

MEMORANDUM

To: All Interested Vendors

From: Edward Woda
Procurement Manager

Date: August 25, 2021

Subject: Addendum No. 1
RFQ 21-014- Managed Web Services
Summary of Pre-Proposal Conference
Questions and Answers at the Pre-Proposal Meeting
Questions Submitted in Writing

Part I. Summary of Pre-Bid Meeting

On Monday, August 23, 2021 at 1:00 PM the Columbus Metropolitan Library (“CML”) conducted a pre-proposal meeting for the RFP for Managed Web Services. The pre-proposal meeting was held electronically through a Microsoft Teams meeting, which attendees were provided in advance of the meeting. CML sent the following representatives:

Justin Bumbico, Director, IT Services
Maria Armitage, IT Systems Analyst Manager
Debra Pack, Marketing Manager
Theresa Kauffman-Bidwell, IT Procurement Administrator
Edward Woda, Procurement Manager

The following companies sent representatives:

Buckeye Innovation
CDO Tech
Everest Tech
EWay Corp.
Interpersonal Frequency
Numeric Technologies
Softsages

Mr. Woda welcomed all participants to the meeting and reviewed the solicitation documentation. At the conclusion of the documentation review, company representatives were provided the opportunity to ask questions on the solicitation and selection procedures.

Part II. Questions and Answers at the Pre Proposal Conference

- Q1: CML has stated that it's the objective to make a vendor selection in October 2021. Do you have a specific implementation timeline for the new vendor?
- A1: Our current contract for these services ends on February 28, 2022, so we have built in approximately four (4) months of transition time if we end up moving from our incumbent to a new firm.
- Q2: On the price proposal form where CML lists titles for hourly rates for optional services, would CML consider a fixed fee for certain types of engagements or additional titles to choose from?
- A2: We do not have defined projects at this time, so we cannot entertain fixed fee proposals.. However, if firms are interested in providing a more detailed rate schedule for labor titles, they are permitted to do so as part of their price proposal form. These additional labor rates shall be fixed for the duration of the Contract.
- Q3: Do the hourly rates in the optional services portion of the price proposal form factor into the price evaluation as detailed in the selection process portion of the RFP?
- A3: No. The price we will be considering is Part I. of the price proposal form for the managed web services.
- Q4: Will you need data, print or other marketing support from the Contractor?
- A4: We have internal capacity to handle these tasks, however, we may call upon the vendor to augment our staff on an as needed basis.
- Q5: Will you require the Contractor to provide marketing support?
- A5: Marketing support will be limited to assisting the CML Marketing team in executing .tasks related to website functionality and page builds that will help drive strategies and campaigns.
- Q6: What is CML's expectation for resolution time in the case of an outage?
- A6: Our SLA states that Contractors are expected to work until an outage is resolved. At this time, we are interested in knowing what each contractor's capability is to respond to outages and respond to such outages to restore the website to full functionality.
- Q7: Would CML consider alternate proposals for outage restoration times of four (4) hours, two (2) hours, and one (1) hour?
- A7: Multiple price proposals would be considered provided that the contractor indicates that one of the proposals is the primary proposal to be considered with the other proposals included as optional alternates.
- Q8: How much does CML currently pay for hosting and managing the website on an annual basis?
- A8: CML incurs costs of between \$500-800/month for Amazon Web Service hosting fees. Our managed web services budget is approximately \$100,000 per year, not including special projects which are funded on a case-by-case basis.
- Q9: When considering a broad support agreement, can CML provide insight into the mix of marketing support and website maintenance as part of this engagement?
- A9: The Contractor should have the capacity to provide both services at all times. For marketing support, we will do our best to handle as much as we can internally with our own resources. Additional work beyond website integrations, functionality refinement and

troubleshooting for reported issues will likely be classified as a project and funded separately. The Contractor will be provided sufficient notice to amass the appropriate resources for the additional work.

For website maintenance, CML will be relying heavily on the Contractor to provide support, maintenance, and related activities.

Q10: Is CML storing Personally Identifiable Information or information subject to HIPAA on the website?

A10: No.

Part III. Questions Submitted in Writing

Q1: Is this a new project or a rebidding of an existing project?

A1: This is a solicitation for an existing service. CML is required to periodically solicit proposals for goods and services.

Q2: Who is the incumbent vendor for this work?

A2: The incumbent contractor is Buckeye Innovation.

PROPOSERS ARE REQUIRED TO ACKNOWLEDGE THE RECEIPT OF THIS MEMORANDUM (ADDENDUM NO. 1) ON THE ACKNOWLEDGEMENT OF ADDENDA FORM IN THE RFP DOCUMENTS