Questions & Answers
Drupal Website Development, Migration and Support
5/14/21

What is the purpose of the Sharepoint integration?
We want people to login to the CMS using their Office 365 login

Do you have a budget range in mind for this project?
This is a competitive bid process. The contract with our current web vendor that was established in 2014 and had a one-time cost of $63k for both elkgrovecity.org and elkgrovepd.org sites and an annual fee of $11k for hosting and software maintenance services.

Does the budget include tech support and hosting?
Yes.

Are you open to vendors outside of the US?
Vendors we work with must be registered with the Secretary of California State Office.

Can the development, migration and support be off-shore or do you all prefer onshore resources?
On shore.

Do you have a style guide or a brand guide?
A style guide can be provided upon request.

Does the City have a CMS preference? Open source? Drupal/WordPress?
This information can be found in the RFP.

Who are your primary and secondary users?
Residents and staff.

Would you like detailed research in terms of your audience in the form of an audience needs assessment?
No.

Do you have a desired launch date? Is there a specific event driving the launch date?
No.

What is the current hosting environment?
CivicLive/Intrado

How many visitors does the current website receive on a monthly basis?
49,000.

How many pages of content do you anticipate transferring to the new site?
Approximately 800.

What are your current pain points with the existing website?
Server up time, poor customer service experience with support, poor CMS editor, search functionality must be through Google and shows ads and is not customizable, doesn't have a feature for search tags, does not have customizable auto suggest feature.

What are the current technical challenges (if any)?
Lack of API capabilities, lack of payment processing through the site, Lack of LAMP environment.

How many site administrators will you have?
Approximately six.

Will you require different levels of admin permissions?
Yes, admins and editors.

Can you please provide an analysis of the Customization Requests, Production Support tickets that are handled by the existing team? (At least last 6 months data)
- Request to resolve x-frame issue setting (changed by developer without notifying us in advance), we use Granicus for our public meetings and the updated x-frame setting blocked external website from embedding our PDFs.
- Request to have two blank content areas created on the homepage so we could populate
- Resolve global accessibility issue for our Google Ads. Current developer was blocking certain countries from our website which was creating an issue in Ads.

Are all web pages static or they are from Database?
Database.

Do you have any metrics related to performance & load of the current websites?
4.47 seconds.

What is the support hours expected for the production support? Is it 8x5 during the weekdays and 24 x 7 on an emergency basis?
Yes, regular business hours based on our time zone, and 24/7 for emergency purposes.

What is the minimum and maximum screen resolution sizes?
All popular screen sizes from smartphones to large screen desktop computers.

What level of documentation is maintained by the team on the existing functionality on the websites?
We need everything that exists on our website and what is listed in the RFP.

What are some key integrations with the CMS? What level of documentation is maintained by the team on the integration of third parties?
Granicus, Constant Contact, Formstack (but want to have secure forms and payment processing on our site in lieu of using Formstack).

For Site must meet WCAG 2.1 Success Criteria, which specific level should we adhere to?
Minimum of AA but striving for AAA.

Website Calendar – Does this currently connect with any offline calendars? E.g. A calendar in outlook or Google Calendar?
Our calendar does not integrate.

Constant Contact integration – What do you currently use Constant Contact for?
Constant Contact is used for our email marketing.

Who built the current website(s)?
CivicLive (now called Intrado).

If an outside vendor built the current site(s), have you maintained a relationship with them to-date?
Yes, our contract includes ongoing support, they're also our host.

Can you confirm the current CMS in use for your website(s)?
Proprietary CMS made by CivicLive/Intrado and we are looking to move to Drupal .

What are some things you do like about the current CMS?
It functions on a basic level and has the ability for user permissions.

What are some things you do NOT like about the current CMS?
Server up time, poor customer service experience with support, poor CMS editor, doesn't have the ability to show drafts of existing pages to non-CMS users.

What security compliance is required by the CMS and/or hosting? (i.e., PCI, HIPAA)
It has to be PCI compliant.

How are you defining success from a technical perspective for this project?
Increase server up time, improved turnaround time on customer service requests, greatly improve search functionality for users, reduced load times.

Do you require 24/7 support access in the case of production-level (site availability) issues?
Yes.

What is your preferred date to launch the new website(s)?
Open to launch date for the elkgrovecity.org and elkgrovepd.org sites but needs to be complete prior July 2022.

Outside of the two websites listed, are there any other micro-sites we should be aware of?
No.

How often do you need to create and/or update new pages with content?
Very often.

If it was easier to create new websites, would the city create new websites more frequently?
No.

Is there a need for microsite development?
Not currently.

How familiar are your web administrators and content editors/creators with operating on the Drupal CMS? Would your team require any specific training?
Using CMS is a familiar concept to us but not Drupal specific, our administrators will need training and they would train the rest of the staff. Training documentation is desired.

How much content curation will need to take place before the migration?
None.

Will the vendor work in concert with City staff on the migration?
Vendor does the migration of the content.

Do you expect the vendor to conduct further public engagement to collect feedback or to inform the UX of the new site?
No, this has already been done.

Is a style guide or design system currently used when adding content, pages, and/or features to the website? If not, is this desirable?
Yes, we have CSS that adheres to our brand and is implemented when new pages are created.

What is driving the decision to want to move towards a Drupal website?
We do not want to be locked into proprietary software with a specific developer. We want the flexibility to be able to change developers should there be a change in their service or a change to their business model. If there's a problem in the future, we want to be able to retain our assets and minimize time and cost in starting over.