Parish of Ascension

Clint Cointment
Parish President

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Purchasing Director

ADDENDUM #1
Ascension Parish Government Website Rebuild

Date: July 9, 2024

PURPOSE: Responses to written inquiries

GENERAL QUESTIONS:

1. Assume Tyler Technologies will maintain mobile app?
   RESPONSE: Yes

2. Do you intend to remove any outdated content or are we to assume the same amount of content for the rebuild?
   RESPONSE: We have one employee that currently maintains the website. We hope, assuming the new CMS is user friendly, to allow departments to maintain their own content.

3. Current site is on WordPress platform – are you open to a different CMS platform?
   RESPONSE: Yes.

4. Can you expand on your calendar needs – registration, ticket sales or meeting schedules as shown on current calendar?
   RESPONSE: The calendar will host two types of event schedules. 1. Public Meetings and other events hosted by Ascension Parish Government. 2. Community Events

5. Do you currently subscribe to online survey provider like Survey Monkey or intend to?
   RESPONSE: We do not. Might look at this in the future.

6. Payment gateway – does this apply?
   RESPONSE: We do not have or plan to have a payment gateway linked to the website. Anything that accepts payments is done with a 3rd party software system that provides their own gateway.

- o If so, can you elaborate on what you are looking for here or is there an existing integration you will retain?
  RESPONSE: N/A

7. Will you be retaining all integrations / hyperlinks to 3rd parties found on existing site?
   - o https://ascensionparish.govqa.us/WEBAPP/_rs/(S(fzuyhcm1blo01grnjntrlfz2))/SupportHome.aspx?sSessionID=
   - o https://ascensionparishla.portal.civicclerk.com/
   - o https://library.municode.com/
   - o https://maps.apgov.us/
   - o https://ascensionparishla.finance.socrata.com/#!/dashboard
   - o https://www.mygovernmentonline.org/
   - o https://www.arcgis.com/apps/dashboards/273dacf9367e4622b3a5388bb78535dc
   - o https://volunteerascension.org/
   - o https://ascensionparishla.tylerportico.com/TIM/Portal/portal-home
   - o https://selfservice.ascensionparishla.gov/ess/employmentopportunities/default.aspx
   - o https://selfservice.ascensionparishla.gov/vss/default.aspx

   RESPONSE: Yes.

8. Are you looking to house all PDF documents in a searchable document portal on your new site?
   RESPONSE: Yes

9. Do you have branding standard documentation?
   RESPONSE: We recently hired a new web/digital media manager. They will soon be tasked with creating this.

10. Are you looking for something beyond https://maps.apgov.us/ when referring to interactive maps?
    RESPONSE: No

11. How many languages are you interested in for translation?
    RESPONSE: English and Spanish.

12. Is there an existing Google analytics account?
    RESPONSE: No

13. What is the budget?
    RESPONSE: Budget is not disclosed.

14. What is the ideal project timeline?
RESPONSE: We would like to start as soon as we identify the right company to help with the rebuild. We will come up with a timeline alongside the selected company.

15. Is there a (CMS) platform preference?
RESPONSE: No.

16. To properly quote hosting:
    o Can you provide the number of page views per month, currently, for the site?
    RESPONSE: Over the past thirty days…
        - 13,454 sessions
        - 23,414 page views
        - 9896 total users

    o What is the average bandwidth usage per month?
    RESPONSE: Approx 1 GB/month of bandwidth

    o Can you provide current storage requirements for both database and files?
    RESPONSE: 28GB total

17. What 3rd-party integrations are included?
RESPONSE: No direct integrations, only links to 3rd party services

18. "Include a secure online payment gateway for online transactions ": does the Parish already have a payment gateway provider?
RESPONSE: Yes.

19. Is there any integration between the website and the Parish mobile app?
RESPONSE: No, only a link.

20. How many people will be administering content?
RESPONSE: We have one employee that currently maintains the website. We hope, assuming the new CMS is user friendly, to allow departments to maintain their own content.

