



**FULTON COUNTY**

November 4, 2016

Re: 17RFP011987B-WL, Website Hosting and Development

Dear Proposers:

Attached is one (1) copy of Addendum No. 1 thereby made a part of the above-referenced Request for Proposal (RFP).

Except as provided herein, all terms and conditions in the RFP referenced above remain unchanged and in full force and effect.

Sincerely,

**William E. Long, Jr.**

Chief Assistant Purchasing Agent

This Addendum forms a part of the contract documents and **modifies** the original RFP documents as noted below:

- I. SECTION 6, EVALUATION CRITERIA: The weighting for Project Plan (28%) and Key Features and Functionality identified in response (10%) has changed as follows:

Project Plan: from 28% to **20%**

Key Features and Functionality identified in response: from 10% to 18%.

- II. Attached is the Key Features and Functionality Matrix

**ACKNOWLEDGEMENT OF ADDENDUM NO. 1, 17RFP011987B-WL, Website Hosting**

The undersigned Proposer acknowledges receipt of this Addendum by returning one (1) copy of this form with the proposal submittal package to the Department of Purchasing & Contract Compliance, Fulton County Public Safety Building, 130 Peachtree Street, S.W., Suite 1168, Atlanta, Georgia 30303 by the RFP due date and time **Tuesday, December 20, 2016 @ 11:00 A.M.**

This is to acknowledge receipt of Addendum No. 1, \_\_\_\_\_ day of \_\_\_\_\_, 2016.

\_\_\_\_\_  
Legal Name of Bidder

\_\_\_\_\_  
Signature of Authorized Representative

\_\_\_\_\_  
Title

Key Features and Functionality Matrix

Requirement ID	Requirement	Vendor Response Included (Baseline) / Option / Modification / Not Included	Modification Hours	Vendor Comments and/or Explanations
3.3.1	<b>Vendor Experience and Development Criteria</b>			
3.3.1.1	Collaborative Effort – The website will be developed through the cooperation of Fulton County Government (County) and the vendor, and facilitated under the supervision of a dedicated project management professional in the direct employ of the vendor.			
3.3.1.2	Skilled Team – Vendor will supply a team of development professionals to supplement the development process led by the project manager. This team should include staff members skilled in local government website navigation and architecture, local government website design and support and training of the content management system.			
3.3.1.3	Proven Development Process – Vendor should have a proven development process and flexible timeline structure that favors the availability and time commitment of the County.			
3.3.1.4	Proven Content Management System – The proposed content management software must be a proven platform for website development and local government website architecture. Development that is requested and approved by the County should be performed by the vendor utilizing agile software development methodologies that encourage collaboration between the developer and the County.			
3.3.1.5	Internal Development Staff – County prefers a vendor utilizing its own development staff rather than subcontracting pieces of the project development to additional vendors.			
3.3.2	<b>Design Guidelines and Qualifications</b>			
3.3.2.1	Stakeholder survey – the vendor should survey key stakeholders – elected officials, managers, content creators, internal users – from our County with the purpose of validating goals and tasks for the new website. 3.3.2.2 Online community survey – the vendor should utilize an online community survey to gather key information about the level of satisfaction and to determine the most common tasks and potential goals of users. 3.3.2.3 Homepage heat mapping – the vendor should use heat mapping to collect information about every action taken on the current site to review functionality and behavior. The heat mapping should include where people have clicked, scrolled and hovered on the page.			
3.3.2.2	Accessibility validation (WCAG 2.0) – the vendor should analyze the accessibility of the current site and make recommendations for the new site.			
3.3.2.3	Site analytics – the vendor should utilize historical site analytics to understand patterns and information useful to the development of the new site.			
3.3.2.4	Mobile usability – the vendor should analyze the current site for mobile usability and review the mobile site statistics to understand the needs of the current visitors.			
3.3.2.5	User usability testing – usability testing allows vendor to conduct user research with participants in their natural environment to test interaction and identify issues with navigation and layout.			
3.3.2.6	Design overview – Website design must be visually appealing, incorporating the County's colors and logo where appropriate.			
3.3.2.7	Design Process – The vendor shall develop an original design for the County and over a period of time during the development of the website, consult with key members of the County's website redesign committee to make revisions and alterations to the vendor's original design submission.			
3.3.2.8	Easy Updating – Design elements should include photographs and logos that are easily updated by County staff.			
3.3.2.9	Consistent Website Design – Website design must remain consistent throughout all pages to maximize usability, except where differentiating between departments or sections of the website as requested by the County.			
3.3.2.10	Accessibility – Website design and associated elements should comply with Section 508 of the Rehabilitation Act.			
3.3.2.11	Website Design and Content Ownership – Ownership of the website design and all content (including source code) should be transferred to the County upon completion of the project. The final version of the website should be easily identified as the official site of the County.			
3.3.2.12	Clean visual design incorporating the County's logo and branding as identified in 3.2.			
3.3.2.13	Responsive site creation that includes, but not limited to:			
3.3.3	<b>Responsive Design</b>			
3.3.3.1	Creation of responsive templates			
3.3.3.2	Creation of fluid grids			
3.3.3.2.1	Navigation redesign			
3.3.3.2.2	Taxonomy and site map			
3.3.3.2.3	Image adjustments			
3.3.3.2.4	Ability to adjust or modify responsive views on individual pages or templates			
3.3.3.2.5	Provide Search Engine Optimization (SEO) for all pages and SEO adjustments as needed for existing site content.			
3.3.3.2.6	Provide advice on SEO policies for content created in the future after site launch.			
3.3.3.3	Consider locations for digital media and graphics.			
3.3.3.4				

