to www.alcosan.org, and what percentage of that traffic is mobile?
    a. This is irrelevant for the purpose of completing the RFQ.


12. How many total pages does the current website have, and are there key sections—such as content emphasizing Pittsburgh's three rivers—that require special focus?
    a. Please review the ALCOSAN website at [www.alcosan.org](www.alcosan.org)

13. Is there a definitive launch date for the redesigned website, or is the timeline driven by a specific event or milestone mentioned in the RFQ?
    a. The goal is to launch in the second quarter of 2026.


14. Which type of relationship do you prefer for this project: a firm that simply executes your ideas, a collaborative partner, or a strategic advisor who proactively challenges assumptions?
    a. A collaborative and strategic partner is ideal. UX/UI is very important for this project, as is a clear understanding of the messaging that will or can resonate with our customers, ratepayers, and vendors.

15. Are there existing resources (e.g., documents, videos, interactive materials) or assets from the current site that should be integrated into the new design?
    a. Yes.


16. What are the current user roles (e.g., Super Admin, Admin, Content Creator), and what additional requirements exist for the password-protected area for municipal customers?
    a. These details will be determined after the project is awarded.

17. Are there specific security measures—such as encryption for form submissions or data protection protocols—that must be implemented to safeguard sensitive information?
    a. Yes.

18. Does the redesigned website need to adhere to particular accessibility standards (e.g., WCAG 2.0 Level AA/AAA) in line with ALCOSAN's public service mission?
    a. Yes.

19. Is there an allocated budget for the website redesign—including hosting, technical support, CMS implementation, training, and copywriting—and can you share details of past expenditures?
    a. The ALCOSAN budget is posted on the website.

20. What is the current server capacity, monthly bandwidth, and storage of the existing site, and is ALCOSAN open to cloud-hosted solutions?
    a. Irrelevant for the RFQ submission.

21. Will the project involve migrating existing content to a new CMS, and does ALCOSAN prefer to continue using WordPress or consider another platform that offers ease of updates for staff?
    a. We will migrate existing content to a new CMS. We are not currently using WordPress. The benefits of the proposed CMS will be taken into consideration, and ease of use for staff is one of the features we consider to be important.

22. Is there an existing SEO strategy, or would you require a new one, and what key metrics or analytics tools are expected to extensively measure website performance?
    a. SEO will be addressed as a part of the project.

23. What types of electronic form submissions and database integrations are required, as detailed in the RFQ?
    a. Basic integrations via Sendgrid (likely) and Zoho CRM.

24. What interactive functionalities (e.g., municipal portals, maps, multimedia galleries) and social media integrations are expected in the new design?
    a. Nothing out of the ordinary.

25. What level of prior experience with public sector or water/sustainability projects is expected, and are there specific messaging guidelines for communicating ALCOSAN's Clean Water Plan and its focus on Pittsburgh's three rivers?
    a. Prior experience with these areas is helpful but not a requirement. Much of the Clean Water Plan content will remain the same, but likely be organized/presented differently.

26. Are you comfortable contracting work outside the US?
    a. All work must be performed in the United States by U.S. citizens or persons authorized to work in the U.S.

27. Addendum 01 notes that the project is fully funded but also states there is no defined budget. Would you be able to share a project ceiling? Alternatively, if easier, could you confirm whether the project is over/under $250,000?
    a. This project will be less than $250,000.