21. What is the plan for content migration - does the Parish expect that the vendor will provide this?
RESPONSE: Yes.

22. Who supports the current site?
RESPONSE: Ascension Parish IT.

23. Does the Parish seek maintenance and support services?

RESPONSE: We would like you to meet with us and our departments to review existing pages and decide on what content needs to be carried over to the new site.

24. Does the Parish have a local preference?
RESPONSE: No.

25. How are the daily operations of the website managed? Is it done by internal employees or external vendors/consultants?
RESPONSE: We have one employee that currently maintains the website. We hope, assuming the new CMS is user friendly, to allow departments to maintain their own content.

26. If the website is managed by internal employees, what are their CMS preferences for the new website?
RESPONSE: We have one employee that currently maintains the website. We hope, assuming the new CMS is user friendly, to allow departments to maintain their own content.

27. Is the Parish open to open-source CMS such as WordPress or Drupal? Does the Parish prefer a CMS?
RESPONSE: Yes, the Parish is open to open-source CMS; No, the Parish has no preference.

28. What are the Parish's current pain points?
RESPONSE: Wordpress

29. Does the Parish have any budget set for this project?
RESPONSE: Budget is not disclosed.

30. Is Parish open to work being done offshore (e.g., in India)?
RESPONSE: No, US only please

31. How much is the Parish spending on the maintenance of the website?
RESPONSE: N/A

32. Where is Parish's website currently hosted? How much is the Parish currently spending on these services?
RESPONSE: Self hosted in Gonzales, LA.

33. How many pages are there on the current website? How many of them do you intend to move to the new website?
RESPONSE: 131. Would like to review these pages prior to moving them to the new site.

34. As part of the proposal, is the Parish only seeking a response to Standard Form APG-1001 (Attachment D)? Or do you anticipate an elaborate proposal from the vendor?
RESPONSE: The Standard Form APG 1001 should be used to the extent possible, and elaborated proposals are anticipated.

35. Standard Form APG-1001 (Attachment D) requires vendors to mention Civil Engineers, Environmental Engineers, etc., which does not seem to be applicable to this project. Can you please confirm if response to this question is mandatory?
RESPONSE: The Standard Form APG 1001 should be used to the extent possible, and elaborated proposals are anticipated.

36. Section 4 states, "Responses should follow the format and order of presentation described below." Are you able to clarify the desired format for the proposal response?
RESPONSE: Responses should be prepared providing a straightforward and concise description of the firm's capabilities to satisfy the requirements of the RFP. Emphasis should be on completeness and clarity of content. Responses should be submitted in letter size (8-1/2"-11") format with a type of font of Times-Roman or similar and a minimum font size of 12 points. The Standard Form APG 1001 should be used to the extent possible, and elaborated proposals are anticipated.

37. Is there a project budget?
RESPONSE: Budget is not disclosed.

38. Is there a project timeline or requested go-live date for the website?
RESPONSE: We would like to start as soon as we identify the right company to help with the rebuild. We will come up with a timeline alongside the selected company.

39. Is Attachment D a sample form for us to follow?
RESPONSE: Yes, responses should be prepared providing a straightforward and concise description of the firm's capabilities to satisfy the requirements of the RFP. Emphasis should be on completeness and clarity of content. Responses should be submitted in letter size (8-1/2"-11") format with a type of font of Times-Roman or similar and a minimum font size of 12 points. The Standard Form APG 1001 should be used to the extent possible, and elaborated proposals are anticipated.

40. What format does the response need to be in? Does it need to be in the same formatting of Attachment D?
RESPONSE: Yes, responses should be prepared providing a straightforward and concise description of the firm's capabilities to satisfy the requirements of the RFP. Emphasis should be on completeness and clarity of content. Responses should be submitted in letter size (8-1/2"-11") format with a type of font of Times-Roman or similar and a minimum font size of 12 points. The Standard Form APG 1001 should be used to the extent possible, and elaborated proposals are anticipated.

