



156 S. BROADWAY, SUITE 270 | TURLOCK, CALIFORNIA 95380 | PHONE 209-668-5402 | FAX 209-668-5695

REQUEST FOR INFORMATION

BID NO. 24-013

FOR

HOSTED WEBSITE SERVICES

INFORMATIONAL ADDENDUM NO. 3

DATED ISSUED: SEPTEMBER 12, 2024

1. **Could you please clarify the following items from the RFP; "Design and configuration, Implementation consulting, Testing of configuration". These items give the appearance that the City of Turlock is looking for an off the shelf commercial solution. Are you looking for a commercial off-the-shelf solution for municipalities or a bespoke Content Management System solution, for the City of Turlock?**
 - a. The interested vendor should be able to **design and configure** a hosted website service that caters to the needs of a municipal government and common municipal related services. While the project is being executed and **implemented**, the interested vendor should be able to provide regular **consultation** to ensure the proposed product meets the needs, scope of services, and requirements of the City of Turlock. The interested vendor should also assist the City of Turlock with **testing** the hosted website service's features and functionality to ensure it is **configured** correctly to meet the needs, scope of services and requirements of the City of Turlock.
 - b. The City of Turlock is looking for a website service provider that can host municipal websites and web-related services. The City of Turlock is looking for a vendor with a proven record of accomplishment in the planning, development, implementation, support, and hosting of government websites and integrating city government systems. The selected vendor must be capable of providing all services, including ongoing hosting, to implement a state-of-the-art website. In addition, the vendor must offer a robust content management system (CMS) that allows City staff to easily update website content. The City desires a single vendor for all services identified in the RFP.
2. **What are the expectations for the website's uptime and performance, especially during peak periods?**
 - a. As listed within the RFP section 'Hosting and Performance', Page 6:
The City of Turlock is expecting 99.99% service uptime.
This is expected service with optimal performance regardless of a specific period of time.
The hosted website service should be available to all visitors, customers, community members, and constituents at all times.

- 3. What are the expectations for WCAG compliance (what level), and does the City of Turlock have a current accessibility audit that can guide the project?**
 - a. The City of Turlock expects to comply with WCAG 2.1 Level AA at a minimum. The City of Turlock is interested in accessibility auditing tools that will guide this project.

- 4. Can you clarify the intended role of artificial intelligence (AI) on the website? Are there specific use cases, such as chatbots or search optimization?**
 - a. The intended role of Artificial Intelligence is to aid visitors, customers, community members, and constituents in finding the desired information they are looking for related to the City of Turlock and the City's services and business functions. This could be done through a generative response that comes from a written request. The generative response would not only provide a source of information requested but also additional supporting information and context. Additional use cases such as a Chatbot or a Search feature typically deliver direct results that also assist in finding information. Artificial Intelligence may include supporting information, process information, and suggestions for additional help.

- 5. What role, if any, will the City's IT department play in maintaining the new website post-launch?**
 - a. The City of Turlock will determine the processes and procedures for maintaining the website post-launch. Much of this is dependent on the hosted website service provider's ability to offer administrative tools and content editing features that are easy to learn and use and do not require specific skills.

- 6. Is there a target launch date for the website?**
 - a. The target launch date will be dependent of the vendor's ability and resources to provide the requested services within the scope. The City of Turlock would like to launch a newly hosted website service within a reasonable time frame (less than 1 year) after the project initiates.