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Requirement ID	Requirement	Vendor Response Included (Baseline) / Modification / Option / Customization / Not Included	Modification Hours	Vendor Comments and/or Explanations
3.3.3.5	Integrate Twitter and Facebook feeds and other social tools, including the ability to comment on specific pages and/or events through social media as well as the ability to cross-post content from the CMS to the County's social networking accounts.			
3.3.3.6	Ensure that pages load on an average of 1.5 seconds or less.			
3.3.3.7	Create new tools, if needed, within the CMS editor to all County staff to create and add new pages easily.			
3.3.3.8	Provide an internal site search. Must be contained exclusively within the County's site and not outsourced to an external page hosted by a search provider such as Google.			
<b>3.3.4 System Functionality</b>				
3.3.4.1	Administrative Dashboard – The administrative portion of the CMS shall be accessible for all content contributors and feature a customizable interface that displays critical shortcuts, on-site items that require attention, recent activity logs and an internal messaging system that displays administrative messages and updated information.			
3.3.4.2	Automatic Sitemap – The CMS should automatically create and update a sitemap and on-page breadcrumbs when content is added, edited or removed from the site.			
3.3.4.3	Content Expiration – Notification of expiration of site content shall be received by content owners through notifications available via the CMS, including a dashboard administrative display and e-mail notifications. The dashboard should also detail the dates for when specific content was last updated and allow for notifications when certain time periods are reached.			
3.3.4.4	Content Management – A way to add, edit and move content directly on an assigned webpage without the need to utilize or be trained on a back-end administrative system (i.e. HTML).			
3.3.4.5	Content Preview – Content publishers must have the ability to preview changes prior to publishing on the site.			
3.3.4.6	Content Scheduling – Content added to the site, whether as part of page content or additions to plug-in applications or modular elements shall feature delayed posting and automatic expiration abilities.			
3.3.4.7	Hyperlinking – Users who wish to add simple links - either internal or external - should be provided with an option to do so through an automatic hyperlinking option.			
3.3.4.8	Menu Updates – Content publishers should be able to add and update menu items if assigned the appropriate permission level.			
3.3.4.9	Online Help and Training Videos – 24/7 access to support materials including, but not limited to: online training manuals, support FAQs, customer support forums, instructional videos, informational newsletters, informational and support-driven webinars (live and archived), request forms, online education courses and support-related updates through common social networking mediums.			
3.3.4.10	Page Templates			
3.3.4.10.1	Content publishers must have the option to use pre-created page templates to assist in the formatting and development of new content.			
3.3.4.10.2	Content publishers should have the ability to place widgets or content blocks on page templates that serve specific purposes and streamline the template building process. Widgets can represent any key function such as calendars, directory, e-notification, FAQs, search, etc. Widgets should have settings to customize their look and function to meet specific needs.			
3.3.4.10.3	Content publishers must have the option to share templates with and use templates from a wider community pool which shares consistent page development.			
3.3.4.11	PDF Conversion – Ability to convert documents to PDFs via an included PDF conversion tool.			
3.3.4.12	Spell Check – Editor should include spell-check functionality.			
3.3.4.13	Support Access – Trained content creators of the CMS shall have access to live support via e-mail or phone during vendor's normal business hours.			
3.3.4.14	WYSIWYG Editor – The CMS must have an advanced WYSIWYG rich text editor for content additions and updates that, while allowing flexibility for higher-end content contributors, is simple and straightforward, giving basic content contributors a basic set of fewer options to alter established site styles.			
3.3.4.15	Approval Workflow – The ability to manage administrative access to the site through a permission system that defines in-system rights and workflows including content approval for both general content and modular applications that are included as a part of the CMS. Administrators should be able to define the workflow, assign the workflow to content groups and content types, and assign users to workflow rules. The system should support three or more approval levels.			
3.3.4.16	CMS Activity Reporting – A report detailing all changes and activity taking place on the website through content contributors and administrators, which can be filtered by start and end dates, times, by content type and by action taken, and exportable.			
3.3.4.17	Content Categories – Administrators shall have the ability to create content categories within CMS applications and modules and edit the parameters for categories.			

