Website Development and Maintenance RFP – Addendum One

Issued Date: 9/9/2021

Addition(s)/Change(s)/Clarification(s):

☐ Change in Solicitation Response Due Date

☐ Change in Terms and Conditions

☒ Other

Questions and Answers:

1. **Where can I find the RFP document and Attachments 4 & 5?**

   A1. All documents related to the RFP can be found on the R&E website: www.recyclingandenergy.org/vendors.

2. **Will the pre-proposal conference be recorded? How do I access it?**

   A2. Yes, the virtual pre-proposal conference held on September 1 was recorded and is now available on the R&E website: www.recyclingandenergy.org/vendors. Click on the link "Recorded virtual pre-proposal conference" and, when prompted, enter the password 21DcbRFP to view the recording.

3. **How many internal users do you anticipate needing access to the new system? (such as seeing reports, orders, account info, etc.)?**

   A3. This could be as low as ten users, but R&E has not yet determined an exact number of anticipated internal users at this time. Proposers should include in their response any limitations related to providing access to internal users.

4. **Can I submit my proposal via email?**

   A4. No. Per section 2.2 of the RFP, contractors one original and one electronic copy of the solicitation response via mail or personal service to R&E. Electronic copies shall be submitted as a PDF. The address for proposals to be submitted can be found in Table 04 on page 7 of the RFP.

5. **Would the customer service team want/need a live chat feature on the site?**

   A5. R&E will be procuring a third-party call center for customer support services later this year, with anticipated contract execution in February 2022. It is R&E's preference that a live chat function be provided as an option for customers to communicate with customer support.

   Proposals for the website development and maintenance RFP should include the vendor's recommended live chat solution and technology to be integrated into the Website. All costs associated with the proposed chat solution should be included in the vendor's response. The

website development vendor selected for this project should expect to work, through R&E, with R&E's selected customer service vendor to create a live chat solution.

6. **Can you explain more about how the multiple language translations should work? What languages?**

   A6. Please see the RFP Scope of Service (Attachment 4), section 2.1.2 (page 7-8) for more information about language translation needs. There are six languages required to be available at minimum: English, Spanish, Hmong, Somali, Karen and Oromo. Vendors should include information about their proposed approach to accessibility of the website's content in multiple languages in their proposal.

7. **Is there a current web platform that needs to be considered?**

   A7. No. The vendor should include information about their proposed approach, including web platform and all associated technologies that will be utilized to provide their proposed solution, in their proposal. Costs for all third-party technologies should be outlined in the vendor's proposal.

8. **Any email system that needs to be integrated with? Sounds like you will rely on the system to do this. (a system that takes care of automation)**

   A8. No, there is not currently an email system that R&E uses that would be required for the vendor to use for this project. Vendors should include information about their proposed approach, including automated email service system, in their proposal. Vendors should also outline costs associated with any email system they are integrating into their solution in their proposal.

9. **Will the vendor be required to maintain updates to the website such as updating bag program details or minor design changes? Or will this be handled by employees if made easy for non-technical users?**

   A9. It is R&E's preference that updates and revisions to general content, such as changes to text on an information page or minor formatting/design changes, be able to be undertaken by designated R&E staff, such as through a content management system. However, the vendor will be required to facilitate updates and changes that are not accessible to R&E staff, as well as on-going support for the Website, bug fixes, software upgrades, database back-up and maintenance, and similar functions, per Attachment 4, section 2.1.9 (page 10).

   R&E would like the ability to manage site content and perform basic maintenance/ updates to the site. Vendors should describe their approach, as it relates to content management functionality and how R&E staff will be able to update/maintain the site, in their proposals.

10. **Would you consider one platform rather than multiple systems that could accomplish your requirements for both the website development and customer service RFPs?**

    A10. Proposers are encouraged to provide responses to all RFPs issued by R&E for which they are qualified to respond. Providing the best possible solutions and customer experiences will be considered in the evaluation process, which will include the ability to coordinate with other contracted services related to the Food Scraps Bag Program to provide a seamless user experience. Contractors will be eligible to be awarded contracts for multiple services related to the Food Scraps Bag Program.

All Addenda are to be acknowledged on the Cover Page to be included with your submission. FAILURE TO DO SO MAY RESULT IN REJECTION OF THE SOLICITATION RESPONSE. Unless otherwise specified above, the Solicitation Response due date and time and all other Terms and Conditions remain the same.