



**Clarence-Rockland
CORPORATION
de la Cité de/ of the City of
CLARENCE-ROCKLAND**

ADDENDUM #2
9/1/2020 15:05

F18-COM-2020-007

Tender Number

Redesign Web Site & Hosting

Request for Tender Issued On:
August 14, 2020

Tender Submission Deadline: 2:00:00pm Local Time in Clarence-Rockland Ontario, Canada on
September 4, 2020

THE INFORMATION CONTAINED IN THIS DOCUMENT IS TIME SENSITIVE

Please note: This addendum is to be considered part of the above noted Request for Proposal/Tender as though included with the original version. This addendum does not affect the closing date/time. Bidders should acknowledge receipt of all Addendum / Addenda by inserting in the space provided on the Bid Submission Form, the numbers of all Addendum / Addenda received during the bidding period.

QUESTION REQUESTING CLARIFICATION

The following questions were received:

1	Question:	Reference, Ensure web and mobile applications support online services, What mobile application do you wish to support? What web application do you wish to support? What online services are you looking to include, are these pre-existing services (and if so, please list them).
	Reply:	-mobile application; None at the moment, -web application; Paymentus, Didibot, Book King, ReCollect, Escribe, Burpermits.com, Business directory, -online service; Online payments (existing), Daycare portal (existing), Facilities reservation (existing), Dog tag license renewal, Business license renewal.
2	Question:	Reference, Ensure the website homepage and e-communication reflect the City's brand. Will the city be providing the provider with its branding guide? Will you be using the same third party mailing list you currently have for your e-communications?
	Reply:	Yes, the city be providing the provider with its branding guide. Yes, we will be using the same third party mailing list you currently have for your e-communications?
3	Question:	Reference, The upload of municipal PDF documents to the website is to be controlled through a workflow approval process. Could you elaborate on the workflow approval process?
	Reply:	When a municipal employee uploads a PDF document, we would like a simple workflow process implemented so it goes to their direct superior for approval followed by the communications team before it is published to the site.
4	Question:	Reference, The website solution must be compatible with the eScribe web public portal and is required to be implemented in the website's redesign in order for residents to be able to view date/time/location of meetings, associated documents and previous meeting minutes. Does this mean having a link to their portal or does it need to be integrated within the site? The eScribe website does not offer documentation on whether a front facing API is available to the public. Does the city know if such a framework is available? do you plan on using the same embed as this page https://www.clarence-rockland.com/index.php/en/city-hall/meeting-and-minutes/ ? Is this what you want styled?
	Reply:	Waiting for an answer from eScribe. We need, at a minimum, that the web be able to act as an interface to the public eScribe portal such as it is today. Either by embedding, interfacing or any other modern Web technique available.
5	Question:	Reference, Part 12: Budget Simulator, Does the city already have a similar tool on the website? Does the city keep a copy of the modified budget or should the user just be allowed to download their modified version? Are you able to provide a comprehensive list of reports you want to generate?
	Reply:	Yes the city already have a similar tool, see example, https://www.clarence-rockland.com/index.php/en/residents/tax-calculator. We always publish the latest budget version in PDF format. A budget simulator similar to https://greensboro.abalancinact.com/greensboro-adopted-budget-fy-2020-2021-20200825175436
6	Question:	Reference, Part 14 : Economic Development, In part 14, are the "Community Profiles" just textual content? In Part 14, are the tools for the "Resources/Support Services for Business" section already defined? Are they all just links to external websites or are there any tools that need to be built by the website provide?
	Reply:	The community profiles are just textual content and the tools are not defined. We provide links to external websites.
7	Question:	Reference, Part 15: Community Engagement What kind of information would the city like to provide to citizens when adding pages to the "Community Engagement" section? Is there a standardized template? When citizens provide feedback to the city, how would the city like this feedback to be presented? Is it just a message, similar to an email, or is there a predefined list of form fields that would be required?
	Reply:	There is not a standardized template, we are open to any and all engagement methods proposed by prospective proponents. we would like the residents to fill a form with a predefined list of form fields. Same as above.
8	Question:	Reference, Existing System, Does the city just want to link to these external tools? What other tools are they looking to improve or build?
	Reply:	The city wants links to the external tools.
9	Question:	Reference, Sharepoint Integration, The City has a document management solution. Please outline if and how your products may be able to intergrate with Sharepoint online and office 365. Do you have any examples of integration you would like when it comes to Sharepoint and/or Office 365?
	Reply:	Capacity to publish documents to the public facing site through Sharepoint.
10	Question:	Have you established a budget range for this project and are you able to share it with us?
	Reply:	We have an approve budget for the project. The approved budget will not be disclosed.
11	Question:	Are you able to provide an unlocked version of the RFP PDF so that we can more easily incorporate elements into our response?
	Reply:	Yes, we will share an unlock version of PDF.
12	Question:	Is it a requirement for the website to be hosted in Canada?
	Reply:	No, it isn't a requirement. US based hosting is acceptable but we would prefer Canada based.
13	Question:	Regarding the RFP F18-COM-2020-007 Website Redesign and Hosting, I just wanted to confirm the only acceptable option to submit is by mail?
	Reply:	Proposal are to be delivered by mail. Please consulte the attached PDF for more information.
14	Question:	Does a USB drive need to be in each separate envelope?
	Reply:	Please see section 4.3.2 for instructions.
End of Addendum #2		