

Addendum to Request for Proposals

Website Hosting, Maintenance, & Development Services

Issued by the St. Louis Economic Development Partnership

Date: May 22, 2024

Answer to Questions Submitted

This addendum is intended to answer the questions submitted related to the RFP, which is attached as **Exhibit A**. Please note the headings and titles used below are for convenience of reference only and are not intended to limit or affect the meaning of any provisions of this addendum or the original RFP.

Geographic Questions:

- 1) Is SLEDP preferring local vendors for this?
 - No; there is no geographic preference for the vendor.
- 2) Do you require an onsite developer for Website Development (as directed) or is remote development acceptable?
 - Remote is acceptable.
- 3) Do you prefer in-person training sessions, virtual sessions, or combination of both?
 - Virtual or combination is acceptable.

Time and Commitment:

- 1) What is your current estimated need in terms of hours per month for Website development and maintenance services?
 - Approximately 10-20 hours per month.
- 2) How much training per month do you anticipate? What are the main areas you want staff to be trained in?
 - We do not anticipate much training, perhaps a few hours. Training will be needed if we have a new hire or occasionally if someone needs help.
- 3) How many new enhancements/changes do you make per month?
 - There are not many changes made per month.

- 4) How often are there rush or emergency changes that have to be made?
 - Rarely.
- 5) Are there any known issues with the site that need to be addressed in the first 3 months of the contract? If so, please describe.
 - No.
- 6) Do you have in-house expertise - meaning - is someone already trained to do WordPress content updates within your organization, or will that be our responsibility?
 - We have someone in-house for basic WordPress functions. We would rely on the chosen company for more complicated tasks or if situations arise when something breaks or new features are needed.
- 7) What specific new pages do you need to add to the website?
 - Currently none.
- 8) How often do you plan to send newsletters, and what kind of content do you want to include? Do you need assistance with designing the newsletter template?
 - We do not require any content from this contract, we handle that in-house.
- 9) What is the expected response and resolution times for technical support requests?
 - It would depend on what the issue was. If the website is down, we would require a quick turn-around. If we needed to add something new, we would work with the vendor to accomplish the task in a reasonable amount of time.

Current Website Hosting Information:

- 1) Can you share insight into pain points from a customer/user and admin perspective as they relate to the current website?
 - We will have a brand-new website in June, so there should be no pain points.
- 2) What do you currently spend annually on website maintenance, support, and enhancements?
 - Please bid whatever you need to meet our requirements.
- 3) Who is currently performing this work? An outside vendor or in-house team?
 - Currently, an outside vendor.
- 4) How many administrators and editors manage and edit the site currently?
 - Currently, two.
- 5) Have you defined a budget for hosting, maintenance, and development services? If yes, could you please share the budget allocation for each service category?
 - No, there is not a defined budget for this RFP.

Technical Questions:

- 1) Could you please share monthly or yearly analytics data, including metrics such as page views, visits, and user engagement?
 - There are approximately 5.6k active monthly users, and 12.1k monthly page views.

- 2) What is current size of data repository, including number of web pages, media files, pdfs etc.?
 - There are 188 web pages.
- 3) How many incidents related to the website or hosting are reported on a monthly basis, and what is the severity level of these incidents?
 - Very few incidents. Nothing severe in the last year.
- 4) Please provide a list of current plugins on the site.
 - There are 47 plugins.
- 5) Would you like the vendor to address any accessibility issues (508, WCAG, a11y)?
 - No, that is not necessary at this time.
- 6) What type of updates are you making? Do you have daily updates?
 - We make updates when something breaks; and no, we don't have daily updates.
- 7) How much traffic is the site currently getting?
 - 220 a day and peak traffic is 350 a day.
- 8) Please provide the hardware infrastructure details, including servers, storage, etc.
 - That is all included with our current vendor, it is their servers and storage.
- 9) What are the technology stacks used for the current websites? Please include the version numbers.
 - WordPress 6.5.3.
- 10) Do you want social media feeds displayed on your site, or just sharing buttons for your content?
 - Yes, both displayed and buttons to take people to our social media pages.
- 11) What is the processes for applying updates (WordPress core, plugins) and handling backups?
 - We would like you to suggest your best practice for this.
- 12) Are there any security requirements and compliance standards?
 - We would like to follow standard compliance and security standards.

