



ADDENDUM #1
REQUEST FOR PROPOSALS
No. 2016-028

Effective: April 28, 2016

Project: Website Enhancements, Maintenance and Technical Support

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This Addendum is incorporated into and made part of the above named Request for Proposals (“Solicitation”). This Addendum contains the questions submitted by Offerors in response to the Solicitation and the City’s answers thereto. The City is not responsible for the content of the questions and has provided the most comprehensive answers based on the interpretation of the questions.

- Q1. Can you please tell me how many Sitecore partners this RFP has been delivered to?**
A: Approximately 10 vendors selected by Sitecore were informed by the City that a solicitation was available. In addition, the solicitation was posted on eMaryland Marketplace and the City’s website.
- Q2. How many vendors do you expect to short list to?**
A: We have no set maximum or minimum vendor requirements.
- Q3. Is Navigation Arts/Epam still the incumbent vendor bidding?**
A: We are not currently partnered with a vendor and have no incumbent.
- Q4. Can companies from outside the USA apply for this?**
A: Any vendor may apply so long as they meet the requirements set in the solicitation.
- Q5. Will the selected vendor need to come onsite for meetings?**
A: We do not anticipate the need for onsite meetings.
- Q6. Can we perform the tasks (related to RFP) outside the USA?**
A: Yes

Q7. Can we submit the proposals via email?

A: No. Please see section 4.2 E of the solicitation for submission requirements.

Q8. What type of bugs is the City trying to resolve?

A: See section 8.5 of the solicitation.

Q9. Does the vendor need to be onsite during development?

A: No. There will be no onsite accommodations to house the vendor's staff.

Q10. How long should the maintenance period last?

A: Maintenance should last for a minimum of one year.

Q11. Dose the City have a plan for version upgrades?

A: As part of the maintenance proposal the vendor should include all costs needed to perform one migration to the latest version of Sitecore.

Q12. Does the current website have any documentation available?

A: The City does not have any "code" documentation. The City does have the functional specifications documentation used during the initial development.

Q13. Is there a pre-approved budget you are working with?

A: The City has no response.

Q14. Must a vendor be a Sitecore Partner to be qualified to bid on this RFP?

A: No, but the person performing the work for the duration of the project must be a certified Sitecore developer.

Q15. Will a Sitecore Partner bid be preferred over a non-partner bid, even if the cost is greater?

A: Yes

Q16. On page 23 in section 8.2.D, it is stated that the City's IT department is responsible for "maintaining the virtualized servers and their related operating systems." Because the Sitecore installation will not function or not function well if this underlying infrastructure has issues:

Q16.1. How does the City test OS, database, and other patches/configuration changes before going to production?

A: The City currently does not test patches prior to deployment. All VMs are backed up prior to patch deployment for recovery purposes.

Q16.2. How will these types of changes be coordinated with the Sitecore maintenance vendor?

A: The City will work with the vendor to determine the level of communication needed based on the needs of the City and the vendor.

Q16.3. What will be the process to resolve website problems that appear to be host or database related? For example, if a SQL Server configuration change made by the City's IT staff caused parts of the Sitecore installation to become nonresponsive, how does the City envision the troubleshooting process will work? Will the vendor still be responsible for time spent troubleshooting and resolving this type of issue or will there be some consideration for this type of event?

A: Regardless of their origin, the vendor will need to work with City staff to resolve website issues.

Q16.4. Would the City consider making the vendor responsible for the entire VMware installation and Sitecore so that these types of issues do not arise between City and vendor staff?

A: No

Q17. What is the current version of Sitecore on the present websites?

A: See section 8.4 of the solicitation.

Q18. What is the technology stack of the environment?

A: See section 8.4 of the solicitation.

Q19. What is the expected timeline of the project?

A: This will be dependent upon vendor resources and the proposed timeline.

Q20. What is the range of discounts, if any, for net 15 payments versus net 30?

A: The City has no response.

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