Key Features and Functionality Matrix

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3.3.4.18	Emergency Live Support – Designated administrators shall have access to live support for emergencies. Please specify the timeframes for emergency support.			
3.3.4.19	Graphics Administration – Administration of on-site banners and graphics, with the ability to add new banners and on-site graphical elements and assign those elements to specified areas of the site.			
3.3.4.20	Login History – A separate history report detailing user login history, including the user type, the date and time of the attempted login, the IP address of the user and whether or not the login attempt was successful.			
3.3.4.21	Menu Administration – Administrators shall have the ability to add, edit, update and move menu items, affecting overall site structure and organization.			
3.3.4.22	Permissions – The permission system shall be divisible into both user administration and group administration, allowing permission levels to be attributed to groups to which users can be added.			
3.3.4.23	Site Search Statistics – Access to site search statistics, including the ability to filter searched terms by date and time, which can also be exported.			
3.3.4.24	User-friendly URLs – System should allow for creation of user-friendly URLs			
<b>3.3.5 System Administration</b>				
3.3.5.1	Broken Link Review – An administrative center for reviewing quality assurance, including detailing broken links on the website, including the referring page location so that links can be corrected.			
3.3.5.2	Dynamic Menu Structure – A dynamic menu structure, with the ability to easily add, edit, move and delete menu items in multiple structural areas of the site.			
3.3.5.3	Infinite Menu Levels – An infinite menu level system that allows the addition of an unlimited number of menu levels by the County.			
3.3.5.4	Infinite Page Structure – An infinite page structure system that allows the addition of an unlimited number of pages by the County.			
3.3.5.5	SSL Certificate – If necessary, one or more SSL certificates to encrypt data contained in site transmitters.			
3.3.5.6	Website Analytics – An administrative center for reviewing, filtering and exporting overall website statistics, including the ability to view statistics by page or section and presenting the information in a graphical representation.			
<b>3.3.6 System Features</b>				
3.3.6.1	Accessibility Add-ons – Accessibility software embedded in the website that offers users access to larger fonts and audible content			
3.3.6.2	Active Directory Integration – The solution should have Active Directory integration for authentication.			
3.3.6.3	Advanced Site Search – Provide an internal site search that: Users should be able to sort search results by date, content, title or relevance; users should be able to filter by type of content and easily apply advanced search techniques, such as Boolean, if desired. Administrators should be able to tune the search results by using synonyms for common words or terms, and promote pages through the use of keywords.			
3.3.6.3.1				
3.3.6.3.2				
3.3.6.3.3	Search functionality should search web content as well as the contents of files (PDFs, Word Documents, etc.)			
3.3.6.3.4	Is contained exclusively within the County's site and not outsourced to an external page hosted by a search provider such as Google.			
3.3.6.4	APIs, Import and Export – Major components should have import and export capabilities, and APIs should be defined. Apply for Permits – Solution should have the capability for citizens to apply for permits and the ability to electronically track the different stages of the application process. Ability to integrate this process with the CRM managed processes already in place.			
3.3.6.5	Blogging – Solution should allow the creation of multiple blogs to be used by different individuals or departments within our organization. Blogging functionality should include the ability to tag or categorize posts, include a calendar and commenting functions.			
3.3.6.6	Business Directory – Solution should have a local business directory that can be used to promote local industry and businesses. The directory should be an interactive index which can include name, address, link, photo, etc. Business information should be able to be entered by our staff, submitted by the business (subject to approval), or imported from another source.			
3.3.6.7	Calendar – Users should have quick and easy access to add, import, export and update calendar listings, with editing methods available through a direct, front-end interface or a robust back-end interface.			
3.3.6.8	Citizen Request Management Tool – Solution should have a citizen request module that allows citizens to submit requests using quick and easy forms and provides online progress tracking. Administrative side of solution should allow for creating rule-based workflow and automatic deadline notification.			
3.3.6.9				

