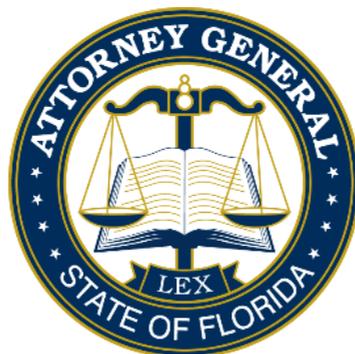


STATE OF FLORIDA
DEPARTMENT OF LEGAL AFFAIRS
OFFICE OF THE ATTORNEY GENERAL



REQUEST FOR PROPOSAL

RFP DLA-2021.05

WEBSITE MODERNIZATION

ADDENDUM NO. 2

Questions and Answers

April 23, 2021

Contained herein are the responses to the questions submitted to the Department of Legal Affairs, Office of the Attorney General (Department) with regard to RFP DLA-2021-05, Website Modernization. This Addendum amends the RFP. In the event of a conflict between previously released information and the information contained herein, the information herein will control. The information included in this addendum incorporated and made part of this solicitation.

FAILURE TO FILE A PROTEST WITHIN THE TIME PRESCRIBED IN SECTION 120.57(3), FLORIDA STATUTES, OR FAILURE TO FILE A BOND OR OTHER SECURITY WITHIN THE TIME ALLOWED FOR FILING A BOND SHALL CONSTITUTE A WAIVER OF PROCEEDINGS UNDER CHAPTER 120, FLORIDA STATUTES.

Note: This Addendum No. 2 does not need to be returned with the Reply.

The Department has received the following questions from the vendor community and answers are provided in the following table:

#	QUESTION	OAG'S ANSWER
1.	Does the client have any issues or obstacles to contracting with a Canadian company?	See Sections 2.13 and 4.4.o. of the RFP and Attachment F, Section 1.d.
2.	Does the client have a preference for a web content management system? Are they open to open source solutions like Wordpress or Drupal?	OAG does not have a preference.
3.	Do you have a budget envelope for this project?	The OAG declines to provide the budget for this project.
4.	Whether companies from Outside USA can apply for this? (like, from India or Canada)	See answer to question #1
5.	Whether we need to come over there for meetings?	Respondent should be available to meet on site, as appropriate, but not mandatory for every meeting.
6.	Can we perform the tasks (related to RFP) outside USA? (like, from India or Canada)	See answer to question #1
7.	Can we submit the proposals via email?	No, see Section 5.3

#	QUESTION	OAG'S ANSWER
8.	Requirement 4.3.e Development and integration of interfaces with specified OAG internal applications, external sites and highly secure complex interfaces. Can OAG provide a count of interfaces, business process and/or other metric(s) that quantify the integration scope including the total number of distinct systems for integration?	The counts, and processes are to be determined during assessment. See Section 4.1 for the specific systems for integration.
9.	Requirement 4.3.f Develop simple and advanced search capabilities for static and dynamic content, including attachments, data from other OAG applications or SQL databases. What capabilities are anticipated by the meaning of "advanced search"? Is it expected that content of attachments are searchable?	Advanced Search Capabilities: Phrases, exact words, boolean, etc. Yes, content of attachments should be searchable.
10.	Requirement 4.4.b allow OAG staff to manage content through configurable workflow. Does the OAG have an example diagram or description of a content configurable workflow?	OAG does not have an example.
11.	Requirement 4.4.d Have the ability to interface with the OAG applications, mainly Hyland OnBase and Microsoft Dynamics, but does not have to be limited to only these. The web and database servers must be compatible with the OAG environment. What information or scope of data is anticipated to be part of the integrations? Is the Hyland OnBase system a SaaS solution, thus hosted by the vendor Hyland?	Scope of data is to be determined during assessment. The OAG OnBase solution is hosted in Azure by the OAG, not Hyland.

