Addendum #1 for Invitation for Bid for Website Redesign

ADDENDUM DATE: 6/19/2024
SOLICITATION TITLE: Invitation for Bid for Website Redesign
PROPOSAL DUE DATE: 6/21/2024

This Addendum is a formal addition to Texas Transit Associations-TTA Invitation for Bid for Website Redesign, issue date: June 7, 2024.

Responses to Questions and Requests for Clarification:

1. Do you have a preferred platform in mind for both hosting and/or website?

   TTA has not identified a preferred platform at this time. However, the website must be easy for daily use and maintenance.

2. Does the intranet integrate with any outside services, or is it self-contained?

   It is expected that the intranet should be self-contained.

3. The RFP mentions the project must be conducted and concluded no later than August 31, 2024. However, it also states the proposal response should be submitted by June 21, 2024. Given this timeline, could you clarify the expected start date and any key interim milestones?

   The evaluation process will begin immediately following the bid closing date, and TTA will make an award as soon as possible.

4. The RFP mentions the expectation of using the most recent iteration of a content management system. Is there a preferred CMS platform beyond the stated requirements, or are there specific CMS features that are considered mandatory?

   There is no preferred CMS platform at this time. However, the website must be easy for daily use and maintenance. Currently, TTA uses Wordpress.

5. Are there any existing databases, third-party systems, or legacy applications that the new website will need to integrate with?

   The only third-party party systems TTA currently uses are a credit card payment system, Square, and Authorize.net.

6. Can you provide existing branding guidelines, color palettes, logos, and other design assets that must be incorporated into the new website design?

   TTA does not have specific branding guidelines. See TTA's current website (www.TxTransit.org) for color and logo.

7.   Are there specific budget constraints or maximum allowable costs for the website redesign and annual hosting services?

A budget has not been set for annual hosting services at this time. As for the website redesign, TTA is seeking the best value.

8.   Will the scope of work include migrating existing content from the current TTA website to the new one? If so, can you provide details on the volume and types of content (e.g., text, images, documents) that need to be migrated?

This will have to be negotiated at the time of bid award.

9.   What is the current amount of traffic to the TTA website?

Unknown.

10.   Could you detail the expected duration and specific types of support and maintenance services required post-launch?

TTA would expect to receive adequate training to allow staff to update and maintain the website, along with ample ongoing support to provide any assistance when needed. Including support for addressing major issues affecting the website's performance.

11.   Do you have a defined code management process, perhaps using tools like Git or Bitbucket?

Not at this time.

12.   Can you provide information on the total number of pages on the current TTA website?

See (www.TxTransit.org) for the number of pages on the TTA website.

13.   Is multi-language support a requirement for the website?

Not at this time.

14.   Could you specify the types of maintenance activities you anticipate being most necessary? (e.g., ADA compliance, SEO, performance optimization, bug fixes, plugin upgrades, template adjustments, content issues, etc.)

The creation of new pages/plugins/upgrades and bugs/ fixes are anticipated to be the most necessary.

15.   Regarding ADA compliance, would a level AA suffice, or is there a requirement for AAA compliance?

Level AA should suffice.

16.   Is there an existing issue tracking system in place (such as JIRA or Bugherd)?

Unknown.

17. Do you currently have existing mobile or tablet apps that need to be integrated with the new website? If so, what are their key features and functionalities?

Several of TTA's users use cell phones and tablets to access the website so it would be important for them to access the same features.

18. How do you see the interaction between the website and the apps? Do you expect the new website to look and feel similar to these apps, or should they have distinct designs?

Currently, TTA has no apps. However, TTA will contract to provide an app for annual conferences.

19. Are you looking for certain content on the website to be downloadable in formats compatible with e-readers (e.g., EPUB, PDF)?

TTA would like users to be able to access RFPs and potentially other documents, which are generally in a PDF format.

20. Are there any e-reader devices or applications (e.g., Kindle, Nook) that you want to target?

Not at this time.

21. Do you currently use a subscription platform for managing memberships?

TTA does not currently use a subscription platform at this time. This is currently done in Excel.

22. Do you have a preferred payment gateway for processing payments?

Currently, TTA uses Square and Authorize.net for processing payments.

23. Do you use any accounting software that the website needs to integrate with?

TTA does not currently have accounting software, but it will look to acquire one in the future and would like to integrate it into the website.

