

City of North Chicago
Website Design and Development RFP
Question & Answer

Q: The RFP states “Ability to secure pages or sections from public view, with access restricted by password protection.” Can you elaborate on this requirement?

A: This refers to an employee portal which would allow employees and other authorized individuals to access information and forms, via password for submission of time off requests and other non-public requests and actions.

Q: What types of content will be password protected?

A: Employee Portal, Resident Portal, Permits, Billing

Q: How many users will have access to password protected content?

A: 300+ employees and an indeterminate number of residents

Q: Will varying tiers of access/permissions be required?

A: Yes. Individuals with different levels of access and tasks should be available. For instance: City Clerk, posts agendas; Communications, makes changes to pages, content, imagery, etc. Police/Fire, Public Works emergency notifications. HR, job postings.

Q: The RFP mentions the need for a mass communication system. Can you share insight into the volume of alerts/messages the city plans to send on a monthly or annual basis?

A: This is difficult to quantify. Based on the needs of various departments, there will be times of elevated need (i.e. winter). Ideally, we would like to have an unlimited, or at least, a very generous number of available contacts or messaging.

Q: What is the size of the current contact list (i.e. phone number, email addresses, etc.)?

A: Approximately 2500 e-mails, SMS, landline (Robocall) in English and Spanish.

Q: Is there a CMS or technology preference?

A: No

Q: How many users will require training on the new CMS?

A: Less than 15

Q: The RFP mentions language / translation services, what languages should the new site be available in?

A: At least English and Spanish

Q: Has the City identified any sites it likes the overall look and feel of or looks to for inspiration?

A: No

Q: Can you share insight into the current site's traffic levels? i.e. average monthly page views.

A: Staff is attempting to aggregate website analytics.

Q: Are there any additional third party or internal systems / databases that will be required to integrate with the new website?

A: Yes. A FOIA tracking (third party system) for one example.

Q: Is the City seeking ongoing post launch/website support services?

A: Yes

Q: Can you share insight into any pain points surrounding current content editing/management of the existing website?

A: General ease of use and intuitive tools.

Q: How does the city plan to measure the success of the new site post launch?

A: Ease of use, tool integration, look/styling, updated technology.

Q: Should vendors assume all the existing content will be migrated to the new site?

A: Yes

Q: Can you elaborate on requirements for the FOIA tracking module?

A: See above.

Q: The RFP mentions social media integration, by "integration" do you mean a redirect to the social media pages? Or a direct social media feed into the website?

A: Ideally both. Features that allow for efficiency and saved time will be a priority.

Q: By “Resident feedback interface”, does the organization see this as a form submittal or more of a customer forum kind of functionality?

A: Form

Q: What are the primary business drivers for issuing this RFP?

A: Unavailable

Q: Can we please have details regarding the IT/System landscape at the City, that would be relevant to this project?

A: Talk with Fabio. For security concerns I want to provide the minimal amount of information.

Q: Can you please share the current support team structure for IT support at City?

A: Managed IT services.

Q: Can City, provide the availability of the resources from their team that will be allocated for this project?

A: None.

Q: Please share details regarding customizations and interfaces

A: The details are to be established and expanded during the website build. We are open to the consultation of professional developers to help us determine the possibilities available through the current tech.

Q: Are systems currently hosted on-premise or on the Cloud?

A: Current website offsite.

Q: Is City good with remote work?

A: Yes

Q: Is the City good with offshore resources providing support?

A: No

Q: Would a subsidiary (a majority stake company) of the parent company be considered as a sub-contractor?

A: Yes

Q: Is this a new RFP or are there any incumbents?

A: New RFP, there is an incumbent.

Q: If there are incumbents can we have the names and if possible a copy of their past contract with City?

A: A copy of the contract will require a FOIA be filed with the City Clerk.

Q: Do you need a complete resume or a summary only?

A: Credentials should be presented as deemed appropriate. Not having current or previous municipal government clients will place the respondent at a disadvantage.

Q: Is there a budget limit for this project?

A: Yes

Q: Any major projects planned in coming years that vendors should be aware of?

A: Not at this time.

Q: Are you looking for any 3rd party software or tool apart from those mentioned in the RFP in the future? If yes, please provide a list of tools/software.

A: Yes. Not relevant to this RFP

Q: Are you looking for Multi-language support?

A: No

Q: We are an MBE-certified enterprise by CMSDC. Does it help meet DBE requirements if any?

A: Always encouraged, but no requirements to be met.

Q: Would a subsidiary (a majority stake company) of the parent company be considered as a sub-contractor?

A: Yes

Q: Password-protected pages

A: What's the point of password-protected pages? Is that for internal or external use? Will a new password-protected page constantly be created, or is just one page always updated? I guess you also require the password-protected pages to not be indexed by Google?

Q: Robocall - voice message

A: Can you elaborate a bit more? Do you already have a service for sending voice messages, or do you require development for that? What service do you use, if you have it already?

Q: Geo-tracking :

A: Residents will have to submit their address, or at least their street, so you will need to have all their information in a database (on the back end of the website of course), otherwise geo-

tracking messages won't work. We already have something similar on our development roadmap, too - so this would be an awesome project for us!

Q: Breaking News, Communications/Social Media Portal: Provide an interactive interface for breaking news as well as discussion forums for the public to register comments, complaints, and feedback.

A: Can you explain a bit further? Are you looking for a platform *on* your website where residents can discuss topics you create (like forums were before)? Are you perhaps looking to enable comments on posts you publish on the website? Or is a simple feedback/complaints form enough for this? OR is a simple Social Media Integration enough?

Q: I see that Black Board Connect is use don't he current site. Is it acceptable to the City to continue using this system for notifications/emergencies?

A: Although continuing use of Blackboard Connect could be a consideration, we are exploring other, more robust communication for use in the future.

Q: Emergency Notification: Ability to display an emergency message on a scroll across the website, NOAA integrations and IPAWS- Does the City currently use NOAA and/or IPAWS Feeds/XML data. For NOAA is it primarily the Weather feed you are interested in?

A: NOAA is currently not in use. We are seeking a robust alert, warning and watch system for community updates.