

Website Design and Maintenance RFP – Addendum 1



**RAMSEY/WASHINGTON
RECYCLING & ENERGY**
CONNECTING VALUE TO WASTE

Issued Date: May 22, 2025

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

- ☐ Change in Solicitation Response Due Date
- ☐ Change in Terms and Conditions
- ☒ Other

Reminder: The Deadline for proposal submissions is June 2, 2025 at 2:00 PM, CST.

Questions and Answers:

1. **Address Validation** -- Will R&E provide GIS shapefiles or a master list of eligible addresses, or should we rely on a third-party validation tool for eligibility enforcement?
 - Yes. R&E works with an engineering firm to create the GIS Shapefiles prior to each phased rollout.
 - Vendor should provide address validation without any data from R&E.

2. **Duplicate Account Handling** -- Should suspected duplicates be automatically blocked, or simply flagged for admin review? Would R&E like manual override capabilities?

Answer: Flagged for review. R&E would need override capabilities.

3. **Shopify Integration** -- should we assume Shopify will remain the core for order fulfillment and paid orders? Should vendors handle styling and workflow unification between Shopify and the WordPress front end?

Answer: Shopify will remain the core for warehousing, fulfillment and paid orders. Vendors should handle styling and integration between Shopify and WordPress.

4. **Shopify Support Post-Launch** -- Would R&E expect the selected vendor to provide ongoing Shopify maintenance and support post-launch, or just ensure it is integrated and functioning within the redesigned site?

Answer: The maintenance plan should cover post-launch support and provide updates for changes that either platform may make, as well as cosmetic updates, data changes, product additions, subtractions, etc. The vendor should expect to provide a “one stop shop” experience for solving WordPress, Shopify, and any other functional plugin needed to operate the website.

5. **Customer Service Access** -- Will the third-party customer support team be working within the same backend dashboard as R&E staff, or will they require a simplified interface or separate view?

Answer: The dashboard be the same. The presentation of the data should be able to be adjusted based on R&E's evolving needs.

6. **Multilingual Content** -- Will all translations (e.g., Hmong, Karen, Oromo) be provided by R&E, or should vendors include translation coordination in their scope? And would R&E consider a translation management tool to streamline future updates, assuming it meets quality standards and avoids machine-only output?

Answer: The vendors should include translation coordination in their scope. Content updates including language changes need to be able to be routine, fast, and accurate. How the vendor manages this is up to the vendor.

7. Would you be open to approaches for maintaining accessibility over time, like automated audits or built-in content guidance, instead of relying on overlays?

Answer: This would be something to submit as part of your website maintenance proposal.

8. Can you provide access to the current website and ordering system for review purposes? Understanding the existing implementation would help us plan a smoother transition to WordPress.

Answer: No, this is not in scope of the RFP.

9. What aspects of the current system work well, and what specific pain points or limitations are you looking to address in the new implementation?

Answer: See RFP.

10. Do any third-party integrations beyond Shopify, GovDelivery, SendGrid, and Extensiv-Softeon need to be maintained or transitioned?

Answer: The systems listed above are the current integrations any may be subject to change. The vendor should account for the existing integrations and also consider that there may be additional integrations that may be needed in the future if R&E determines something is necessary to provide service to customers.

11. For the multi-language functionality, particularly for Hmong and Karen languages, do you currently work with specific translation providers we should coordinate with, or should we propose translation services as part of our solution?

Answer: Vendor should assume 100% of the responsibility for routine, fast and accurate translation.

12. For the reporting dashboard you asked for, can you prioritize the most critical metrics and reporting features needed for program management?

Answer: Metrics include, but are not limited to order data and the ability to view and interpret trends over time micro and macro.

13. **Question:** With regards to the following section:

*The Vendor shall include functionality for customer service personnel and R&E staff (as 8 Ramsey/Washington Recycling & Energy Request for Proposal Attachment 4 determined by R&E) to have the ability to **securely sign-on** to an administrative portion of the Website...*

Is there a need to connect to a central identity platform for internal user management of the administrators? (I.e something like Active Directory)

Answer: Not at this time.

14. The current architecture is based on Shopify + custom AWS APIs. The desired architecture looks to incorporate Wordpress as a CMS and Shopify as e-commerce. Will it be acceptable to administrators to maintain 2 separate logins, one for Wordpress to make changes to the CMS content, and one to Shopify for order management and to help address customer issues? Or is there a desire to combine said functionality with a centralized portal?

Answer: The intent is to simplify the administrative burden of reporting and routine minor website changes. A single portal for data visualization is desired.

15. **Question:** With regards to the following section:

This includes taking the existing website and putting it in a new format, maintaining the ordering process, as well as ongoing components such as website maintenance and data reporting.

Is the existing order processing system working well enough to assume we can reuse the core logic that exists today? For example, functionality such as:

1. Review and troubleshoot orders
2. Manually create orders
3. Review customer profile information

Answer: Core logic built into Shopify for order processing would remain. Retention of front-end address validation, and customer handling should not be assumed.

16. **Question:** With regards to the following section:

It is the preference of R&E that reports be provided via an R&E reporting dashboard or portal.

Does R&E have a preference on reporting technology to use for building and aggregating data & reports? For example PowerBI, Tableau, AWS Quicksights, etc

Answer: No preference specifically, with the caveat that solutions that are responsive, accessible via a web browser, have reasonably relevant data (12 hours or less) would be preferred.

Additionally, should we assume any out of the box reporting functionality (from Wordpress or Shopify) or should we aggregate this data into the central report dashboard?

Answer: No direct assumptions. The vendor should provide the solution that best satisfies the RFP.

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.