24. What self-service options should be available to members regarding their payments and subscriptions?

TTA members should be able to pay Membership Dues, register for events, and make purchases from the TTA website.

25. For example, should members be able to update their payment information, view their payment history, and manage their subscription settings online?

TTA membership dues are calculated using a formula. Members must be able to calculate their dues using the formula and have the ability to update their organization profile.

26. "Availability for work to be conducted and concluded no later than August 31, 2024." Please confirm if the deadline of August 31, 2024, is the project start date, the deadline for completion, or a typo?

    The evaluation process will begin immediately following the bid closing date of June 21, 2024, and TTA will make an award as soon as possible. The project completion deadline is currently set at August 31, 2024. However, in an effort to ensure the best possible product, TTA may be willing to negotiate a slightly later date during the contract award period.

27. Do you expect the vendor to manage the hosting & support after completing the project?

    It would be preferable for the vendor to manage the hosting and support after the completion of the project.

28. Can you share any website examples that you'd aspire to look like?

    Not at this time.

29. Can you provide more details on the specific functionalities and features you expect the new website to have?

    Please refer to the Invitation to Bid for this information.

30. Do you know if there are any specific pain points or issues with the current website that need to be addressed beyond what is mentioned?

    Members need to be able to manage the membership directory, pay dues, and post jobs and RFPs. TTA would also like the site to easily allow for membership invoicing.

31. Can you clarify the primary objectives for the website redesign? Are there any key performance indicators (KPIs) or metrics you will use to measure success?

    The primary objective of the website redesign is to provide a more modern, user-friendly design that allows members to have more control over their information.

32. What ongoing support and maintenance level do you expect from the vendor after the website launch and for how long ?

    TTA would expect to receive adequate training to allow staff to update and maintain the website, along with ample ongoing support to provide any assistance when needed. Including support for addressing major issues affecting the website's performance.

33. How long will a Maintenance Engineer be involved during the post-launch support period?

   TTA is looking at this website redesign as a partnership and expects ongoing support post-launch as needed.

34. Will a Product Manager be required during the post-launch support period, and for how long?
   TTA is considering this website redesign as a partnership and expects post-launch support to continue as needed.

35. Which payment platform(s) will need to be integrated into the website for billing or membership dues?

   Currently, TTA uses Square and Authorize.net for processing payments.

36. Will there need to be any other integrations for billing related to invoicing?

   Nothing other than membership dues and registrations.

37. Will the registration functionality need to integrate with any third-party platforms?

   Possibly.

38. Will the website or intranet need to integrate with any other third-party platforms or services?

   Possibly.

39. What is the ideal timeline for the completion of this project?

   August 31, 2024, see Invitation to Bid.

40. What qualities have worked well or made a project successful with past vendor partners?

   A high level of customer support and interaction.

41. Is there an incumbent bidder on this project?

   No

42. Is there a preference for local vendors?

   No

43. Do you have a set budget or budget range in mind for this project?

   A budget has not been finalized for the website redesign, TTA is seeking the best value.

44. What is the project budget? A ballpark range would be extremely helpful.

A budget has not been finalized for the website redesign, TTA is seeking the best value.

45. Our agency is based in NY - are you open to working on this project with a remote team?

At this time, TTA did not restrict the bid proposal to only US-based companies. However, funding for this project comes from a state grant, which may require Buy America.

46. Is the goal launch date expressed in the RFP flexible? This is a large project, and our process is very thorough. I would expect a project of this scope to run into 2025.

The evaluation process will begin immediately following the bid closing date of June 21, 2024, and TTA will make an award as soon as possible. The project completion deadline is currently set at August 31, 2024. However, in an effort to ensure the best possible product, TTA may be willing to negotiate a slightly later date during the contract award period.

47. The current due date for the bid is June 21, 2024. Is it possible to extend the due date by two weeks?

Unfortunately, an extension to the due date is not possible.

48. Is there an incumbent on this contract? If so, will the TTA provide the incumbent name, current contract number, duration, historical level of effort, and value of the contract?

There is no incumbent at this time.

49. Will the incumbent be eligible to bid on this project?

N/a

50. Can the work be performed remotely?

Yes

51. If the work location is remote, can a part of the work be done from outside the US, such as in India?

At this time, TTA did not restrict the bid proposal to only US-based companies. However, funding for this project comes from a state grant, which may require Buy America.