RFP-Specific Questions:

- 1) When would you like this contract to start?
 - July 1, 2024.
- 2) Can Partnership define the need for this solicitation?
 - Our policies require us to reprocure vendors every 3 years.
- 3) Are there any restrictions on font or page length?
 - No.

EXHIBIT A

[Original RFP – Attached]

REQUEST FOR PROPOSALS

FOR

WEBSITE HOSTING, MAINTENANCE, & DEVELOPMENT SERVICES

Issued by the St. Louis Economic Development Partnership

Proposals Due By:

Friday, May 31, 2024, at 3:00 PM

St. Louis Economic Development Partnership

ATTN: Erika Castillo

120 S. Central Ave., Suite 200

St. Louis, Missouri 63105

(314) 615-7663

Ecastillo@stlpartnership.com

Introduction

The St. Louis Economic Development Partnership (the “Partnership”) is a nonprofit corporation, established under Section 501(c)(4) of the Internal Revenue Code for the purpose of promoting and developing industry, commerce, and economic development in St. Louis County and the City of St. Louis, creating high-quality business and employment opportunities, and enhancing the quality of life by advancing long-term, diversified growth throughout the St. Louis region.

In furtherance of its organizational purposes, the Partnership developed a website to inform the public of its activities and accomplishments (the “Website”). For more information regarding the Website, please visit www.stlpartnership.com.

The Partnership issues this Request for Proposals (the “RFP”) from qualified firms to host and maintain the Website, including 24/7 technical assistance, and to perform various development projects related to the Website as directed (the “Services”). The requested Services shall be for a one-year period with two successive options for the Partnership, at its sole discretion, to renew for terms of one year each. The contract issued pursuant to this RFP may include a period of up to three (3) years.

Scope of Services

Pursuant to this RFP, the Services shall include, and the successful firm shall, at a minimum provide the following tasks for the Partnership’s Website:

1) Website Hosting

- This shall include, but is not limited to: (a) maintenance of a secure server, (b) regularly scheduled backups, and (c) regularly scheduled security scans.

2) Website Maintenance

- This shall include, but is not limited to: (a) WordPress core security updates, (b) WordPress plugin updates, (c) browser compatibility updates, and (d) 24/7 technical assistance.

3) Website Development, as directed by Partnership staff

- This may include, but is not limited to: (a) performing page edits, such as adding additional pages and a newsletter setup to the Website, (b) adding social media capabilities to the Website, (c) creating menu edits, and (d) performing sidebar edits.
- Trainings to educate Partnership staff on updating the final Website.

Proposal Content

Proposals must include, at a minimum, the following information:

1. Experience of Firm. Provide a detailed description of the firm's experience in providing similar services. Include an overview of your company and a description of any relevant experience in website development. Include examples of relevant completed projects.
2. Experience/Qualifications of Assigned Professional(s). Provide the qualifications for each individual and all sub-consultants that may be assigned to provide the Services, and designate the individual primarily responsible for oversight of the Services.
3. Availability and Approach. Provide a statement of the firm's availability to provide the Services. Provide a detailed description of the firm's approach to provide the Services as identified herein.
4. Approach to Diversity, Equity, and Inclusion. Provide a description of the firm's approach to diversity, equity, and inclusion in providing the Services.
5. Proposed Fees/Expenses. Proposals shall clearly state all fees and expenses to be charged for the performance of the Services. Provide an explanation for the basis on which any fees will be calculated.
 - a. It is anticipated that a maximum not to exceed amount will be established for the Services, including set prices for hosting and maintenance with hourly rates identified for website development personnel. Provide an explanation if fees will be calculated on any other basis than as described herein. **Pricing should be provided for a period of up to three (3) years.**
 - b. For the portion of the Services that require an hourly rate, provide the hourly rates (with any applicable nonprofit discounted rate) to be charged for each individual who would be assigned to this engagement and a general description of how billable hours will be allocated among key personnel.
 - c. Itemize the type of expenses (other than fees) for which your firm would seek reimbursement, if any.