#	QUESTION	OAG'S ANSWER
12.	Requirement 4.4.r Ensure all OAG website URLs are including in the solution; of the ten additional URL's how many are external and/or not included in the IBM Domino Server data catalog of content? For those that are not in the IBM Domino Server catalog what solution/software/vendor is currently used?	<p>They are all hosted internally, onsite. Below are notes on whether it is an IBM Notes website solution or an HTML on IIS website solution.</p> <ol style="list-style-type: none"> 1. Youcanstopht.com; HTML on an IIS website 2. Doseofreality.com; HTML on an IIS website 3. Victre.com; IBM Notes 4. Cssbmb.com; IBM Notes 5. FEC.state.fl.us; HTML on IIS website 6. Myfloridarx.com; IBM Notes 7. Floridadec.org; IBM Notes 8. Humantraffickingsummit.com; IBM Notes 9. Preventcrimeconference.com; IBM Notes 10. Fcpti.com IBM Notes
13.	Requirement 4.4.s. Integrates with Microsoft SQL Server, especially for data transfers does the OAG have any current diagrams of these transfers including interfaces and transformations? What content and/or business process is the transfers supporting? Are these ad-hoc, triggered or scheduled transfers by external system to website or intended to be "request" (pull) by the new website?	<ul style="list-style-type: none"> • OAG does not have current diagrams. • Content transfer includes standard data and formats along with attachments. Transfer/Integration with Hyland OnBase and Microsoft Dynamics and related business processes are to be determined during assessment. • Currently the transfers are scheduled and include a variety of types and include pull/push requirements.
14.	Requirement 4.4.u Mention of automated forms in this requirement, can more information be provided as to the meaning of automated forms in this context?	The automated forms will give users the ability to type text, insert graphic, enter dynamic content and drag/drop widgets. Items will render on the website automatically with proper coding/design around it, possibly using page templates. Also, to be able to create static pages and input forms.
15.	No mentioned of preferred hosting environment; does the OAG have a preferred cloud hosting provider? (AWS, Azure, etc)	OAG does not have a preferred hosting provider.
16.	Will the other systems for integration noted in 4.4.d be external to the hosted environment? Are the integrations a combination of application and data integration or pure application integration?	The systems for integration include a combination of internal and external integrations to the hosted environment. The integrations will include applications and data.

#	QUESTION	OAG'S ANSWER
17.	Can the OAG provide current metrics for the following; average concurrent user count, average page request p/hr, annual visitor count?	See Attachments G – Users and Visits, and Attachment H – Sessions and Page Views, for MyFloridaLegal.com from January 1, 2021 thru March 31, 2021.
18.	No mention of non-OAG user accounts, is it accurate to state that only OAG staff will have accounts on the desired end solution web system?	It is not accurate. The system will have both OAG and non-OAG user accounts.
19.	How many documents current reside in the IBM Domino Server that support the targeted migration site(s)?	To be determined during assessment.
20.	Is there a dedicated budget?	See answer to question #3
21.	How many content editors would need access to the software?	25 content editors
22.	Can you provide the approximate page and file count for each of the websites?	To be determined during assessment.
23.	What percentage of the current content is obsolete and won't be migrated to the new site?	To be determined during assessment.
24.	Is there any organization preference for or against an open source based solution?	See answer to question #2.
25.	Please describe all integrations with other sites or data sources more complex than an iFrame or embed code.	OAG does not have a list.
26.	Please list any data sources outside of the website that will need to be indexed by the search engine.	To be determined during assessment.
27.	Please elaborate on what is meant by "Development of automated templates for various applications and interfaces."	Page templates for creating different types of content, i.e., Static text, meetings or events, photo gallery, etc.
28.	Please elaborate on the requirements for "Develop a process for archival content retrieval for historical and public records requests. "	Anything published that is subsequently replaced/removed will need to be archived with a date stamp preferably of the range of dates it was available. Website content needs to be preserved for up to 7 years.
29.	How many staff will need content editor / content manager training and how many will need more comprehensive administrator training?	Content Editors: 25 Administrators: 3

#	QUESTION	OAG'S ANSWER
30.	Please identify the CMS in use on each website that is in scope. www.myfloridalegal.com is Notes and http://youcanstopht.com/ is Wordpress. The rest are unclear	See answer to question #12.
31.	Can you specify what data will need to be transfer to and from MS SQL databases	Content includes standard data and formats along with integration for attachments stored in Hyland OnBase or to be stored in Hyland OnBase.
32.	This is a complex project - can you provide a budget or budget range to help us confirm we are scoping it appropriately.	See answer to question #3
33.	Are there multi-lingual requirements? Is Google Translate or similar sufficient?	Yes. See Sections 4.3.d and 4.4.e.
34.	Will single-sign-on be used to control administrative access to the site? If yes, please elaborate.	Yes, integration with Microsoft Active Directory.
35.	Is the accessibility target WCAG 2.1 A or AA?	It is AA
36.	Can you provide usage data, or estimate expected traffic to the sites?	See answer to question #17.
37.	What are the data storage requirements for the sites in total?	To be determined during assessment.
38.	Will the FedRamp standard meet your hosting security requirements?	The NIST CSF is mapped to FedRAMP Moderate controls framework. The respondent will need to attest that services comply with Florida Administrative Code Rule 60GG-2, by meeting the compliance standards that have been mapped to the NIST CSF subcategories, specifically, FedRAMP Moderate.
39.	Do you expect copywriting or editing services as part of engagement?	OAG does not expect these services from the respondent
40.	Do you need us to conduct an extensive discovery process that includes extensive research into user persona development - or a more streamlined discovery based on the web team's input and best practices?	The question is not clear and OAG is unable to provide an answer.
41.	Do you have high-quality photography/media assets available for the new site?	To be determined during assessment