52. Could you provide more specific details on the scope of the website redesign, particularly regarding any legacy systems or data that need to be integrated into the new design?

See the Invitation to bid for this information.

53. How large is the CMS user base (i.e., number of users)?

   Unknown

54. Are there specific design aesthetics or functionality features that are prioritized over others? For instance, is there a particular focus on mobile responsiveness, user interaction, or specific CMS functionalities?

   No

55. Can you clarify the expectations for the CMS? Are there specific plugins, tools, or features that are mandatory?

   There is no preferred CMS platform at this time. However, the website must be easy for daily use and maintenance.

56. The RFP indicates that the website project must be completed by August 31st 2024. A project of this size involving redesign and redevelopment typically takes much longer than 4-8 weeks to complete. Can the TTA clarify the drivers behind this deadline? And will the TTS consider extending the target deadline?

   This deadline is important because it is when the funding for this project must be expensed. The project completion deadline is currently set at August 31, 2024. However, in an effort to ensure the best possible product, TTA may be willing to negotiate a slightly later date during the contract award period.

57. Are there specific security standards or compliance requirements that the new website must meet, such as data protection regulations or accessibility standards?

   The website must be secured to protect the integrity of TTA's member's information and ensuring that the site is maintained at all times.

58. Are there any additional services or features that TTA might be interested in beyond those listed in the RFP, such as ongoing maintenance, SEO optimization, or social media integration?

   TTA expects the site to require some level of ongoing maintenance and may be interested in social media interaction at a late time.

59. Can you provide details on any existing tools or platforms that the new website will need to integrate with, such as CRM systems, payment gateways, or member databases?

   Currently, TTA uses Square and Authorize.net for processing payments.

60. Can you provide details on the hosting requirements and preferences for the new website? Are there specific hosting providers, performance standards, or security protocols that need to be adhered to?

To ensure the new website runs smoothly, securely, and efficiently, here are the hosting requirements and preferences that should be considered:
- o Reliability and uptime guarantees (99.9% uptime or higher)
- o Customer support availability (24/7 support)
- o Scalability options for future growth
- o Sufficient bandwidth to handle peak traffic without throttling
- o Mandatory SSL certificates to ensure encrypted data transfer (HTTPS)
- o Firewalls and DDoS Protection to protect against common web exploits
- o Regular Backups with easy restore options
- o Off-site backups for disaster recovery
- o Continuous security monitoring for potential threats

61. Has the TTA determined a budget for this contract? If so, can the budget amount be shared?

    A budget has not been finalized for the website redesign, TTA is seeking the best value.

62. Do you have a style guide or a brand guide?

    Not at this time.

63. Do you have a budget you are able to share? Does the budget include tech support and hosting? What was the investment in the previous website?

    A budget has not been finalized for the website redesign, TTA is seeking the best value.

64. Does Texas Transit have a CMS preference? Open source? Drupal/WordPress?

    TTA currently uses WordPress but does not have a CMS preference.

65. Who are your primary and secondary users?

    Currently, TTA has three staff members that will use the TTA website on a daily basis. However, TTA will have numerous members and potential members access the site as well.

66. What is your target approval date for this contract?

    The evaluation process will begin immediately following the bid closing date, and TTA will make an award as soon as possible.

67. Do you have a desired launch date? Is there a specific event driving the launch date?

    September 1, 2024, begins the new fiscal year.

68. How many visitors does the current website receive on a monthly basis?

Unknown

69. How many pages of content do you anticipate transferring to the new site?

See TTA's current website to gauge how many pages will be needed. www.txtransit.org

70. What are your current pain points with the existing website?

Members need to be able to manage the membership directory, pay dues, and post jobs and RFPs.

71. What are the current technical challenges (if any)?

Currently, the biggest challenge is being able to easily make significant changes when needed.

72. How many site administrators will you have?

Up to three

73. Will you require different levels of admin permissions?

Possibly, to be determined.

74. Will the answers to my questions and other vendor questions be published as a FAQ or addendum?

Addendum

75. The Invitation to Bid document mentions that the project needs to be completed by August 31, 2024. Can you please share when is the expected project start date?

The evaluation process will begin immediately following the bid closing date of June 21, 2024, and TTA will make an award as soon as possible.

76. Is there any requirement for development from scratch? If there is who will be responsible for integrating and deploying these developments?

There is no requirement for developing something entirely from scratch; however, the site cannot resemble something generic or cookie-cutter.