Key Features and Functionality Matrix

Requirement ID	Requirement	Vendor Response Included (Baseline) / Modification / Option / Customization / Not Included	Modification Hours	Vendor Comments and/or Explanations
3.3.6.10	Contact Us Form – Capability for citizens to contact County staff through the use of a “contact us” form on the site for each division and department.			
3.3.6.11	Department/Division Pages – A-Z Guide and Department/Division pages for navigating the site will be available, but as a secondary option; primary site organization will be citizen centric and function based.			
3.3.6.12	Document Archive – A document archive for specified categories of documents with built-in filtering abilities and search capabilities.			
3.3.6.13	Document Storage – An on-site document storage application with unlimited levels of folders, providing centralized storage of any type of file.			
3.3.6.14	E-Notifications – Want a tool that provides a sign-up box allowing users to add their names, email addresses, and district information to receive important notices. Users should be able to set their preferences and should have their sign-up validated via a confirmation email. Functionality should be integrated with calendar, job postings, news, and RFP postings. The tool should also be flexible enough to provide drop-down menu(s) for users to select the specific topic and subtopic for which they would want to receive notifications. Additionally, the contact information should be exportable in CSV, text, or Excel format.			
3.3.6.15	E-Newsletter – Solution should have E-newsletter tool functionality.			
3.3.6.16	Embedded Audio/Video/Media and Social Media – Easy embedding of audio, video, media and social-networking applications with associated embed codes.			
3.3.6.17	Emergency Alert – Solution should have an easily visible and changeable emergency alert notifications that link to critical on-site information.			
3.3.6.18	Emergency Home Page – Solution should have ability to create and easily swap out home page for emergency, voting results or other short-term purposes.			
3.3.6.19	Event Calendar – An event calendar application that allows an unlimited number of calendar categories or types to be added to the site, with an unlimited number of items allowed to be added within each individual category. The following features should also be available: Capability to set up calendar events as single or recurring events, with options for daily, weekly, monthly or annual recurrences.			
3.3.6.19.1	Calendar events shall provide space for full descriptions including the ability to post images, tables and video within the description.			
3.3.6.19.2	The site visitor shall be able to view calendars by a list of events, a week view or a month view.			
3.3.6.19.4	Calendars shall be filterable by category, a start date and an end date, with the ability to search for keywords.			
3.3.6.19.5	Ability for site visitors to subscribe to updates from individual calendar categories through e-mail (HTML or plain-text) or SMS text messages.			
3.6.19.6	Capability to integrate with social media websites such as Facebook and Twitter. For example, the ability to post an event or notification directly to social media website.			
3.3.6.20	Event Registration – Capability for citizens to easily register for events, classes and/or make appointments on the website. Registration for appointments must be secure so that registrant information is not publicly available. Ability to pay online for events that have a cost associated with them.			
3.3.6.21	Extranet – The solution should have the capability to deliver an extranet or password protected area of the website available only to those users approved to access secure content.			
3.3.6.22	Facilities Reservation – Solution should have an online reservation function to make it convenient for visitors and residents to schedule local facilities.			
3.3.6.23	FAQ Tool – Solution should have a FAQ application that allows an unlimited number of FAQ categories or types to be added to the site, with an unlimited number of items allowed to be added within each individual category.			
3.3.6.24	Form Creator – Solution should have an online form development tool for the County to develop interactive forms:			
3.3.6.24.1	Ability to have unlimited categories of forms, with an unlimited number of forms in each category.			
3.3.6.24.2	Ability for citizens to complete and submit forms electronically.			
3.3.6.24.3	Method by which form data is stored in a database and can be exported in a usable format from the CMS.			
3.3.6.24.4	Capability to merge forms with other applications of the CMS.			
3.3.6.24.5	Ability to customize forms for other applications of the CMS and tie directly into those tools.			
3.3.6.24.6	Ability to customize forms to accept and process payments through integrated e-commerce functionality with or without the need to connect to a third-party software source.			
3.3.6.24.7	Ability to import items from forms available via third party sources (state agencies) and replicate on County forms.			
3.3.6.25	GIS Mapping – Ability to integrate with the County's GIS mapping applications.			

