ADDENDUM NO. 1

To: All Prospective Bidders

From: David Coderre, VP of Procurement

Date: March 25, 2025

Re: Request for Proposals (RFP) # 25-01 Website Redesign and Development

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This addendum forms part of and modifies the Request for Proposals dated March 14, 2025, and consists of five (5) pages.

Where any items called for in the RFP documents are supplemented here, the supplemental requirements shall be considered as added thereto. All other terms and conditions shall remain unchanged and in full effect.

PLEASE NOTE:
FAILURE TO ACKNOWLEDGE RECEIPT OF ADDENDA ON THE PRICE PROPOSAL FORM MAY BE CAUSE FOR DISQUALIFICATION.

ITEM NO. 1:   Questions for clarification.

Please see below for responses to inquiries:

Q1. Does WHA prefer an open-source CMS (e.g., WordPress, Drupal), or is a custom-built CMS acceptable as long as it meets accessibility, security, and ease-of-use requirements?

Q1.1. Are there any specific CMS features WHA requires beyond basic content management (e.g., workflow approvals, version control, audit logging)?
A1. No, the only preferences are within the RFP, proposals will be reviewed based on those.

Q2. Can you provide details on the existing CMS or platform used for the current website?

Q2.1 Are there any required third-party integrations (e.g., property management systems, payment portals, or tenant databases)?

Q2.2. Should the tenant portal support additional services like online applications, rent payments, or maintenance requests?
A2. We do not have a current CMS; we have no live data links only hyperlinks to resources.

Q3. What level of ADA/WCAG compliance is required (e.g., WCAG 2.1 AA)?
A3. Aligns with Web Content Accessibility Guidelines (WCAG) 2, American Disability Act (ADA), and Rehabilitation Act (Sec. 504) best practices.

Q4 Is multilingual support a mandatory feature? If so, which languages should be included?
A4. Provide language translation functionality on the site i.e. Google Translate functionality.

Q5. Will WHA consider third-party cloud hosting (AWS, Azure, etc.), or does it require an on-premises solution?

Q5.1 Are there specific security protocols beyond SSL encryption and firewall protection that the solution must adhere to?
A5. As defined within the RFP section "Optional Web App and Services to be provided by Website Contractor:" for hosting and security options.

Q6. How much existing content needs to be migrated to the new website?

Q6.1 How many WHA staff members require CMS training, and what level of training is expected (basic content updates vs. full admin control)?
A6. Content as supplied by the Worcester Housing Authority and Proposals should include unlimited basic CMS training for employees

Q7. Should pricing be structured as a one-time development fee, ongoing maintenance, or a hybrid model?

Q7.1 Is there an estimated budget range for this project?
A7. While we are unable to provide a specific budget figure at this time, we encourage proposers to develop a scope and fee that align with similar redesign efforts. Proposals should reflect a comprehensive approach that meets all the outlined objectives of the RFP.

Q8. Could you please clarify if there is a preferred content management system (CMS) for this project? Additionally, what specific functionality is expected for routine versus non-routine content updates via the CMS?
A8. None. The only preferences are within the RFP, proposals will be reviewed based on those.

Q9. For the interactive property maps, does WHA have an existing property database or data source that needs to be integrated? If so, could you provide details regarding the format and any available support for data migration?
A9. We do not have a current CMS; we have no live data links, only hyperlinks to resources.

Q10. The RFP mentions hosting at a certified data center. Should the contractor supply the full hosting solution, or is there existing WHA infrastructure or partnerships that we should be aware of?
A10. Per RFP "Provide reliable hosting at a certified data center (SAS70 or SSAE16)".

Q11. Could you provide further details regarding the expectations for 24/7 technical support? Specifically, are there defined service level agreements (SLAs) for downtime notifications and response times outside of regular business hours?
A11. Under the content management system and training section and optional web app services provide details for 24x7 support, what are the options, no SLA stated.

Q12. What is the anticipated number of staff requiring CMS training, and is there a preference for on-site training sessions, remote training, or a combination of both?
A12. Per RFP: "Proposals should include unlimited basic CMS training for employees" This does not need to be on site. Proposals should address how they will train.

Q13. While the RFP outlines both technical and pricing criteria, could you share any insight into how much weight each component carries? This information would help us tailor our proposal more effectively.
A13. Reference RFP for all Technical and Comparative Evaluation Criteria.

Q14. Is there an anticipated roadmap for future enhancements beyond the initial scope, or any specific scalability expectations that we should consider during our proposal development?
A14. Future enhancements and scalability should be a general practice and included in the design / development process and are not specified in the context of the RFP

Q15. We would like to clarify whether offshoring is permitted for this project. Could you please confirm if any part of the work, including development, support, or data handling, can be performed outside the United States? If there are specific restrictions or compliance requirements related to this?
A15. There are no specific restrictions or compliance requirements.

Q16. Would WHA consider our experience with other housing authorities outside of MA and Worcester for this solicitation.
A16. All relevant information will be considered.

Q17. Could you please confirm that we should submit one envelope containing the original proposal, three copies of the Technical Proposal, and the Price Proposal, and a separate envelope only with the Price Proposal?
A17. The Price Proposal needs to be in its own separate envelope.

Q18. Do you currently use a reliable hosting service at a certified data center (SAS70 or SSAE16)? What platform do you use for your current website? Do you have any platform preferences for this project?
A18. Yes, we do. We are hosted onshore with a Linux hosting solution.

Q19. Can you share more about the expectations and functionality of the mapping requirement? Is there an example online you could refer us to?
A19. Please see the RFP, page 12.

Q20. Can you elaborate on the newsletter requirement? Do you need the system to allow for the creation and sending of newsletters natively, or can it have a newsletter sign-up form, and the actual newsletter is sent via a service like MailChimp?
A20. Provide details in your submission, RFP page 12.

Q21. There is an ask to quote the cost for site "updates". Are you referring to security updates, new feature updates, and/or content updates?
A21. Yes.

Q22. Does the RFP award process include a (potential) interview with a proposer?
A22. Yes

Q23. The Price Proposal asks for disclosure of professional services fees (overhead & fixed fee). We do not have a requirement for audited financial statements and do not break out our rates this way but instead offer fully loaded rates. Will these be accepted?
A23. Please reference RFP.

Q24. On the Proposer Information Sheet (page 25) there is a question, "Qualified in Massachusetts?". What does this refer to?
A24. The Proposer should be qualified to do business in Massachusetts.

Q25. Is a surety bond required for this project?
A25. No.

Q26. Is a Certificate of Insurance a requirement of the proposal or upon award?
A26. At time of award.

Q27. Is WHA planning on using the content that currently resides on the website or are there plans to write new content?
A27. Both

Q28. Are there features that WHA feels need to be included on the new site other than what is specified in the RFP?
A28. All details and options should be included in the responses.

Q29. Currently, there appear to be more PDFs than HTML pages. Will WHA need the PDFs audited for accessibility?
A29. No.

Q30. What is database size of current website? What is database version?
A30. Site has static pages.

Q31. What is year on year data growth size do you foresee over the next few years?
A31. N/A

Q32. Are you looking for disaster recovery as part of solution? What is expectation on SLA for website hosting uptime?
A32. 24x7 Access.

Q33. Are you seeking fully new website redesign from scratch? If yes, do you seek any data migration from current website to new platform? What is anticipated size?
A33. We are looking for a redesign and fresh look branding items and content from static pages will remain. New designs, layout, navigation elements menus etc. are left to the proposers