



HOWARD COUNTY, MARYLAND

OFFICE OF PROCUREMENT AND CONTRACT ADMINISTRATION

6751 Columbia Gateway Drive, Suite 226, Columbia, MD 21046

ADDENDUM NO. 1 ISSUED JUNE 3, 2021 REQUEST FOR QUOTATIONS

RFQ NO. 21630-2021

LHIC WEBSITE REDESIGN

OPENING: JUNE 9, 2021 AT 11:00 A.M.

<https://www.howardcountymd.gov/Departments/County-Administration/Procurement-and-Contract-Administration>

This addendum is hereby made a part of RFQ No. 21630-2021. The following information resulted from the questions submitted through PlanetBids by the deadline. Please submit the bid accordingly.

Questions/Answers

1. Question: There is an item in the scope that states “website readability no greater than eighth grade.” Is the contractor’s scope to include copywriting services?
Answer: Yes, the Contractor will be responsible for checking the website readability to ensure it meets the required stipulations.
2. Question: Can the website be built using the Wordpress platform?
Answer: No.
3. Question: Does LHIC have an expected launch date?
Answer: Yes, August 16 – 20, 2021.
4. Question: It is unclear what documents or information need to be submitted as part of the response. I see for completed PDFs and work schedule but is there additional specific information about our agency, experience, samples, etc required? Does a cost proposal need to be submitted?
Answer: Completed PDFs and work schedule should be uploaded in the spaces provided. Cost should be submitted on the line items page in PlanetBids.
5. Question: Will the selected agency need to provide website content or will the LHIC provide?
Answer: LHIC will provide the website content. The expectation is that the current content will be uploaded to the new site and be easily accessible to the public along with the new content.

6. Question: Can you provide clarity on the feedback/survey portal? Do you have an example of another website which features the functionality required? How is this different from a “Contact Us” form?
Answer: Feedback/survey portal is a pop-up that gives feedback on the visit to the website to guide improvements as part of our continuous quality improvement process. It is different from a “Contact Us” form that individuals can use to send us an email with questions and comments that feeds into our shared organizational inbox.
7. Question: Can you confirm RFQ section 6, Method of Award, that the intent is to award to the least expensive bidder who can build a site to the specifications in section 11?
Answer: That is correct, the intent is to award to the lowest responsive, responsible bidder.
8. Question: The current site is on Joomla. Do you intend to keep the site on that platform or are you interested in moving to an open-source content management system like WordPress or Drupal?
Answer: No, we would not continue to use Joomla and would also not like to move to an open-source content management system. The Contractor will build the website using the same HCLHIC URL: www.hclhic.org using a secure non open-source platform.
9. Question: Can you clarify if you are looking for ONLY visual design of new page templates or if the new vendor is to provide visual design AND full website development?
Answer: Both, visual design and full website development.
10. Question: The vendor is asked to provide a specific start work and end work dates. Does the County/LHIC have a specific date in mind for the new site to launch?
Answer: Yes, August 16 – 20, 2021.
11. Question: The specification mentions the ability to translate into multiple languages-can you provide which languages you are looking to have the site translated into? Do you anticipate providing translated page content or are you looking for the vendor to use something like Google Translate?
Answer: Google Translate is fine.
12. Question: The specification mentions “priority areas are currently in development” can you provide additional information as to what these areas are or what are the development items that are currently being developed?
Answer: Currently, LHIC has four priority areas that came from the last Strategic Plan. At this time, the new areas are currently in development and will depend on the outcome of the new Strategic Planning process.
13. Question: Can you please provide a budget range for the project:
Answer: The budget range for this project is under \$22,000.
14. Question: Are you looking to rebrand as well as redesign the website? If so, to what extent? For example, update the fonts or extend the color palette? Or redo the logo?
Answer: LHIC has a new logo with color palette that would be used to rebrand the website.
15. Question: Should the new design reflect the current brand? (If so we assume the logo, color palette and fonts would stay the same but be used differently.)
Answer: LHIC has a new logo with color palette. They new design will reflect the new brand.
16. Question: If not rebranding, will you provide the designer with guidelines showing logo, colors and fonts?
Answer: The new logo, colors and fonts will be provided to the Contractor.
17. Question: Should we assume the types of content and features currently on the site will be part of the new site? Will any new content or features be added? Will any content or features currently on the site not be included in the new site?

Answer: Yes, content and features currently on the site will be part of the new site. New features to be added include those in the specifications. The Contractor will work with LHIC to determine the best way to integrate the new specifications.

18. Question: Should the new site include a list of events as well as a calendar view or do you prefer just a calendar view?

Answer: Yes, both list of events and calendar view shall be included.

19. Question: User Roles/Permission. Can you provide more information on the different roles and responsibilities of CMS users? How many are there?

Answer: Seven (7) individuals with user access: three (3) full content access, editing, etc.; four (4) to add events to calendar, website, review feedback and data analytics.

20. Question: In addition to the admin/editor CMS users logging on, do any other site users log in?

Answer: Yes, Seven (7) individual users.

21. Question: Are there any CMS/database specific publishing workflows we should be aware of and required to implement? i.e., review/approval process?

Answer: No

22. Question: Should we include hosting services in the price or will you continue hosting with your current provider?

Answer: Yes, Contractors should include hosting in the price. LHIC will not continue to host with our current provider.

23. Question: If you plan to use your current hosting provider, are there any technical requirements or limitations we should know about the hosting environment (i.e. any proxy servers to be aware of, specific versions / flavors of PHP/Apache/MySQL required) Can the hosting environment support any/all of these services: Redis, Solr, Varnish?

Answer: LHIC will not continue to host with the current provider.

24. Question: If hosting is part of the scope of work, can you provide the monthly average number of sessions, users, and page views? Can you provide the monthly average bandwidth in gigabytes?

Answer: The website currently has about 2,500 visits per month. We need to be able to better analyze visits to pages, and other metrics and will look to the Contractor to provide resources and metric recommendations.

25. Question: Does the website need to integrate with any third party software or web services?

Answer: LHIC website would include access to search feature (widget) offered by AuntBertha.

26. Question: Please describe any issues with the current site that you would like corrected in the new website.

Answer: LHIC would like the new site to be easier to use and accessible to community members who are not technologically savvy. The Contractor will present and test various design ideas before LHIC selects the final design.

27. Question: Are there any aspects of the current site you'd like to remain on the new site?

Answer: Yes, all content from the current site will remain on the new site along with plans, meeting documents, calendar of events, etc.

All other specifications, terms and conditions remain the same.

JR:nmm