



Website Support Service Request for Proposals Questions and Responses- April 12, 2024

1. Are there other specific challenges or pain points you are currently facing with the existing website or IT systems?
No, we are out to bid as our current contract expires June 30, 2024.
2. How many environments does the city currently have; it looks you testing, production, do you have development as well?
Yes, we have three environments for our CMS.
3. Is there expected to be a transition period with the current maintainer of the website(s)?
No, the current vendor contract expires on June 30, 2024, new contract will take effect July 1, 2024. Agency staff will coordinate any transition if needed.
4. Can you confirm whether outsourcing to non-American workers who are outside of the US is permitted for this requirement?
No, we are not able to contract companies that are outside of the US, or companies that utilize outsourcing outside of the US if customer support is solely outside of the US.
5. Are there any challenges or gaps with existing products or services utilized.
Yes, the immediate task would be to update and install security updates after July 1, 2024- see Attachment A.
6. What do you like about the existing products or services?
Drupal is working to meet our needs and we are satisfied with it and want to continue with Drupal.
7. Is this RFP exclusively open to local businesses with California addresses and registrations?
No, we can do business with any company in the US if operating hours or support hours overlap with 8am-5pm Pacific.
8. Is this opportunity remote, hybrid or onsite?
Remote is allowed for website support services.
9. Who is the incumbent, are they permitted to rebid on this opportunity?
Planeteria is the current vendor and yes, they are permitted to bid on this opportunity.
10. What is the budget range in mind for this project?
We do not have a budget range set currently.
11. Are there any cost constraints we should consider while proposing the solution?
No, please submit your best offer in your proposal.

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12. Are vendors allowed to propose an updated annual hour based upon specific client requests and Q&A?
Vendors are allowed to propose hourly rates based upon job class and associated rates by fiscal year as demonstrated in the contract attachment.
13. Are there any particular goals or outcomes, not mentioned in the RFP, that Monterey Bay is seeking to achieve with the website maintenance?
No, all scope of work or goals is included in the RFP.
14. Are there any technology preferences or constraints that the vendor would need to consider while maintaining the website?
Yes, we will be maintaining the existing sites but adding functionality as needed to update modules if not in current Drupal version and also ensuring security updates are completed- See Attachment A.
15. Is the site hosted on a Shared Hosting solution with GoDaddy, a virtual private server, or another hosting configuration, if so which one?
Yes, it hosted with GoDaddy on a shared hosting platform.
16. If not ADA compliant or fatal errors occur with modules - Will the contractor be responsible for creating a design and UX artifacts, or do you have an internal design team the contractor will work with?
Yes, the contractor will be working to create and propose solutions and designs that agency staff will provide feedback on.
17. Will the contractor be allowed to add or alter staff on this project after award?
Yes. However, if the dedicated project manager changes during the contract term, written notification is required per the contract.
18. Would the client be open to a retainer like a support contract, that requires payment regardless of work completed?
Yes, a monthly fixed retainer is allowed.
19. What version of Drupal are the websites currently using? I see 10.2 is noted but I was unclear if the sites are currently on 10.2 or we will be updating to that version.
Drupal core 8.9.19.
20. The RFP mentions “public we serve”; I am wondering if this is public/civilian facing or used by Government employees and entities.



AMBAG is regional government which staff uses the website to host information for the general public and other government entities. We do not use our website for hosting information for internal use only.

21. Is there a designated person who will be performing Site-building and content management tasks? Is this something that would fall to the development team or would we provide guidance to this designated person?
AMBAG has staff to do content updates, basic tasks like adding web pages, menus, links, etc.
22. Are there any custom modules or project-specific integrations that we need to know about that might affect development and/or testing?
Yes, our existing site utilizes modules that may have some custom code built in. These will need to be updated for the newest version of Drupal- please see Attachment A.
23. Is there any custom functionality that we'd need to know about?
Yes, please plan on customizing modules in your bid- please see Attachment A.
24. Are Hosting Services and Drupal Security services for the Drupal sites also of interest to AMBAG?
No, we are satisfied with our vendor GoDaddy.
25. How much website traffic, per month on average, does each URL receive? (URLS of ambag.org/ pajaroriverwatershed.org / ccjdc.org)
Unknown, we do not track website traffic.
26. Will AMBAG provide Drupal8CMS access for review to estimate Drupal upgrades?
Direct access will not be provided to the CMS until contract is in place due to security; however, please see Attachment A.
27. Does any documentation exist for current custom-coded or developed features, or API integrations?
Most custom-coded modules and features are listed in Attachment A which need updates.