



REQUEST FOR INFORMATION

BID NO. 24-013

FOR

HOSTED WEBSITE SERVICES

INFORMATIONAL ADDENDUM NO. 2

DATED ISSUED: SEPTEMBER 12, 2024

1. Does the city have a good collection of photos and/or videos that can be used in the redesign?

The City of Turlock has an existing collection of photos and videos that have been collected that can be used for the redesign. The City of Turlock also has a Communications division that can capture and prepare photos for the redesign and for future design modifications to keep the website up-to-date.

2. Please tell us a little about the process for publishing agendas, meetings and minutes for Council and your various boards and commissions. Also, are there any third-party applications in use for all that now?

Agendas, meetings, and minutes are posted to the City's current website through an internally developed content management system user interface. The City Clerk's Office and departments that host Commission meetings are able to prepare agenda-related documentation in PDF format and are able to post it to the City website through a user interface to the sections of the website that host that content. The City Clerk's Office also recently purchased a third-party agenda management system which will go live in the coming months. This third-party system will replace the internally developed system and will be hyperlinked to the current website.

3. What are some of the major pain points or limitations you feel with the current website/ CMS?

The City of Turlock's current website was internally developed and lacks easy to access and easy to use editing tools for nearly all the content hosted. Content is primarily edited by members of the Information Technology Department that are familiar with web content programming languages. City department staff who are often the content-owners or stewards of the content have to go through a request process for simple content such as text, PDF documents, and images to be edited. The current website is also limited in the

design and structure and layout of content. It requires a large amount of Information Technology department staff overhead to make significant changes. The website also lacks many modern features that are listed within the scope of services in the RFP.

4. Do you currently have an electronic communication platform in place for email and/or SMS messaging to residents?

The City of Turlock does not have a third-party or hosted electronic communication platform in place for email and/or SMS messaging. There is an email subscription feature that is part of the current website where updated content is emailed out in a daily format based on the subscription selected. However, a purpose-built electronic communication platform for email, SMS messaging, and other forms of communication would be beneficial for communications within the City of Turlock if it can integrate with a hosted website service.

5. What ERP platform is the City using at this time?

The City of Turlock uses Tyler Technologies New World ERP.

6. How many active web site administrators do you have today and will that change going forward?

The City of Turlock has approximately 10 website page/content specific administrators that are able to only update minor sections of the website. Moving forward, the City of Turlock may have up-to 25 web site page/content/section administrators (approximately 2 administrators per department) that can update and their department's content. The City of Turlock may also have up-to 2 super administrators who can administer the entire website.

7. Is there a budget or budget range established for the project?

The City of Turlock has sufficient budgeted funding for this project.

8. Can you tell us what the City spent on the current website and how much it pays for hosting/maintenance currently?

The City of Turlock developed the current website internally and hosts/maintains it on the City's existing infrastructure.