#	QUESTION	OAG'S ANSWER
42.	Will site design be unique for each site, or do you want one overall theme to carry across all 11 sites?	OAG will need varying site designs for the sites, with consistency where appropriate.
43.	If any of the sites need subthemes within them please specify.	Several sites have unique themes although a global theme is the goal where appropriate.
44.	Please confirm that the awarded vendor will remotely, with regular web conference meetings as needed.	The question is not clear and OAG is unable to provide an answer.
45.	We are a US company with some remote team members working from outside of the US. Is there any restriction on their ability to contribute to the project?	See answer to question #1.
46.	How many sites are in scope for this project? <ul style="list-style-type: none"> o Are you evaluating the CMS/DXP for all of those sites? o How many of those sites are related vs. stand alone? o Please provide a description of the different type of sites and the purpose they serve 	<ul style="list-style-type: none"> • See Section 4.4.r. • No • To be determined during assessment. • Information/Communication sites used to provide information and to obtain information (i.e., input forms for various business processes).
47.	Does “Website Modernization” refer to any specific website changes, additions, or new functionality?	It refers to all the items noted.
48.	Are you open to evaluating open source technology, if there is an enterprise backing to it and it has proven security proficiency?	See Section 4.3
49.	Is the team open to considering a low-code CMS solution if it meets your other technical requirements?	See Section 4.3
50.	What is the average number of monthly page views on the website? <ul style="list-style-type: none"> o Are there any traffic spikes based on seasonality, events, etc? 	See answer to question #17. Yes, volume increases with events (i.e. hurricanes, big legal actions, legislative session, weekly newsletter distribution, etc.)

#	QUESTION	OAG'S ANSWER
51.	Please describe the makeup of the team that will be managing the websites: <ul style="list-style-type: none"> ○ Are they technical/non-technical? ○ How large is the team? ○ How often do you expect content to be added or edited 	<ul style="list-style-type: none"> ○ The OAG team consists of: <ul style="list-style-type: none"> • Subject matter experts (business unit) • Developers • Administrators ○ Technical and non-technical ○ See answer to question #29 ○ Varies depending on business process. Some weekly or monthly, some yearly and some less frequently.
52.	What is your current annual spend on your CMS & related technologies like hosting?	See answer to question #3.
53.	What are the requirements around security and compliance for sensitive information stemming from the website (like HIPAA, PII, SOC-2, FERPA, FedRamp, etc)?	See answer to question #38.
54.	What other channels besides the web used to engage with users? (Ex. email, SMS, etc)	OAG uses many of the currently available channels with the exception of SMS. SMS is not a preferred channel.
55.	Do you currently run any sort of Personalization on the website? Do you have any Personalization plans in the future?	No. To be determined during assessment.
56.	How are you defining success for this project?	A delivered website as defined by the RFP that is timely delivered and reasonably priced.
57.	Current website runs on java. Does OAG have a specific CMS in mind or is it open to suggestions?	See answer to question #2.
58.	Is OAG willing to consider open source CMS tools such as WordPress and Drupal	See answer to question #2.
59.	Number of webpages content to be migrated.	To be determined during assessment.
60.	Does OAG have a specific hosting provider preference or is it open to suggestions from the contractor.	See answer to question #15.
61.	Will OAG need assistance in archiving old/obsolete data?	OAG will not need assistance in archiving old data.
62.	Does OAG have a tentative time for redesigned website to go-live?	Definite timeframe of 20 weeks. See Section 4.2

#	QUESTION	OAG'S ANSWER
63.	Does OAG have a cap limit budget for this RFP	See answer to question #3.
64.	How many content administrators are present for the current website?	See answer to question #29.
65.	Can OAG share its current website's visitor traffic details.	See answer to question #17.
66.	Does OAG have its style guide that needs to be followed. If yes, can you please share the same.	Yes, and it will be shared during assessment.
67.	Should the contractor provide the link to the following websites? Or should it migrate the contents to the new website Csbmb.com; Doseofreality.com; Vitre.com; Youcanstopht.com; FEC.state.fl.us; Myfloridarx.com; Floridadec.org; Humantraffickingsummit.com; Preventcrimeconference.com; and Fcpti.com	See Section 4.1.
68.	Are you looking for redesign services for all OAG website URLs listed on page 15?	Yes
69.	Do you have existing branding and style guidelines in place for all OAG websites?	See answer to question #66
70.	Are you looking for UX services to re-architect the websites as well?	Yes
71.	In addition to migration of content - are you looking for copy and content writing assistance?	OAG is not looking for copy and writing assistance.
72.	Please provide additional details on "Develop automated templates?"	See answer to question #27.