Key Features and Functionality Matrix

Requirement ID	Requirement	Vendor Response Included (Baseline) / Modification / Option / Customization / Not Included	Modification Hours	Vendor Comments and/or Explanations
3.3.6.26	HTML Code – The solution should have the capability to view the HTML code of any individual page and directly add or alter the code as necessary.			
3.3.6.27	iFrame Functionality – The solution should have iFrame functionality to seamlessly embed other documents within any HTML page. Examples of embedded content include videos, third party applications, Slideshare documents, etc.			
3.3.6.28	Image Management – Image management tools for the addition of images to on-site content through web pages and modular elements associated with the CMS.			
3.3.6.28.1	Image editing abilities on uploaded images, including the ability to change opacity, resize images dynamically based on width and height, ability to constrain proportions, flip images, rotate images, crop images, restore images and save altered images as a thumbnail or alteration of the original upload or to replace the original upload with the altered image.			
3.3.6.28.2	Capacity to upload multiple images at one time and associate images with specific pages; the maximum file size should be no less than two (2) megabytes.			
3.3.6.28.3	Ability to preview images prior to association with on-site content.			
3.3.6.28.4	Ability to alter image properties, including image width, image height, capability to associate or disassociate width and height, border color, border width, image alignment, margins and application of CSS classes from overall website styles.			
3.3.6.28.5	Full accessibility options provided in an easy-to-use interface that promotes all image-based aspects relating to Section 508 of the Rehabilitation Act, including specification of alternate text and long descriptions.			
3.3.6.29	Intranet – As an option, the solution should have a “true” intranet that can be implemented and hosted on our servers behind our firewall for increased privacy and security of our internal data. The intranet solution should leverage the same content management system and allow us to share content easily with our public website without having to duplicate data. The intranet should contain the following: document storage, news, calendar, forms, staff directory and workflow. We understand that the intranet may include an additional setup and maintenance fee, and is not necessarily in the current scope.			
3.3.6.30	Job Posts – One of the most popular pages on most local government sites is the job posting page. The solution should have a component to simplify the job posting process to reduce overall HR administrative time and cost. Users should be able to filter available positions by category, type of position, posting date and salary. Administrators should be able to define categories and classification of job posting.			
3.3.6.31	Job Application Manager – The solution should have a module that helps government hiring managers save time by streamlining and simplifying the creation, customization and management of online job applications. Functionality should include the ability to create application questions, mark questions as sensitive and encrypt answers, email templating to send customized notifications to applicants, personalized login accounts for job seekers to view the status of their application, and filter capabilities to create and view application lists on date, status and other parameters.			
3.3.6.32	Language Translation – Solution should have functionality to have multiple language translations. Specifically, we would like to include the following languages in our solution: (define specific languages here)			
3.3.6.33	Mapping – Solution should include image mapping tools to create clickable maps or images with multiple hyperlinked points			
3.3.6.34	Mega Menus – The solution should provide capability for fully-customizable mega menus, including options to define the number of levels of navigation, columns and the ability to place widgets (images, content and calendars) on the menu. Mega Menus should be unique to each main navigation item			
3.3.6.35	Meetings Manager – The solution should have a module that allows staff to efficiently manage council and commission meeting process including the ability to submit meeting agenda items, build agendas and log minutes. Functionality should include the ability to create different types of meetings and items, customizable approval workflows and an agenda builder with drag-and-drop feature to organize finalize an agenda.			
3.3.6.36	News Posting – The solution should have the ability for use to post press releases, features stories and “what’s new” content on the site. News content should have an auto archiving functionality to archive posts after a certain timeframe. The News should also have RSS feeds automatically available if desired by website visitors. News posting should also include the option to add videos.			
3.3.6.37	One-Click Social Media – Provide the ability to cross-post content from the CMS to the County’s social networking accounts.			

