

Questions for RFP CML # 18-023 Managed Web Application Services

- Pg. 7: Section 9: Are you only considering vendors who have completed similar projects inside Franklin County within the last year? Presumably, this would be a very small number of firms, given the expertise required. We have completed many similar projects for public libraries and municipalities across the country, but none within Franklin County. Will you still consider our bid?

We need someone in town that can come into our offices on short notice as needed. It can be outside of Franklin County but within a reasonable travel window of 60 to 90 minutes.
- Who built your current site? If you partnered with an outside firm, do you still work with them?

Internal IT team primarily, with support from our current firm. Yes, we still work with them.
- Who currently provides you with ongoing support services?

CML decline to answer this.
- Please describe your current hosting setup.

The current web application environment is hosted in AWS EC2.
- Pg. 3: It appears you are in the middle of migrating your site from Drupal 7 to Drupal 8. Please clarify whether you have already begun the process of migration, and if so, who has assisted you with this.

Some sites are on Drupal 7 and some are on Drupal 8. An upgrade and migration effort is currently being planned but details and timing are still being worked out. This would be a separate project and not related to the base scope of this RFP.
- Pg. 3: Other than migration to Drupal 8, do you have any specific projects (new design, added functionality, etc.) that you would like to tackle? This helps us determine how many monthly hours you would require.

We do not need a web designer; we have one on staff. We are looking for a team to work with our in house designer on functionality, primarily, and backup design work as needed. We plan to redesign our sites within the next 2 years.
- Pg. 3 & Appendix B: When do you anticipate the contract starting, and how long would it last? The cost proposal asks for a monthly fee – we typically provide prices for a full year of support, with a certain number of monthly hours. Would this be acceptable?

If you are not comfortable with a month to month rate, please provide pricing based on an annual agreement.
- Pg. 17, Appendix A: Please describe your 5 external and 7 internal web applications.

External sites are public facing such as columbuslibrary.org and foundation.columbuslibrary.org. Internal sites are on premise customer and staff facing such as meeting room displays, interactive boards and a staff intranet.

9. Pg. 17, Appendix A: Please provide more detail about your current AWS environment. In addition to EC2, are you using any other services (RDS, EFS, etc.).
RDS is currently in place. The selected bidder will need to perform an assessment of the tools deployed in the current environment. Support will either need to be provided for those tools or the successful bidder will need to migrate to their preferred architecture.
10. Pg. 17, Appendix A: What is your current average monthly cost for AWS?
CML declines to answer this question.
11. Pg. 17, Appendix A, 4.e: Do you expect the vendor to help you with integration between your catalog/ILS and your Drupal website?
Yes, this is a requirement.
12. Can foreign vendors participate in this opportunity?
We want to work with local companies.
13. Pg. 4: Diversity: We are a certified small and minority-owned business in Virginia (not self-certification) – will you accept this certification?
Yes. You will still need to complete Appendix C.
14. Pgs. 5-8: Please clarify the organization of proposals. The RFP states that the proposal should be organized into specific marked/tabbed sections, starting with a cover letter. However, the following numbered sections do not all translate into proposal sections. For example, Section 2 is listed as Proposal Format – is presumably not a section in and of itself. Sections 7 and 12 both list the Cost Proposal (Appendix B) – which of course would not be included in the technical proposal because it needs to be separate. And Sections 3 and Section 13 (Appendix C) both request a list of proposed subcontracts and whether they are an MBE/WBE. Can you confirm whether these numbered sections all need to be individually marked sections of the proposal, and if so how to address the above issues?
The proposal should contain, at a minimum, tabs for the 13 points listed with tab 7 referencing tab 12. Our apologies on this duplication. Tab 12 should indicate cost proposal in separate package/envelop. Tab 2 labeled as **Proposal Format should address all items A through N with each item identified. Address Sections 3 and 13 as indicated in the RFP.**
15. Pg. 6: Please clarify whether the lettered subsections in Section 2: Proposal Format need to be answered in individually marked subsections. Letter B appears to be an overview, asking for additional information outlined in letters C-N.
Refer to previous answer. Item B is intended to be a summary with specific details included in C through N.
16. Pg. 7: Please clarify what is requested in Section 11: Response to Scope of Services. There is no section in the RFP labeled Scope of Services. Appendix A outlines the Requirements and System Specifications, but a response to this is already requested in

Section 6. Similar information is also requested in Section 8: Project Overview (Work Plan).

Please disregard Section 11.

17. As per the terms and conditions, a vendor shall have Liability insurance. Please let us know whether we can still share a response even if we can't share these details?

The Certificate of Liability Insurance is required upon contract award. Failing to include it in the proposal is not disqualifying. This stipulation is part of CML's standard Terms and Conditions.