#	QUESTION	OAG'S ANSWER
73.	Please clarify this Service Provision = Provide and utilize Contractor's "in-house" staff for development of the websites	The requirement that the contractor's direct employees are the actual workers, not sub-contracted staff.
74.	Do you have a website performance monitoring tool currently in place today? If so - which one?	No
75.	Do you have an Analytics tool running on all sites today? If so - which one?	Google Analytics is implemented for myfloridalegal.com, Dose of Reality, FCPTI, MyFloridaRx, and You Can Stop HT.
76.	Does documentation exist today for any of the OAG websites?	No
77.	Please provide additional details on data transfers - Integrates with Microsoft SQL Server, especially for data transfers	Data includes standard formats along with attachments to be accessed in Hyland OnBase or to be stored in Hyland OnBase.
78.	Will training of the 18 OAG staff be done remotely?	To be determined based on proposal.
79.	Do you have a preference on workplace location for the design & development team? US Based only, offshore, nearshore, onsite.....	All of Respondent's personnel/team must comply with the requirements of Attachment F at all times.
80.	Please provide additional details on the request for advanced search capabilities for static and dynamic content?	See answer to question #9.
81.	Does each OAG website need simple and advanced search capabilities?	Yes, advanced preferred
82.	Do you have any preference on Content Management Tools? Open source, license-based....? Do you have a CMS running for any of the sites today? Do all OAG websites need to include the capability to manage content?	<ul style="list-style-type: none"> • OAG does not have a preference. Refer to Section 4.4, subsections b, d, e, and v. • IBM Notes for the sites hosted on Domino servers. No CMS for the ones that are HTML on an IIS website • Yes, all sites will require content management.
83.	As a vendor - we do not provide hosting solutions - are you open to us recommending a third party hosting provider?	See Section 4.4.c.
84.	Do you have a budget for the project?	See answer to question #3
85.	Are there any incumbents on this scope of work?	No

#	QUESTION	OAG'S ANSWER
86.	Do you have any preference for in-state bidders? Do out of state bidders need to be mindful about any business license, certifications before starting the project?	See answer to question #1. See Attachment A, Standard Contract, sections 20.2 and 20.3.
87.	Does the vendor need to accomplish any activity on-site or can everything be handled virtually?	See answer to question #5
88.	What are the shortcomings of your current website?	See 4.1. IBM Notes will reach end of life as a solution for the OAG. In addition, current solutions are difficult to maintain/update, must know web development, no versioning or code control for either web platform.
89.	Are you open to an Open-Source CMS such as WordPress or Drupal for the new site?	See answer to question #2.
90.	In the given circumstance, will you be open to an email submission of the proposal?	See answer to question #7.
91.	Do you have an internal team that will manage/update the site daily? Do you need help with this?	See Section 4.3.1.
92.	Are you open to a monthly maintenance plan from the selected vendor? Do you have a separate budget for this work?	Monthly invoice would be acceptable. Maintenance is a part of the Price Sheet. See Section 4.3.1.
93.	Is there any budget or not-to-exceed amount that the vendor needs to be mindful of for this project?	See answer to question #3.
94.	How often are the security patches and updates applied to the server ?	As needed
95.	What kind of disaster recovery process is currently followed?	Azure backups
96.	How do you keep the website secure? Do you have a security policy in place that we can look at?	See answer to question #38. Florida Administrative Code Rule 60gg-2: https://www.flrules.org/gateway/ChapterHome.asp?Chapter=60GG-2
97.	Are you open to host on AWS Cloud?	See Answer to question #2
98.	Are there any specific Federal Compliance requirements for this project? Can you please share them with us?	See answer to question #38

#	QUESTION	OAG'S ANSWER
99.	Is there any mandatory requirement to qualify for this project?	See Section 4.5
100.	Are we correct in our understanding from the RFP, that you want to complete the project within 4-5 months?	See answer to question #62
101	Can a team combine experience and qualifications to meet the Respondent's Minimum Qualifications in Section 4.5?	No – see section 4.5. The Respondent must meet the minimum experience requirements and cannot combine experience with other companies or entities to meet that requirement.
102	What are the anticipated Labor Categories for this effort?	Respondents are responsible to determine what level and number of employees are needed to successfully complete the project as required.
103	Can the Offeror propose additional Labor Categories than those listed in Section 5.5.3, letter <i>j</i> , on page 19	See answer to question #102.
104	What is the allocated budget for this effort	See answer to question #3.
105	Section 5.5.3, Tab 3 Business/Corporate Information, letter <i>h</i> specifies the offeror provide resumes of lead developers; Is a Lead Developer the only personnel for which OAG would like a resume as part of the proposal response	Section 5.5.3 specifies the minimum information requested to demonstrate Business/Corporate experience.
106	Section 5.5.3, Tab 3 Business/Corporate Information, letter <i>h</i> specifies the offeror provide resumes of lead developers, plural; How many lead developer resumes does OAG want as part of the proposal response	See answer to question #102.
107	Can OAG provide a description of technology skills and educational requirements for the Lead Developer and any other personnel OAG identifies as key for this requirement	It is up to Respondents to present their team. See Section 5.5.3.j.

