

UNIVERSITY PARK, MARYLAND
Request for Bid Proposals UP-17-01
WEBSITE REDESIGN AND HOSTING SERVICES
Addendum #1 dated March 8, 2017

The Town of University Park, Maryland (the “Town”) is issuing this Addendum #1 on March 8, 2017, to amend and clarify information and specifications included in RFP UP-17-01, Website Redesign and Hosting Services. The information contained herein extends the bid due date and responds to questions received. This addendum will be incorporated into RFP UP-17-01 and any associated contract documents as if fully set out in the original RFP. Each Bidder must acknowledge the receipt of Addendum #1 on the Bid Proposal Form.

The following changes are made by this Addendum #1:

1. The Bid Due Date has been extended to Monday, March 20, 2017 at 2:00 p.m.

2. The Town provides responses to the following questions:

Question: Page 6 of the RFP Requests a Weather Application.

- a. Can you please describe this weather application
- b. What would its capabilities be?
- c. How would you as the internal user interact with it?
- d. How would an external or citizen user interact with it?

Answer: The application should display the Weather in University Park at the time of day a user visits the website. For example:

Washington [weather image of current weather condition (sunny, rainy, windy, snow, etc.)

49°

Breezy

High: 61° Low: 41°

Wind: WNW 29mph

Question: Page 6 makes reference to two-factor password protected access.

Two factor authentication is supported by Google, but is reliant on the user to “activate” we can support the ability to link to a Google Doc that is restricted by both the CMS permissions as well as Google Authentication using Google Docs. Is this acceptable?

Answer: Yes

Question: Several times throughout the document references to the development process are made. Some state specifically how you would like content delivered while others instruct us to use Agile Development. We use Agile Development during development of our products and improvements to existing products. The process we use to develop the sites for all of our clients is a tried and true method that ensures the most efficient use of your time as well as guarantees your satisfaction every step of the way and before you Go Live. Are you open to an industry proven process such as this?

Answer: Agile Development is preferred.

Question: Several mentions to security scans, the type of CMS you are requesting, the fact that you do not want any proprietary software and that you want to own the code leaves us with several questions.

Using a solution that is open source requires the attention to security you're requesting because the code is open and available to anyone to view and exploit. That being said, are you open to a closed source system that is secure now and into the future through our continual improvement development processes? We are constantly monitoring all of our clients' sites.

Answer: We would prefer a standard, non-propriety, open source CMS that, should we chose to work with another vendor and hosting company, it is easy to migrate. Proprietary CMSs do not usually conform to that capability. From a security stand point, if the vendor keeps the open source CMS updated with the latest maintenance and security patches, the site should meet security needs.

Question: You will own all content that you place on the site. This provides you the ability to migrate that content to any future websites the Town wishes to use. However, code is not made available for security, among other, reasons. Is this acceptable to the Town?

Answer: Proprietary CMSs are not known for their ease of transferability. Use of open source CMS would enable the Town to own not only the content, but any code (plug-ins, modules, etc.) developed for the site, which is our preference. As a last resort, we would need to understand what format the content would be provided to the Town, should it decide to migrate to another provider or CMS.

Question: Training on page 9 seems very well thought out. We structure training by setting goals and customizing. We will work with you to train those that you wish to have access to the site, determine your goals through a meaningful conversation and develop custom training that meets all three of the training types mentioned in the RFP (as well as others that you may not have considered). Does this sound like what you were asking for?

Answer: This sounds fine.


Question: Section 2.3, 2.4, 2.5 and 2.6

Because we are constantly improving our hosting environments, our software and our services as they are related we will hit the "spirit" of your requirements (as you will see in our proposal response), but we may not meet every specifications requested within those sections exactly. Can you provide clarification in a few sentences on what goals you were trying to achieve with those technical details? (For example: We want a secure site that's maintained at a high level of availability and does not break under higher than normal traffic without notice).

We want a secure site that is:

Maintained with most current critical, high and medium vulnerability and maintenance patches for both Operating System (OS) and applications within 1 week of vulnerability notification, and low vulnerability patches and maintenance performed monthly.

Provides a high level of availability of 99.999% and does not break under higher than normal traffic, which is estimated at a minimum of 50 concurrent users per second without notice.

Signed: 

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