



The Maryland-National Capital Park & Planning Commission
Department of Finance – Corporate Procurement Division

6611 Kenilworth Avenue, Suite 300 • Riverdale, Maryland 20737 • 301-454-1600 Fax: 301-454-1606

June 22, 2022

Project: WEBSITE RE-DESIGN TASK ORDER

Proposal No.: P42-153

SUBJECT: Addendum Number Two

The following changes and/or clarifications to the above referenced project are being provided to all prospective Bidders:

Responses To Bidders Inquiries

1. Are you comfortable with us working with a hosting partner for your hosting needs are or are you looking for a vendor to be able to host the site directly?
Either scenario is satisfactory. The key requirements are:
 - a. **Clear SLA to include up times, backup and recovery schedules, and clear outline of roles responsibilities**
 - b. **Accessible performance measures**
 - c. **Ability to have more than 5 domains**
 - d. **24/7 helpdesk support**
2. Could you let us know if there are any third party integrations we need to be aware of with the website?
 - a. **There are standard and non-standard integrations that the vendor will have to accommodate**
3. How does the MD NCPPC view remote workforces? Embracing a remote workforce allows us to find top talent at the most competitive rates.
 - a. **Remote workforces are acceptable, but the company and the key team leads must be in the US**

4. Does the client have expected launch dates for any of the websites supported under this contract?
 - a. **The only urgent timeline is for the Prince George's Parks & Rec. April 2023. We can discuss what can be reasonably expected to be ready for launch by April 2023**
5. Are there existing Brand Guides for the websites?
 - a. **Yes**
6. Will the client be providing all images, videos, and graphics that will be used on the website?
 - a. **We will as part of the migration plan but are open to offerings made by the vendor**
7. Can the client provide the breakdown of the internal technical team that will be supporting the project?
 - a. **Central Administrative Services (CAS) – Site Manager -2**
 - b. **Prince George's Planning – Site Manager -2 / Project Manager - 1**
 - c. **Prince George's Parks & Rec - Site Manager – 1 / Project Manager – 1**
8. Does the client have any pain points with the current site or provider that are important to remediate?
 - a. **Yes...need more customization, support, modernization, and ADA compliance**
9. Can the client provide the CMS and Version of CMS of each website?
 - a. **CivicPlus v5.0**
10. Will you supply laptops and/or necessary equipment to perform the job or is it the contractor's responsibility?
 - a. **No**
11. Do you have an existing cloud hosting provider such as Pantheon, Acquia or AWS?
 - a. **CivicPlus**
12. Can you please provide additional details regarding, "Automated GCMS® Software Updates"? What does GCMS stand for? What do these updates refer to? Any other details would be helpful.
 - a. **Please disregard.**
13. With regard to, "J. APPENDIX: The Contractor shall be able to support the following websites and sub-domains of M-NCPPC"
 - a. **Are these considered separate sites? Yes, for some of them**
 - b. **Will each of the sites need their own hosting solution? No, but the vendor should make the best recommendation**
 - c. **Will the new vendor be required to provide all requested services for each of these sites and each of their respective teams? Yes**
 - d. **Any details on the expected level of support for each of these sites would be helpful for our response**
14. You mention the, "changing needs of the Prince George's and Montgomery County

communities.” Could you please provide details on what these are, and how the data was collected? Is part of this project collecting more data and/or updating the data?

- a. **The changing needs are related to the need for modernization and flexibility. We are currently performing data analysis on public use and needs from our services**

15. Under the Task, it says the contractor will provide Phone Consulting? If that is so, how many phone answering staff members are currently working on it?

- a. **This statement in the RFP referred to periodic meetings with the project team**

16. The contract mentions Emergency after-hour support. Does it mean we need to have a personal staff 24 X 7 hours? Or is that provided by a different contract?

- a. **The emergency after hours support was related to hosting and uptimes**

17. How many total staff members does the project expect to be hired?

- a. **No expectation**

18. What percentage of the content on the website will be migrated to the new website?

- a. **No idea at this time.**

19. You mentioned that the vendor will work with content area owners to obtain and populate needed content. Do you anticipate needing support with writing new content?

- a. **Yes**

20. Is any work expected to be completed on the following page: <https://mncppcprod-lm01.cloud.infor.com:1442/>

- a. **No**

21. Do you have any tentative timeline/ deadline by when all the sites need to be migrated from Civic Plus to WordPress?

- a. **December 2023**

All other terms and conditions of the bid document apply.

Bidders **must** acknowledge receipt of this Addendum by signing and returning with their bid.

Richard Colbert
Corporate Procurement Specialist

Acknowledge Receipt by
Authorized Representative

Name of Firm Submitting Bid

Typed Name/Title

Date