#	QUESTION	OAG'S ANSWER
108	Section 5.6, Confidential or Exempt Material, on page 19 specifies the Offeror shall also provide OAG with a separate redacted paper and electronic copy of our response. Considering the OAG is asking for multiple copies of the Offeror's response, how many copies of the redacted paper copy of the Offeror's response does the OAG require	See section 5.6 – “the Respondent will provide the OAG with a separate redacted paper and electronic copy”.
109	Is remote work acceptable for this contract	See answer to question #5.
110	Can OAG clarify what is meant by "Provide and utilize Contractor's 'in-house' staff for development of websites" in Section 4.3 letter <i>i</i> , on page 13? Does the OAG mean that all development work must be performed by the Prime Contractor's direct employees? Can development work be performed by Subcontractors	See Answer to question # 73. No, development work may not be performed by subcontractors.
111	Section 4.3, Service Provision, letter <i>m</i> specifies that the Contractor will "assist the OAG with selecting a web content management tool"; Does OAG anticipate purchasing commercial content management tools or solutions as part of this contract? If so, can the Price Sheet in Attachment B be adjusted to account for the cost of potential commercial product licenses	The provider will assist the OAG in selecting a solution. The OAG will make the purchase.
112	Are all proposed team members (Prime Contractor and Subcontractors) required to fill out Attachment D, Business Reference Form	See Section 4.5, Respondent is required to complete Attachment D, Business Reference Form to verify it meets experience requirements. See Section 4.6 for required documentation concerning Subcontractors.
113	What is the budget for the work requested in the RFP?	See answer to question #3.

#	QUESTION	OAG'S ANSWER
114	What is the 20-week timeline for completion of the website based on (for example, business need or timing with current modernization project) and is it a mandatory requirement?	See answer to question #62.
115	What is the desired web content management technology stack for the solution?	See answers to questions #2, #15, and #24
116	Do you want search capability to be indexed by search engines?	Yes
117	Does all work performed need to be conducted in the United States and on Eastern Standard Time (EST)?	See answer to question #1.
118	For the requirement related to “Meet qualifications and requirements for archiving content and historical records and managing Public Records requests”, if available, please provide existing architectural diagrams as to how that process should work for the Department.	OAG does not have a diagram.
119	For the requirement related to “Develop a process for archival content retrieval for historical and public record requests”, please clarify what is required for this requirement? Please confirm, it is anticipated the Hyland/Dynamics solution will provide the document archival/public records request archiving capabilities.	See answer to question #28.

#	QUESTION	OAG'S ANSWER
120	The Department is requesting on-going annual support and maintenance as well as training on the web site use and maintenance for 18 people. Please clarify the expectations for the Departments responsibility for maintenance of the web site and will the Department accept an approach that provides training and transitional services to enable the Department to take over operations and maintenance after the projected go live and completes the transition within three (3) to four (4) months?	To be determined during assessment.
121	Attachment A (Standard Contract) Section 10 (Intellectual Property) references the possibility of OAG purchasing a license for Contractor's intellectual property, and Section 11.3 (Rights in Deliverables and Work Products) references the term "Background Intellectual Property" but does not define it. Please confirm and clarify Contractor's (or Subcontractor's) ownership of proprietary materials, methodologies, and other intellectual property developed by Contractor (or Subcontractor) prior to or independent of this engagement.	Section 11.3 will be revised to reference 11.3, not 13.3. Refer to section 11.3 for ownership of proprietary materials.
122	Do you have a preference on the type of technology that is used for the new website?	OAG does not have a preference.
123	What is the backend database/database used today, and do you have a preference for the domino migration?	The primary database is IBM Notes – Domino. OAG does not have a preference
124	Can you supply architecture documentation of the current OAG environments?	Documentation is not available at this time.
125	Please supply a reference architecture diagram for the application/ applications for both the redesign as well the applications that needs connected too.	OAG does not have a diagram.

#	QUESTION	OAG'S ANSWER
126	Does OAG have issues mixed technologies / languages being used for developing the application?	OAG does not have issues with using mixed technologies.
127	Is there any assessment done already about the applications?	No
128	Not having details within your environment would a Microservices based architecture be suitable for the application redesign?	To be determined during assessment
129	What are the other applications that have been referred in the RFP document? and can you share details about them?	See Section 4.1. Applicable details to be determined during assessment.
130	Does your current department utilize any Enterprise service bus, API Gateway, etc? if so, please explain	No
131	2.10 page 10 Can OAG quantify the obligation to assist in the smooth transition of contract services in terms of level of effort or defined deliverables?	No, Section 2.10 means exactly what it says, the level of effort would depend on the timing of the transition.
132	4.1 page 12 This section indicates that the OAG's websites are hosted on-premises via IBM Notes servers. Also, section 4.3.d indicates the same. However, Section 4.4.r lists a number of websites that appear to be implemented using an infrastructure other than Lotus Notes. Are those sites implemented using an infrastructure other than Lotus Notes out of scope for modernization as part of this proposal?	See answer to question #12.
133	4.2 page 12 This section indicates that the modernization of websites within scope of this proposal must be completed within 20 weeks from the date of Contract execution. This includes integration with other OAG systems. Can vendors responding to this RFP propose timelines other than this? If so, will those responses be deemed non-compliant?	See answers to questions # 100 and 114. No alternative timeframes will be considered.