Key Features and Functionality Matrix

Requirement ID	Requirement	Vendor Response Included (Baseline) / Modification / Option / Customization / Not Included	Modification Hours	Vendor Comments and/or Explanations
	Online Payments – The solution should have integrated online payment functionality where transaction information can be directly transmitted securely to a third-party vendor who would then process the credit card or e-check, and remit the funds into a specific bank account. Transactions should be logged into a local database for reconciliation and reporting purposes. For security purposes, credit card and confidential financial information should not be stored on the system. The solution should integrate with online forms.			
3.3.6.38	Online Polling – The solution should have the ability to create and provide a poll on the website. Depending on the poll settings, the poll will appear on the public website inside a polls widget. The functionality should include the ability to add, edit, import, export and copy the poll. The admin should be able to define poll categories and capture/display poll results.			
3.3.6.39	Photo Galleries – Creation of slideshows using multiple images and common tools found in the image management portion of the website CMS. This includes the ability to alter the order, speed, transition type, duration and layout of on-site slideshows. The site visitor should be able to download individual photos as well.			
3.3.6.40	Remote Login and Update – Secure access for employees to work remotely and/or update the site through the use of a mobile device.			
3.3.6.41	RFP Posts – Should include an RFP postings where RFPs can be posted along with amendments and updates. RFPs should be schedulable and should have the capability to automatically expire on a certain date to ensure that the site is always up-to-date.			
3.3.6.42	RSS Feeds – Solution should have feeds to keep users and subscribers up-to-date on important events, news and announcements from the website. Users should be able to subscribe from any RSS reader.			
3.3.6.43	Service Directory – A service directory organizes the functions of an organization instead of departments. This is key to serving the needs of the community by letting users search by topic or services. The service directory should allow users to search by keyword and should filter by category.			
3.3.6.44	Single Sign-on – Should have a component where registered users can log in, view and update their information, all from their dashboard. Registered members can be added through the CMS, imported from a spreadsheet or users can add themselves via the frontend user interface.			
3.3.6.45	Social Media Integration – Integrate Twitter and Facebook feeds and other social tools, including the ability to comment on specific pages and/or events through social media. This should consist of a live feed on the County's main page. The live feed should consist of the most recent post from Facebook, Twitter, etc.			
3.3.6.46	Staff Directory – A staff directory with unlimited levels of divisions, departments and groups, with options for expanded staff biographies and images; e-mail addresses associated with directory listings shall be automatically obscured from automated methods e-mail collection.			
3.3.6.47	Streaming Video Center – Provide capability for storing video for up to 25 meetings per year with an average of 7 hours per meeting, and 120 hours of specialty content per year.			
3.3.6.48	Tagging – Ability to tag any content and search, sort or view based on those tags.			
3.3.6.49	Third Party Integration – Ability to integrate with existing 3 rd party applications			
3.3.6.50	User-centered Content – Organization of the site content will be functional and user-centered for ease of use by citizens and business.			
3.3.6.51				
<b>3.3.7</b>	<b>Technology/Platform Requirements</b>			
	The County hosts the existing website internally but sees value in a hosted model and outsourcing infrastructure provided high availability is a component of the vendor's design. Explain your firm's recommendations for hosting solutions to keep page load times at acceptable rates for users.			
3.3.7.1	Responsive CMS Recommendation – The County is looking to have the vendor recommend a content management system. We do not have a preferred platform; a Microsoft Windows or LAMP (Linux, Apache, MySQL, PHP) based platform is acceptable provided it meets the requirements we are seeking in this RFP. Explain your firm's experience utilizing recommended CMS in designing responsive websites.			
3.3.7.2	Integration – The County has an Enterprise Agreement with Microsoft and heavily utilizes SharePoint internally. Identify how your firm's solution is able to leverage these technologies.			
3.3.7.3	Explain your firm's experience with other programming capabilities that would be useful in developing websites.			
3.3.7.4	Browser Support – The County is looking for the new website to support mobile and desktop versions of Apple Safari, Google Chrome, Microsoft Internet Explorer and Edge, and Mozilla Firefox. The site should also support all versions of the browsers that have been released within the last 5 years.			
3.3.7.5	Third Party Plugins – The County will allow the vendor to use third-party plugins where appropriate as potential solutions for a requirement.			
3.3.7.6	Web and Database Servers – Preference will be given to vendors that split website management between web servers and database servers in order to optimize load time and efficiency in the hosting environment.			
3.3.7.7				