41. Do you currently use a payment gateway for online transactions?
RESPONSE: All payments are processed using 3rd party software. We simply link the citizen to the 3rd party page. There are no gateways directly tied to the website.

    o   If yes, what is the name of the system?
        RESPONSE: N/A

42. Please list expectations for the products or services made available for online sales.
RESPONSE: None

43. What form systems do you currently use to collect data?
RESPONSE: None

    o   Are you open to using alternative solutions to collecting information?
        RESPONSE: N/A

44. Regarding "1.3.3 Functionality: ... (item 2) Include a secure online payment gateway for online transactions, if applicable" and regarding "1.4.5 Integration of Services: Integration with essential services such as online payments, permits, and forms should be seamless and user-friendly for residents and businesses..." Are there any expectations or feature requirements for the vendor to build out specific functionality in this category? Or would the site leverage third-party, off-site platforms to handle the payments, permits, and other sensitive operational technologies?
RESPONSE: The site would leverage third-party, off site platforms.

45. How many unique pages or URLs does the website currently contain? How many uploaded files or media attachments are in the system?
RESPONSE: 131 published pages. 1597 media items

46. Is the entire website currently contained within the primary WordPress installation at http://www.ascensionparish.net/, or is content sourced dynamically from other platforms?
RESPONSE: Yes

47. Will the selected vendor get access to the current website as it exists to help with project planning and execution?
RESPONSE: Yes

48. Does the current website have Google Analytics (or a similar platform) that provides data on how the public interacts with it? If so, can this be shared with the website vendor to assist with planning and research?
RESPONSE: ExactMetrics plugin. Yes

49. What is the general timeline and budget range for this project?

RESPONSE: We would like to start as soon as we identify the right company to help with the rebuild. We will come up with a timeline alongside the selected company.

50. Your current website is using WordPress CMS, are you looking to move away from WordPress? What are your pain points with the current CMS set up?
RESPONSE: Yes. We would like a CMS that is easier to use.

51. Do you have any preference for any CMS?
RESPONSE: No.

52. What number of page views your website is achieving at present?
RESPONSE: Over the past thirty days…
- 13,454 sessions
- 23,414 page views
- 9896 total users

53. We assume all the content will be provided by the Parish.
RESPONSE: We have one employee that currently maintains the website. We hope, assuming the new CMS is user friendly, to allow departments to maintain their own content.

54. Do you have a not to exceed budget?
RESPONSE: Budget is not disclosed.

55. Do you need content writing services?
RESPONSE: No

56. Page #32 of the RFP has STANDARD FORM: APG-1001 that is requesting information about engineering services and information related to civil engineering contracts, does the vendor needs to fill and submit this form along with the response? Can you clarify?
RESPONSE: N/A

57. Regarding ATTACHMENT D: STANDARD FORM APG-1001 present in the RFP, would you prefer us to:

   o a. Fill out the form and submit it as the main RFP response, or
   RESPONSE: Yes, responses should be prepared providing a straightforward and concise description of the firm's capabilities to satisfy the requirements of the RFP. Emphasis should be on completeness and clarity of content. Responses should be submitted in letter size (8-1/2"-11") format with a type of font of Times-Roman or similar and a minimum font size of 12 points. The Standard Form APG 1001 should be used to the extent possible, and elaborated proposals are anticipated.

- b. Include the completed form as an attachment to a separate, more comprehensive RFP response document?
  RESPONSE: Yes, responses should be prepared providing a straightforward and concise description of the firm's capabilities to satisfy the requirements of the RFP. Emphasis should be on completeness and clarity of content. Responses should be submitted in letter size (8-1/2"-11") format with a type of font of Times-Roman or similar and a minimum font size of 12 points. The Standard Form APG 1001 should be used to the extent possible, and elaborate proposals are anticipated.