#	QUESTION	OAG'S ANSWER
134	4.2 page 12 Does the phrase "implemented" in this section correspond to production deployment? Or is a prior milestone such as delivery to a test environment intended?	It corresponds to production deployment.
135	4.3.c This section outlines the need for 4 environments. Can any of these be consolidated? For example, can the design and development environment requirement be met with a single development environment?	No. OAG will not make changes to 4.3.c.
136	4.3.d page 13 This section requires multilingual capability. Will this include simply demonstrating the capability of supporting multiple languages or actually implementing the website in multiple languages? If the latter, who will be responsible for translation - OAG or the selected vendor?	See answer to question #33.
137	4.3.d page 13 What languages are required, and for which sites are those languages required?	See answer to question #33.
138	4.3.e page 13 What is the scope of the integration with OAG internal applications, and for which sites are those integrations required?	See answer to question #8
139	4.3.f page 13 Please provide an inventory of other OAG applications or SQL databases which are search data sources.	OAG does not have an inventory.
140	4.3.g page 13 Can OAG clarify what is required to provide a "template for an application" and a "template for an interface?"	Templates for site pages and navigation.
141	4.3.h page 13 This section requires identifying and developing pilots for critical use cases. Can OAG provide any detail regarding the number of pilots required and when those pilots would need to be delivered in the overall project lifecycle?	To be determined during assessment.

#	QUESTION	OAG'S ANSWER
142	4.3.L page 13 Can OAG quantify the level of staffing currently required to maintain these websites? This would greatly assist in understanding the expected level of support that will be needed.	Respondent is responsible to present a solution.
143	4.3.L page 13 Can OAG advise whether the winning vendor will be entirely responsible for website support, or whether OAG staff will assist in providing support? If the latter, can OAG clarify the division of responsibilities? Section 4.4.b indicates that OAG staff will manage website content.	Respondent will be entirely responsible for website support. OAG staff will be responsible for maintaining content after migration.
144	4.3.n page 14 Is this section materially different from section 4.3.L? If so, what is the difference?	No – an addendum will be posted removing 4.3 (n).
145	4.3.n page 14 This section details minimum requirements. Will OAG quantify the maximum requirements?	Any additional requirements above the minimum are at the discretion of the respondent and will be included in the evaluation process. This may impact respondents technical scores.
146	4.4.d page 14 This section states that the proposed solution will have the ability to interface with the OAG applications. However, it does not state that the interfaces will be delivered as part of this proposal. Please confirm that is the case. Also, please advise what evidence will be required to confirm that the proposed solution has the ability to interface with OAG applications.	The solution must demonstrate working transactions between applications that need integration. Reference Section 4.1 for the platform OAG will potentially require interfaces.
147	4.4.o page 15 Will OAG clarify what is meant by "indicate specific retention schedule"?	OAG needs to know how long content can be preserved in the proposed solution.

#	QUESTION	OAG'S ANSWER
148	4.4.q page 15 This section requires EV certificates provided by the vendor. However, the Extended Validation Certificate Validation process requires the procurer to prove exclusive rights to over a domain. Given that, does OAG intend for the selected vendor to assist OAG in obtaining the certificates, or does OAG intend to transfer ownership of the domains to the selected vendors?	OAG will maintain ownership of the domains.
149	4.4.s page 16 Can the inventory of required data transfers be provided by OAG? Also, can OAG confirm that the selected vendor will be responsible for implementing each of these required data transfers?	OAG does not have an inventory.
150	4.4.t page 16 Who will be responsible for actually providing responses to public records requests - OAG or the selected vendor?	The OAG in coordination with the selected vendor.
151	4.4.u page 16 This section implies that forms rendering will be "faster" and site reliability will be "improved". Can both the baseline and required success criteria be provided for each metric?	To be determined during assessment.
152	Context: Content and authoring features (Internationalization). What type of content is shared in other languages?	Static text, videos and PDF attachments.
153	Context: Content and authoring features (Internationalization). Is certain content created in languages different to English first (i.e. is specific content targeted to specific non-English speaking audiences?)	Not currently
154	Context: Content and authoring features (Internationalization). Is there existing, historic or private content in languages different to English?	Yes

