

RFP# 24RFP10403
Website Redevelopment and Maintenance
issued by the South Dakota Department of Public Safety

Response to Written Inquiries

In accordance with the schedule of activities contained in 24RFP1040, the following answers to offeror's questions were submitted prior to 5PM Central Time, April 22, 2024. These answers are for informational purposes only; they do not alter the requirements specified within the RFP. Any changes to the RFP will be accomplished by the Office of Procurement Management through an addendum.

Q: How many staff from individual DPS agencies will need to be included in the discovery sessions and approximately how many sessions are expected?

A: 20-25 staff will be part of the discovery process – some agencies will have just one individual participate in the discovery sessions; some agencies may have up to 4 individuals participate. At least one discovery session for each agency, with the potential for additional follow-up sessions as needed.

Q: What is the current CMS?

A: Concrete5

Q: When was the last time <https://dps.sd.gov> was redesigned and how is it maintained?

A: 2017. Four DPS staff have editing permissions using cloud-based CMS (Concrete 5).

Q: Is there a preference for a new CMS (e.g. WordPress, Drupal, Sitecore, Umbraco)?

A: Word Press is not approved by the South Dakota Bureau of Information and Telecommunications (BIT). Umbraco would be preferred. Drupal is not allowed because it uses PHP. Sitecore would be allowed as it is .NET technology.

Q: Where is the current site hosted?

A: The site is currently vendor-hosted with Lawrence and Schiller.

Q: Is there a preference for moving to a new managed cloud-based hosting provider (e.g. AWS, Azure, WPEngine, Acquia etc.)?

A: There is no real preference where the site is hosted. It will need to retain dps.sd.gov as the domain. We would like to see cost proposals showing both vendor-hosted and state-hosted options.

Q: Can you please give an overview of any existing integrations that need to be included and whether those systems feature SSO, REST APIs and or any 3rd party embeddable modules?

A: BIT requires the new CMS to use their SSO. DPS will continue with the current embed/iframe integration in place now for our Crash Analysis Tool – see <https://dps.sd.gov/records/accident-records/sdcat>. Our in-house GIS specialist created the dashboard; we worked with our current website vendor to make sure the page parameters would display the dashboard information properly. We also imbed GIS maps in other parts of the website. We link away from the DPS website for other vendor-created applications or websites.

Q: Is there an incumbent provider of these services today and have they been invited to this RFP?

A: All vendors have been given the same opportunity to respond to the RFP.

Q: If yes, what is the dollar amount of the current contract?

A: There is not a contract for the SSO, REST APIs and or any 3rd party embeddable modules.

Q: What is the budget or budget range set aside for this contract opportunity?

A: The Department of Public Safety has the available budget available to cover the cost of the project.

Q: Do you have a set budget in mind for this project? If yes, please share.

A: No.

Q: In RFP Section 4.2, you list project staffing roles. Is this meant to be informative or are there details you are requesting we submit in response to this section?

A: The state needs the responder to ensure they have the staff available to serve in the identified roles. You may list names of employees who could be assigned to these roles for our project. You could also list any additional roles your employees could fill that would help us be successful.

Q: Are you open to a redesign of the entire site?

A: Yes.

Q: What do you like about your current design?

A: Ease of navigation, simple/customized content management system.

Q: Other than non-PHP options, do you have a preferred CMS for this project?

A: BIT has allowed the use of Umbraco for several projects.

Q: Should we assume the SD Crash Analysis Tool will be rebuilt in the new CMS? Or will DPS continue with the current embed/iframe integration in place now?

A: DPS will continue with the current embed/iframe integration in place now – see page (<https://dps.sd.gov/records/accident-records/sdcat>). SD Crash Analysis Tool is not part of this RFP.

Q: What are the editorial pain points in your current process?

A: Limited space in navigation bar to add pages, working with imbedded files, GIS maps, etc.

Q: Are there certain content types that are consistently challenging to work with?

A: Working with large photos, videos, and embedded/GIS files can be challenging.

Q: How many pages are currently on the website? Do you intend to migrate all?

A: The website has approximately 200 content pages (this does not include PDFs and other media files). Some of the 200 pages include archived and unused pages that could be reduced. The discovery sessions will help determine which pages can be kept and which pages are no longer needed or where information can be combined on existing pages.

Q: How many files are on the website and how many need to be migrated to the new platform?

A: The website has approximately 2,000 files including Resource Library PDFs, Excel documents, images, etc. Not all files on the current site are relevant; some could be deleted or not migrated upon review.