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3.3.7.8	DDoS Mitigation – The hosted solution should protect the website against Distributed Denial of Service (DDoS) and other cyberattacks, and should be able to detect and mitigate malicious traffic within seconds. The solution should have smart-detection technology that can identify the source and analyze the behavior of the attack.			
3.3.7.9	Disaster Recovery – In the event of any outage impacting the primary data center, the hosting solution must have a disaster recovery or backup data center where our website visitors will continue to be able to access our site. The Recovery Time Objective (RTO) should be 60 minutes or less and the data replication (Recovery Point Object or RPO) should be 15 minutes or less.			
3.3.7.10	Hosting Data Center and Backup Data Center – The hosting platform must be in a certified data center (SSAE 16 Type II Compliant) with multiple layers of security access, redundant ISP providers, backup power and redundant generator, and firewall protection.			
3.3.7.11	Page Load Time – The solution should ensure that pages load on an average of 1.5 seconds or less.			
3.3.7.12	Programming Experience – Explain your firm’s experience with other programming capabilities that would be useful in developing websites.			
3.3.7.13	System Uptime Guarantee – The hosting platform should have a guaranteed uptime of 99.9% and be backed by a Service Level Agreement (SLA).			
<b>3.3.8 Maintenance and Support</b>				
3.3.8.1	Support – The vendor shall provide access to live support available via e-mail or phone during vendor’s normal business hours. The support team must be fluent in the functionality and uses of both the content management system’s features and associate applications and modules.			
3.3.8.3	Support Materials – 24/7 access to support materials including, but not limited to: online training manuals, support FAQs, customer support forums, instructional videos, informational newsletters, informational and support-driven webinars (live and archived), request forms, online education courses and support-related updates through common social networking mediums.			
3.3.8.4	Online Training Videos – An online repository of training videos for the purposes of fully training new staff members or retraining existing staff members.			
3.3.8.5	CMS New Features – Rolling upgrades of the solution that strengthen and update the CMS’s functionality and associated applications.			
3.3.8.6	CMS Improvements – Regular maintenance of the CMS to improve existing functionality and, when appropriate, take the County’s requests into consideration.			
3.3.8.7	CMS Development Process – An internal process dedicated to reviewing new technologies and implementing development projects in order to provide a more robust CMS with additional features and applications.			
3.3.8.8	Service Level Agreement – In all submitted proposals, vendors shall be able to produce a Service Level Agreement that details guarantees of upgrades and the dedicated process for improving the software purchased by the County.			
<b>3.3.9 Mobile Applications</b>				
3.3.9.1	General County Information and an A-Z directory of services and/or County facilities, including parks and lake information.			
3.3.9.2	Crime alerts.			
3.3.9.3	Citizen request tool that allows users to log complaints or requests and interact with the County in order to resolve requests.			
3.3.9.4	Registration for classes and/or events, with the ability for citizens to pay for registration via credit card.			