#	QUESTION	OAG'S ANSWER
155	Context: Content and authoring features (Accessibility). What is the level of compliance expected when implementing section 508?	WCAG 2.0 - Level AA minimum; WCAG 2.1 - Level AAA where possible.
156	Context: Content and authoring features (Accessibility). Are there any expectations in terms of WCAG compliance?	See answer to question #155
157	Context: Content and authoring features (Content Creation). Can you describe the current content creation process?	<ul style="list-style-type: none"> • Business owner submits a request to IT. • A page is added based on a pdf provided by the owner. • In other cases, it involves more detailed design including HTML, etc.
158	Context: Content and authoring features (Content Migration). Are multimedia resources (videos, audio, slideshows) hosted by the OAG websites?	Yes, various multi-media resources are in use.
159	Context: Content and authoring features (Content Migration). Which public streaming services does the OAG use to publish multimedia resources, if any? (e.g. YouTube, Vimeo)	YouTube is being utilized.
160	Context: Content and authoring features (Content Migration). Does the OAG maintain historic sites online with archival purposes? (e.g. snapshots of previous versions the main OAG website as it was before being replaced)	No
161	Context: Content and authoring features (Content Migration). From the content that is expected to be migrated, how many pages or content items are considered historic (i.e. not current anymore, but maintained online for historic purposes)?	To be determined during assessment.

#	QUESTION	OAG'S ANSWER
162	Context: Content and authoring features (Content Migration). How many PDF documents (and documents in other formats, such as MS Word) should be converted to content items (i.e. HTML-based web pages) in the new platform?	To be determined during assessment.
163	Context: Content and authoring features (Content Migration). How many objects embedded on NSF's and external workgroups are available inside the OAG Notes network?	This is not pertinent to the scope of work.
164	Context: Content and authoring features (Private Content). Does any of the current OAG websites have a private section for authenticated users, with content available for them after they have logged into the system? If so, what is the nature and current functionality of this private portal?	Yes, legal case content.
165	Context: Content and authoring features (Public Records). Will the new process for archival content retrieval and public records requests be replacing an existing electronic workflow?	No
166	Context: Content and authoring features (Public Records). In what platform or platforms are archival content items and public records maintained privately inside the OAG, prior to the fulfillment of a request?	See answer to question #160.
167	Context: Audience. Who is the primary audience of the OAG websites?	Residents of the state of Florida as a target audience. Persons interested in the initiatives of the OAG would also be an audience.
168	Context: Audience. How many different existing users or visitors belong to this audience?	Number unknown
169	Context: Audience. Please provide a percentage corresponding to the general public out of the total primary audience.	See answers to questions #167 and #168.

#	QUESTION	OAG'S ANSWER
170	Context: Audience. What other important audiences will be served by the OAG websites with content and services?	See answers to questions #167 and #168.
171	Context: Audience. Please indicate how many users or visitors are estimated to be part of any other audience mentioned in the previous item.	See answers to questions #167 and #168.
172	Context: Audience. Is there any analytics reports available to the respondents to share users' segments information?	See answer to questions #17 and #75.
173	Context: Other features (Reporting). What reporting capabilities does Office of Attorney General expects to have?	Industry standards and best practices. At a minimum, site analytics, site performance, and broken links.
174	Context: Other features (Reporting). What external reporting tools are currently being used by the OAG websites?	Google Analytics is being utilized.
175	Context: Other features (Reporting). Please specify the features obtained from these reporting applications.	See answer to question #174.
176	Context: Other features (Reporting). Are all these reporting tools already defined or is it information that is constantly being generated from scratch?	See answer to question #174.
177	Context: Other features (Reporting). What is the frequency in which the reports are currently issued?	Most are on demand.
178	Context: Other features (Social media). Is the OAG contemplating an integration with any social network from any of the websites?	Yes, possibly Twitter.
179	Context: Systems and platforms integrations (Existing systems and applications). What suite of Microsoft Dynamics is being used by the OAG? (e.g. 365 for Finance and Operations, 365 Business Central)	Office 365 GCC G3.

#	QUESTION	OAG'S ANSWER
180	Context: Systems and platforms integrations (Existing systems and applications). Is content being created or managed at the Hyland OnBase instance expected to be published to the websites, or is content being created for website publication expected to be promoted to the Hyland OnBase instance?	Yes, to both.
181	Context: Systems and platforms integrations (Existing systems and applications). Please share any initial expectations of integration between Hyland OnBase and the OAG websites.	Attachments in Hyland OnBase should be accessible from the websites, where appropriate.
182	Context: Systems and platforms integrations (Existing systems and applications). Please share any initial expectations of integration between Microsoft Dynamics and the OAG websites.	Website form data will come into Microsoft Dynamics; Microsoft Dynamics will provide dynamic content to website.
183	Context: Systems and platforms integrations (Existing systems and applications). Please describe any additional existing systems or applications that should be integrated with the platform, either internal or customer-facing.	To be determined during assessment.
184	Context: Systems and platforms integrations (Existing systems and applications). Please explain Search level of integration with dynamic content and data from other OAG applications or SQL databases.	See answer to question #9.
185	Context: Systems and platforms integrations (Existing systems and applications). Please describe any data transfer use cases where it will be required to integrate the Microsoft SQL Server databases with the OAG websites.	See answer to question #13