Selection Criteria

Proposals submitted will be reviewed by the Partnership's staff for completeness and qualifications. Selection of a firm will be made on the basis of the following criteria:

1. Qualifications, expertise, and experience of the firm;
2. Qualifications, expertise, and experience of the individuals assigned from the firm and of any sub-consultants;
3. Availability and approach to provide the Services;

4. Approach to diversity, equity, and inclusion;
5. Cost; and
6. Responsiveness of the firm to the RFP categories.

The St. Louis Economic Development Partnership actively encourages submission of proposals from disadvantaged business enterprises and companies owned by minorities, women, immigrants, and veterans. The Partnership does not discriminate on the basis of race, color, religion, creed, sex, sexual orientation, gender identity, age, ancestry, national origin, disability, or veteran status in consideration of this award. Equal Opportunity Employer.

Terms and Conditions

The following terms and conditions apply to all proposals:

1. The Partnership reserves the right to reject any and all proposals submitted; to select one or more responding parties; to void this RFP and the review process and/or terminate negotiations at any time; to select separate responding parties for various components of the scope of services; and to select a final party/parties from among the proposals received in response to this RFP. Additionally, any and all RFP project elements, requirements and schedules are subject to change and modification. The Partnership also reserves the unqualified right to modify, suspend, or terminate at its sole discretion any and all aspects of this RFP process, to obtain further information from any and all responding parties, and to waive any defects as to form or content of the RFP or any responses by any party.
2. This RFP does not commit the Partnership to award a contract, defray any costs incurred in the preparation of a response to this RFP, or contract for any services. All submitted responses to this RFP become the property of the Partnership as public records. All proposals may be subject to public review, on request, unless exempted as discussed elsewhere in this RFP.
3. By accepting this RFP and/or submitting a proposal in response thereto, each responding party agrees for itself, its successors and assigns, to hold the Partnership, the St. Louis Economic Development Partnership and its affiliated entities, St. Louis County, the City of St. Louis, and all of their various agents, commissioners, directors, consultants, attorneys, officers and employees harmless from and against any and all claims and demands of whatever nature or type, which any such responding company, its representatives, agents, contractors, successors or assigns may have against any of them as a result of issuing this RFP, revising this RFP, conducting the selection process and subsequent negotiations, making a final recommendation, selecting a responding party/parties or negotiating or executing an agreement incorporating the commitments of the selected responding party.

4. By submitting responses, each responding party acknowledges having read this RFP in its entirety and agrees to all terms and conditions set out in this RFP.
5. Responses shall be open and valid for a period of ninety (90) days from the due date of this RFP.

Submission of Proposals

To be considered, proposals must be received no later than 3PM CST on Friday, May 31, 2024. Proposals received after the deadline identified above will not be considered.

Schedule

Notice of RFP Published	Thursday, May 9, 2024
Questions Submitted by	Friday, May 17, 2024
Questions Answered	Thursday, May 23, 2024
Submission of Proposals by	Friday, May 31, 2024

Questions about this RFP should be sent by email to ecastillo@stlpartnership.com. Any answers to questions will be provided to all interested parties and will be released as an addendum to this RFP on the Partnership's website, <https://stlpartnership.com/rfp-rfq/>, after the date indicated above.

Electronic proposals should be sent by email to ecastillo@stlpartnership.com.

St. Louis Economic Development Partnership
Attn: Erika Castillo
120 S. Central Ave., Suite 200
St. Louis, Missouri 63105
(314) 615-7663