

March 31, 2025

**REQUEST FOR QUALIFICATION (RFQ)
PROFESSIONAL SERVICES
WEBSITE DESIGN UPDATE**

ADDENDUM NO. 04

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

Procurement Officer
ALCOSAN

Consultant Acknowledgement

Date

April 1, 2025

**REQUEST FOR QUALIFICATION (RFQ)
PROFESSIONAL SERVICES
WEBSITE DESIGN UPDATE
ADDENDUM NO. 04**

QUESTIONS

The following Questions have been submitted under this procurement.

1. Can you please help clarify the answer below [from Addendum 01]? The answer to question 26 regarding the CMS pain points refers to Question 24 answer about the budget not being determined. Is that saying that the main pain point of the current CMS is budget related (i.e. too expensive)? Or if that was an accident with the question numbers, could you please clarify the main pain point that the website staff has had with Sitefinity?
 - a. This is irrelevant to fulfilling the requirements of the RFQ.
2. Are there requirements around content administration approaches, including inline page editing/visual component-based editing?
 - a. There are no specific requirements in this area other than it is expected that those selected to submit an RFP will recommend a CMS that is user-friendly, reliable and secure.
3. Can the state provide any data or information regarding the level of support that will be required? For example, the average number of tickets, dedicated resources, or expected number of hours a month?
 - a. ALCOSAN is not a state agency. We are a regional municipal authority.
 - b. Minimal support will be required after the launch of the new site. We have dedicated in-house resources for maintaining the site.
4. Can the state confirm that bidders may provide a hosting solution, but it is not a requirement for the response solicitation? What preference does the State have as it relates to optimal hosting solutions?
 - a. Hosting solutions are not required, as we will likely continue using our current hosting provider.
5. Who does ALCOSAN consider the target audience for this website? Are there any audiences you feel your current website fails to reach that you're looking to better reach with the new website?
 - a. The target audience for the website is primarily Allegheny County municipalities and Allegheny County ratepayers

6. How many pages in total are your website(s)?
 - a. Approximately 100-150.
7. How many sessions does each of the websites that are proposed to be rebuilt receive daily/weekly (average numbers are suitable)?
 - a. Irrelevant for the RFQ submission.
8. While we understand the site's mission to communicate ALCOSAN's commitment to clean water and community engagement, could you elaborate on the primary goals beyond visual updates? Are there key objectives such as:
 - Improving customer self-service and reducing inbound support requests?
 - Enhancing engagement with municipalities or specific user groups?
 - Increasing form submissions or simplifying reporting processes?
 - a. All opportunities for improvement and enhancement will be considered.
9. Could you also identify major pain points with the current site that ALCOSAN is looking to resolve—whether related to performance, content management, user experience, or backend inefficiencies?
 - a. High-level messaging, UX/UI, site structure/organization, and the CMS are areas we are looking to improve.
10. Are there internal or external stakeholders (such as municipal partners, ratepayers, or internal departments) who should be involved in discovery, testing, or user feedback to ensure the site meets their needs?
 - a. Yes.
11. Would you prefer to conduct usability testing during the design phase?
 - a. That would make sense to do for some areas of the new site.
12. While we understand that new content will be developed, could you provide a ballpark estimate of the number of pages on the current site and how much content is likely to be migrated vs. rewritten?
 - a. The current site is approximately 100-150 pages. Any rewritten content will be done in-house.
13. Would you like us to conduct a content audit and governance review to help guide content restructuring and SEO optimization?
 - a. You can state that in your RFQ submission.
14. Are there existing user authentication systems (such as Active Directory, LDAP, or SSO) that need to be integrated for municipal customer access?
 - a. No.

15. Do you have specific security protocols or encryption standards that must be followed for sensitive data or form submissions?
 - a. Nothing out of the ordinary.
16. Beyond Zoho CRM and SendGrid, are there any additional third-party systems or APIs (e.g., GIS tools, email marketing, or payment processors) that will need to be integrated?
 - a. No.
17. Do you have a preference for hosting solutions (e.g., cloud-based, on-premise, or hybrid)?
 - a. ALCOSAN will arrange for hosting.
18. Will ALCOSAN require a formal training program to empower internal staff to manage and update the site post-launch?
 - a. Yes.
19. Would you prefer a support retainer for ongoing updates, security patches, and enhancements, or would a knowledge transfer with documentation suffice?
 - a. Training and documentation should suffice.
20. For the municipal customer portal, you mention that it houses documents and drawings. Could you clarify:
 - Could you provide more detail around the types of documents and drawings?
 - What specific tasks or actions do users typically perform after logging in?
 - Are there any workflow or approval processes that need to be built into the portal to support these tasks?
 - a. This detail is not relevant to the RFQ submission.
21. Based on the comprehensive goals outlined for this project—including a fully integrated municipal portal, secure document sharing, WCAG 2.2 AA compliance, analytics, content migration, and form/database integrations—we believe that a realistic budget range to achieve these objectives effectively would be in the range of \$500,000 to \$750,000.
 - The development of a secure, user-friendly municipal portal
 - Extensive content restructuring and SEO optimization
 - Advanced security and database integrations
 - Custom UX/UI design with a focus on improving engagement across ALCOSAN's target audiences
 - Robust training and knowledge transfer for ongoing maintenance
 - a. Budget will be discussed in more detail in the RFP phase.
22. When putting together a price proposal, what are the costing requirements that need to be followed (i.e.: employee rates, overhead rates, etc.)?
 - a. Per the RFQ, there is no cost information to be provided other than the contract values of the sample projects.

23. Can you please provide a copy of your sample contract agreement?
 - a. The sample agreement is on the website – [alcosan.org/Workwithus/standard forms](http://alcosan.org/Workwithus/standardforms).
24. Are SF330 Part I, Section A-C and Part I, Section H required?
 - a. Per the RFQ, all of Part 1 is required.
25. If SF330 Part I, Section A-C and Part I, Section H are required, where does ALCOSAN want those SF330 Sections to be included in the proposal submission?
 - a. The SF 330 is the entire submittal, except those sections like RTK and MBE collaboration. There should be no other documents submitted.
26. If SF330 Part I, Section H is required, is there a page limit for that?
 - a. There is no page limit; however, this section should only be specific to this procurement and should not be excessive as the reviewers will have many submittals to review as well as their regular work tasks. Marketing materials and information not relevant to this submittal will impact the evaluation.
27. Are links to sample websites allowed within our response to the RFQ?
 - a. There should be no links in this submittal. Per the RFQ, the SF 330 should be used for all projects.