#	QUESTION	OAG'S ANSWER
186	Context: Systems and platforms integrations (Identity Provider). Should the new platform be integrated with an existing identity provider maintained by the OAG?	Yes, Azure.
187	Context: Systems and platforms integrations (Identity Provider). What authentication standards are supported by the OAG Identity Provider? (e.g. SAML, OpenID Connect)	SAML.
188	Context: Systems and platforms integrations (Identity Provider). What identity repositories are available for consumption via LDAPS? (e.g. Microsoft Active Directory Domain Services)	Microsoft Active Directory Domain Services.
189	Context: Platform (Performance). Should the new platform be configured in a highly-available pattern? (i.e. multiple redundant application servers)	Respondent is responsible to present a solution.
190	Context: Platform (Performance). What is the minimum acceptable uptime for the new platform? (e.g. 99.95%)	99.999% (Five 9's).
191	Context: Platform (Performance). Please describe the recurring events during a year that typically cause a spike in visits to the OAG websites.	See answer to question #50.
192	Context: Platform (Current hosting and cloud subscription). What private cloud subscriptions does the Office of Attorney General have, if any? (e.g. Amazon Web Services, Microsoft Azure)	Microsoft Azure Government Cloud.

#	QUESTION	OAG'S ANSWER
193	<p>Context: Support and Training (Support). Are any of the following services are expected as part of the ongoing support services?</p> <ul style="list-style-type: none"> — Content creation — Copywriting — Web design — General website maintenance (e.g. creation of new sections, menus, footer, etc) — SEO optimization 	See Section 4.3. Content creation and copywriting are not included in the scope.
194	<p>Context: Support and Training (Training). Should training be completed within the 20 weeks of the implementation, or can it be delivered after the go-live of the new platform?</p>	Training needs to be completed before go-live.
195	<p>Context: Project (Budget). What is the estimated budget range for this project?</p>	See answer to question #3.
196	<p>Context: Project (Service Provision). Regarding 4.3 Service Provision (page 14 example table), will OAG accept a project schedule (Microsoft Project document) to address deliverables, tasks, and timelines of the project?</p>	This was an example of information needed. Format is at the Respondent's discretion. Whichever the format, all information needs to be provided.
197	<p>Context: Project (Service Provision). Regarding 4.3 Service Provision, Bullet i, can you provide clarification of this requirement? Is Florida OAG referring to the execution all associated tasks related to development of the websites during the implementation?</p>	See answer to questions #73 and #110.
198	<p>What % of the work must be done in the US Vs overseas?</p>	See answer to question #1.
199	<p>In case of the subcontracting to foreign entities, are those entities expected to be registered in eVerify?</p>	See Section 3.5.
200	<p>What is the budget?</p>	See answer to question #3.

#	QUESTION	OAG'S ANSWER
201	Would there be separate stakeholders for each website or would we be in contact with 1 stakeholder if awarded the project?	Each website may have separate stakeholders.
202	How often would you like the stakeholder meetings to be? Weekly? Bi-Weekly? Monthly?	Respondent is responsible to present a solution.
203	If possible can you please provide an agreement with vendors that have provided this service in the past?	Website development and maintenance has been handled in-house, to date.
204	Do you have an idea of the budget for the project?	See answer to question #3.
205	How often would you like the stakeholder meetings to be? Weekly? Bi-Weekly? Monthly?	Respondent is responsible to present a solution.
206	If possible can you please provide an agreement with vendors that have provided this service in the past?	See answer to question #204.
207	Do you have an idea of the budget range for the multi-site project?	See answer to question #3.
208	We are unable to view the PUR-100.pdf document, is there an alternative way of viewing it?	Link is: https://www.dms.myflorida.com/business_operations/state_purchasing
209	The E-Verify link is not working in the RFP → https://www.uscis.gov/e-verity/employers is there an alternative way of viewing it?	Correct website is: https://www.e-verify.gov
210	Does the OAG have a desired content management system?	See answer to question #2.
211	Can you identify the biggest issues/opportunities for improvement with the current website?	See answer to question #88.
212	Are all sites currently using the same CMS?	See answer to question #82.
213	Is there an incumbent agency that will be bidding and/or considered for this statement of work?	No
214	What is your desired/ideal outcome in your agency partnership?	To have a vendor partner deliver and support a quality product per the terms of the RFP, who is responsive and works quickly to resolve any issues that may arise during and after deployment.

#	QUESTION	OAG'S ANSWER
215	What level of WCAG compliance is required?	See answer to question #155.
216	Any 3rd-party integrations we'll need to navigate?	See Section 4.1.
217	Will the website(s) need to work across multiple languages?	Yes, they will.
218	Do you have examples of similar sites you like?	Not at this time.
219	Will the project meetings be in person or virtual?	See answer to question #5.