

Addendum One / RFP 12-1931

RFP12-1931 OREGON ZOO WEBSITE

The following question was submitted on this solicitation. In the interest of fairness, this information is being provided to all interested proposers. Questions from potential proposers are shown below followed by answers in **bold** from Metro.

Q: Are you going to be hosting the application in house? If Yes, what are the specifics of your architecture? If no, do you expect hosting numbers to be included in the bid?

A: Yes, it will be hosted in house. We currently use a LAMP stack (Linux Apache MySQL and PHP), the linux flavor is Red Hat Enterprise 6 and MySQL 5.1. It will also run behind a Citrix NetScaler load balancer.

Q: Does Metro prefer 24/7 technical support options?

A: No

Q: Will this site be the basis for the other Metro sites (i.e. will the other sites use the same code base)?

A: Yes, there will be a multisite core Drupal installation that will eventually be the basis for other Metro sites.

Q: What is the budget range for the Oregon Zoo Website RFP?

A: Metro estimates the amount to be approximately \$50,000. However, firms are encouraged to price their proposals accordingly and to submit their best offer for the requested services

Q: What is your targeted completion date?

A: Our targeted completion date is October 2011.

Q: Would you consider an Agency located outside of Portland?

A: Yes, we will consider Agencies outside of Portland area.

Q: Is there any flexibility on the delivery date of the RFP?

A: The delivery date is firm.

Addendum One / RFP 12-1931

Q: Will Metro and the Zoo be responsible for discovery and information architecture, or are you looking for the consultant to participate in this process?

A: Metro and the Zoo is responsible for discovery and information architecture.

Q: The RFP calls for three different designs, but the proposed Work/Schedule seems to call for a build/prototype for the project team to review and test before finalizing on one (or a combination of the three) designs for final production. Is this indeed the case and if so, are you looking for a full build or a partial prototype of each build?

A: We are looking for a partial prototype of each build.

Q: Is there a bidder's conference or some sort? If so when, where and if attendance is mandatory to participate in the opportunity.

A: No, there is not a bidder's conference.

Q: Are there any special requirements for out of state firms such as registering in the state to do business, state licenses or permits etc.?

A: No. However, if you are a MWESB's then you must be licensed in Oregon.

Q: Your RFP document indicates a preference for Drupal. Would you consider others?

A: No. Our agency wide CMS is Drupal.

Q: Are you looking for pre-built solution that can be customized to your needs or build something that exactly matches your needs from scratch? Off-shelf vs. custom?

A: We are looking for something that exactly matches our needs built using Drupal.

Q: Are you accepting bids from outside of the US?

A: Yes.

Q: How important is it that the firm come to meetings in person? We've done work all over the country with non-profits for over ten years, and find that we can deliver great projects communicating primarily by email and phone, but wanted to make sure we understood whether or not regular in-person meetings would be a requirement of this particular project?

A: Regular in-person meetings are not a requirement.

Addendum One / RFP 12-1931

Q: In the scope of work section (III), it states that "No less than three (3) varied website designs will be created based upon discoveries and input by Metro project team." It goes on to say that 3 designs will be finalized and 3 will be formally presented to the Committee. Can you give me some more clarification about what "designs" means here? The language implies that this isn't the usual workflow where "static" designs are created, fine tuned, and ultimately winnowed to one version that goes into development. Rather, it seems to imply that design and development will happen at the same time, and 3 separate functional sites (or versions of the site) are to be created and coded – and only then will a final be chosen.

A: This is the usual workflow where "static" designs are created, fine tuned, and ultimately one version goes into development. We are not asking for 3 fully functional and fully developed sites. As well, we plan to make this process a collaborative effort between the firm we choose and our in-house staff.

Q: While going through links in the main site page, it seems that different sections use different page designs/layout/theme (Example: KidsZone). Do you expect the new website also in the same way, or will it be sharing the common design/theme for all pages/sub sections of the site?

A: There will be more commonality than exists now. There will be a consistent theme and look and feel, but different layouts for different levels and sections.

Q: In the current website most of the pages can be managed through a simple content management system in the back-end, so that admin can edit the content anytime. Other than this information content, does the site have any specific functionality?

A: We are still gathering user task analysis and completing other technical requirements. However, we expect that there will be very little custom development needed in this phase. There will be more development than just a brochureware site.

Q: Please clarify whether the proposed project is only to build new site with layout of new design, or do we need to set up all the site pages also, with the page contents as seen in the current site.

A: We will be providing the content and entering the content. We want the project to be collaboration with the agency we hire and our design and development staff. We anticipate work being done by both internal employees and the agency we hire

Q: Could you please let us know what all administrator level functionalities you will be requiring in the new site?

A: These decisions have not been made through our steering committee as of yet. The Zoo will need standard Drupal admin capabilities with a couple user roles of differing rights.

Q: Will we get to see the IA prior to submittal?

A: We will post a "draft" of our IA that we have been working on through the discovery and research phase as additional documents on the same site as our RFP.

Addendum One / RFP 12-1931

Q: Deliverables D states "Upload of 3 designs..." To confirm, this means uploading of designs for review (ie. pdf) and not creation and development of 3 sites for review by the Steering Committee prior to choosing the final design?

A: That is correct. These would be designs for review and not full creation and development.

Q: Are there other site features or functionality that have been identified during the initial planning phase, other than the calendar?

A: No, we have not identified any specific site features or functionality.

Q: Could we review a copy of the latest site map to estimate against??

A: We will post a "draft" of our latest site map as an additional document on the same site as our RFP.

Q: What success metrics have been identified for the Zoo website (e.g. increase membership)?

A: We have not specifically identified success metrics for the new Zoo Website. However, we have discussed an increase in Zoo Membership, increase in visitors and more volunteers.

Q: What attributes are you looking for in an agency partner?

A: An agency with the ability to collaborate with Metro and the Zoo to create the best website for the Zoo utilizing the newly chosen Drupal CMS. The agency will have a proven track record with Drupal and be able to show a clear work plan and approach that will work with the Metro and Zoo team.

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