



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. 4

DATED ISSUED: SEPTEMBER 16, 2024

- 1. Would the City of Turlock be open to considering an open source Content Management System (CMS) solution? If so, are there any specific open source platforms you prefer or have experience with?**

The City of Turlock is interested in a purpose-built and supported Content Management System. The City of Turlock would like to have a Content Management System that has a user-friendly interface, can be used with low-to-minimal training, and has resources available to aid website administrators or content managers in completing content-related changes, especially with text, images, videos, and files. For richer content changes to design and user experience, the City is looking for this to be supported along with resources available that might aid us as a customer in using the hosted platform.

- 2. Can you provide an estimated budget range for this project? This information will help us tailor our proposal to meet your financial expectations.**

See Addendum No 2, answer to question #7

- 3. The RFP mentions integration with various city systems (ERP, Document Management, etc.). Can you provide more details on the specific systems currently in use and the level of integration required?**

The City of Turlock uses the following systems:

- Tyler Technologies New World ERP for Enterprise Resource Planning
- Tyler Technologies Payments for Payment Processing
- Hyland OnBase for Document Management System
- Neogov for Job Opportunities and Applicant Tracking
- Itron for Water Meter Collection
- ArcGIS for Geographic Information Systems
- Microsoft Office and 365 for productivity applications
- CivicPlus CivicClerk Agenda Management

- CentralSquare Public Safety for Computer Aided Dispatch and Records Management

The City of Turlock is interested in seeing if there are any types of integrations available from a Hosted Website Service Provider where the Content Management System can integrate with the above systems. Integrations may include: creating links to the above systems or content within the above systems, the ability to intake and manipulate data from the above systems, and any other integrations that would either automate, streamline, or enhance the Content Management System's ability to interact with the above systems to provide information or data for public access.

4. Regarding the AI capabilities mentioned in the RFP, can you elaborate on the specific AI functionalities you envision for the website?

See Addendum No 3, answer to question #4

5. Can you provide more information about the expected volume of content and number of pages for the new website?

At the least, the City of Turlock would like to maintain the same amount of pages and associated content (files, PDFs, images, links, etc..) that are currently displayed on the City's website. The City of Turlock would like the ability to also expand on the amount of content if needed up to 20%. This question may be dependent on the services a selected vendor may be able to provide.

6. Regarding the desirable additional web services (online permitting, water consumption data view, etc.), are these to be included in the initial implementation or considered as potential future add-ons?

These would be included within the scope if available or as potential future add-ons if a Hosted Website Service provider has online services for these types of municipal functions.

7. Is it acceptable to submit our proposal via UPS or FedEx, or does it need to be hand-delivered to the Purchasing Division?

Proposals can be submitted to the Purchasing Division via UPS or FedEx.

8. The RFP states that design refreshes should occur every 3 to 5 years. Is this a firm requirement, or would you consider more frequent, incremental updates to keep the design current?

The City of Turlock included design refreshes every 3 to 5 years for website modernization. This would allow the website to stay up-to-date with modern user experiences as those change over time. The City of Turlock is willing and interested in making more frequent incremental updates to the design to maintain an up-to-date look and feel.