

Subject: Addendum – TriCounty Link Website Redesign
From: Jason McGarry, Procurement/ Contracts Administrator
Date: June 6, 2023

This Addendum No. 1 modifies the Request for Proposal (RFP) only in the manner and to the extent as stated herein:

1. On page 6 under additional features there is a bullet point for "Mobile TriCounty Link" Is this an outbound hyper link to a separate Mobile TriCounty service?
 - a. **That refers to having the site be mobile phone friendly.**
2. On page 6 under additional features there is a bullet point for "Smartphone/iPhone applications" Are you interested in a mobile application that can be downloaded for android and iPhones in addition to the website. What features would the application (app) include?
 - a. **No, please see above.**
3. On page 7 under additional features there is a bullet point for " Real Audio/Video Live Streaming" How do you currently do livestreaming/broadcasting? What software do you use?
 - a. **We do not currently use this.**
4. On page 7 under additional features there is a bullet point for "Schedule finder functions included" How often do the schedules change? How is the scheduled data currently stored? I see on the site there are image of schedules.
 - a. **Rarely, but as needed. Simple images at this time.**
5. On page 7 under additional features there is a bullet point for "Automated job posting " Can you elaborate on what you mean by "Automated"?
 - a. **Likely some sort of job board platform, at the respondent's suggestion.**
6. On page 7 under additional features there is a bullet point for "Language translator capability" Is Google Translate acceptable?
 - a. **Yes.**
7. On page 7 under additional features there is a bullet point for "Live Broadcasting w/100 Streams " Can you further describe or link to "100 Streams"?
 - a. **Disregard; will consider respondents suggestions for streaming platform.**
8. On page 9 under Project Management there is a bullet point for "**Project Status Meetings.** Consultant shall attend and participate in a one-hour project status meeting, once per month, to discuss progress, issues, risk management activities and other aspects of the work. Selected

Consultant shall prepare the agenda for these project status meetings and distribute the agenda at least two (2) hours prior to the meeting. The meeting location will be determined later.” Do you envision needing these meetings to be in person or is a platform like Zoom acceptable?

a. Either.

9. What is your budget for this website?

a. No budget defined.

10. What is your annual budget for website hosting and maintenance?

a. No budget defined.

11. What is the desired start date and completion date for this website?

a. ASAP.

12. How do you feel about continuing to use a WordPress Content Management System? Are you looking to remain with the WordPress CMS or do you prefer another CMS?

a. We would like to stay with WordPress.

13. You mention that you would like staff to be able to create new pages. Can you give us an idea of how many different "page type" templates you would like us to develop?

a. Three.

14. For a consistent look and feel, we often will utilize the client's existing library of photographs and edit them for brand consistency. Is this your expectation and do you have a library of photos for our use for this website? Is there a budget for additional original photo shoots, and is there a budget for purchasing stock photography?

a. Yes, we would use our existing library. There is no budget defined.

15. Do you intend for project status meetings to be virtual or in person? If in person, how many of our team do you expect to attend?

a. Either.

16. How often would you like a report of statistics for the site?

a. Monthly

17. You mention "Adapt forms" in your RFP. What are you referring to here?

a. Forms to gather information and feedback.

18. You mention wanting a dedicated server. WordPress offers dedicated servers starting at \$650 per month. Would you be ok with semi-dedicated to reduce the cost?

a. Yes.

19. You mention unlimited web space. In order to do this, we would need to build in cost per MB. Is this your expectation?

a. Yes.

20. You ask for a Web Site Traffic Statistics/Analysis Program. Would Google Analytics suffice?
a. Yes.
21. You mention E-commerce and tracking-enhance current functions and provide the ability to increase items offered to the public. We would like clarification here; do you need e-commerce functionality? consulting? development of an e-commerce page?
a. We need you to develop a site do we can sell bus passes online.
22. You mention, Counters Submit Site to Search Engines. Can we get clarification on this?
a. The successful respondent will submit the site to major search engines.
23. You mention Password-protected directories. Can you provide clarification on these? Is this a function you will need?
a. The potential for this function may be required in certain instances.
24. You mention Rapid, responsive and knowledgeable customer support – voice & e-mail. Is a third party acceptable? WP Engine offers this. Is WP Engine acceptable?
a. Yes.
25. Regarding 24x7x365 email technical support, Is third party support acceptable? Our creative agency team is very responsive, but like most creative agencies, we do not offer 24/7/365 support.
a. Yes.
26. Regarding 24x7x365 help desk support, Is third party acceptable? WP Engine offers this with fully dedicated hosting plans.
a. Yes.
27. Can you explain the references to Flash. It was deprecated (acknowledged but discouraged) years ago.
a. Disregard.
28. When you say "Cost Worksheet itemizing each item of cost per year" Are there specific deliverables or groupings of deliverables you want itemized out?
a. No.
29. You say you will use copy on the current site, would you like the quote to include the reduction of copy where appropriate?
a. Yes.
30. Are updates or re-design of the 3rd party mobile applications part of the scope of work? If so, what is the scope of the updates?
a. No.

31. Does TriCounty Link have a content provider for video streaming services, or will the video streaming be handled through a service similar to YouTube or Vimeo that can be embedded on the site?
- a. **YouTube**
32. What functionality is required for automated job postings?
- a. **Likely some sort of job board platform, at the respondent's suggestion.**
33. Will the purchase of fares still be handled through Token Transit?
- a. **We would like to be able to sell them through the website.**
34. The server requirements indicate e-commerce capabilities for the redesigned website. What items will be sold and processed on the new website?
- a. **Pass sales.**
35. Is the 24x7x365 help desk support listed under technical requirements intended to provide live help to the public such as website visitors, TriCounty Link riders, etc.?
- a. **No support to the TCL Staff.**
36. Will BCD-RTMA accept website hosting support that does not guarantee 24x7x365 availability, provided email support is available for critical emergencies, and 1 hour response times are guaranteed during normal business hours?
- a. **Yes.**
37. Are any live transit feeds available for the TriCounty Link service, such as GTFS?
- a. **Yes.**
38. How many pages of the website will need to be re-designed?
- a. **All.**
39. Per the RFP #RTMA2023-02 and the items below, for the proposal, do we have to design 3 alternative mock ups for the website or are you saying once awarded we will have to design 3 mock ups? And if we do have to design 3 mock ups, are designing 3 mock ups of each bullet below or one mockup per bullet below?
- a. **Yes.**
40. Are you wanting the chosen vendor to create/program a custom CMS for your new website?
- a. **Yes, the back end we have now is not secure and needs replacement.**

Respondent shall acknowledge receipt of Addendum No. 1 in the space below and return with their proposal. Failure to do so will subject the proposal to rejection.

Authorized Signature

Company Name