Q: Does DPS have internal resources to assist in manual migration (page building) or should we plan to take lead on this?

A: DPS has the resources to help with manual migration to a certain point. We feel page building/copy writing will be a joint effort with DPS staff and the selected vendor.

Q: What platform is the current website using/running on?

A: PHP with Concrete5 customized CMS (content management system)

Q: Is there anything in particular that DPS is unhappy about with the current site/platform? If so, what are the issues?

A: BIT has determined state websites can no longer use PHP. Our current vendor advises Concrete5 hasn't been keeping up with industry standards for updates, etc. Because of these developments, DPS is seeking a redesigned website on a new platform with a content management system other than Concrete5.

Q: Does the current site have built-in analytics, or is it all currently derived from Google Analytics?

A: We use Google Analytics on the current website.

Q: Is DPS wanting to launch the new site with the same content but different styling?

A: Essentially, the answer is yes; however, as we go through the discovery sessions with each agency, we will be able to determine if all of the information on the current site is necessary, if it can be condensed or reworded in order to be more concise, if it can be removed, or if the information/document/link is no longer necessary.

Q: If so, is there an export option for the current content of the site, and what is the format of that export?

A: Once the vendor is chosen, DPS.SD.GOV website files and database can be exported and data dumped + transferred, if desired. Large SQL and other files can be sent with common, secure methods like SFTP and files would be ZIP'ed and compressed.

Q: Will the contractor be responsible for creating any content after the site is launched?

A: It is likely the selected vendor will be responsible for creating some content after the site is launched, if the work is technically beyond what our website editors are allowed to do under the content management system. We would assume such work would be seen as an opportunity to utilize maintenance hours negotiated under the contract.

Q: Can the State extend the deadline by a week?

A: No

Q: Is there an incumbent for this contract? If so, please provide the incumbent name, current contract number, duration, historical level of effort, and value of the contract.

A: Lawrence and Schiller. Contract #17-1400-026. 2017-current. \$135,800. Contract available on open.sd.gov.

Q: Will the incumbent be eligible to bid on this project?

A: Yes.

Q: What are the current challenges of the website?

A: PHP platform and Concrete5 CMS (content management system)

Q: Has the State determined a budget for this contract? If so, can the budget amount be shared?

A: The Department of Public Safety has the available budget available to cover the cost of the project.

Q: Can the work be performed remotely?

A: Yes, to an extent.

Q: Can part of the work be performed outside of the US such as in India?

A: This is a possibility, but the state's Security Operations Center would need to approve this.

Q: Is there any pricing format specification? Can the pricing details be submitted in Excel format?

A: Pricing in accordance with Section 7 can be submitted in Excel format.

Q: Is the State looking for only hourly rates for the resources who will be working on this project?

A: Hourly rate and estimated hours for resources working on this project would be helpful in the department's determination/selection process. It would help us see how you arrived at your total project cost.

Q: Is it mandatory to provide hours for the resources who will be working on this project?

A: Yes, to the best of your ability.

Q: Is there any social media integration requirement?

A: No.

Q: What is CMS preference? Is the State open for Drupal?

A: Umbraco has been used for several state websites. Drupal is not allowed because it uses PHP.

Q: How large is the current website (number of pages, files, etc.)?

A: The website has approximately 200 content pages (this does not include PDFs and other media files). Some of the 200 pages include archived and unused pages that could be reduced. The website has approximately 2,000 files including Resource Library PDFs, Excel documents, images, etc.

Q: How many administrators are required to be trained?

A: There will be at least four website editors at this time; however, we need to option to add additional editors, if needed.

Q: Are there any specific APIs or third-party services we need to integrate with for functionality?

A: The CMS must use the state's SSO. We imbed some ESRI/GIS maps.

Q: Are you satisfied with your search functionality?

A: No.

Q: Are there any other additional features you are looking for?

A: Such features can be determined during the discovery sessions.

Q: Do you need documentation for the governance of the website?

A: This would be something DPS would determine with the selected vendor.

Q: Is there any multilingual support requirement as part of this project?

A: Not at this time.

Q: Post-launch, what are the department's expectations regarding maintenance, updates, and support? Are there specific SLAs for updates and bug fixes?

A: Once the site goes live, DPS would prefer to have some maintenance hours as part of the contract for things that arise outside the scope of work, to use for running required security scans, patches, fixing things that don't work or need technical support/expertise beyond what DPS editors can do within the CMS.