



District of Columbia Housing Authority

1133 North Capitol Street, NE Washington, DC 20002-7599

202-535-1000

Tyrone Garrett, Executive Director

Addendum

Addendum No. 1

Issued: August 31, 2018

DCHA dchousing.org Website Redesign DCHA 0039-2018

All Respondents shall acknowledge receipt of this addendum, sign below and return it with your proposal. **Failure to acknowledge receipt of this addendum may be cause for rejection of your proposal.** Respondents are informed that the above named solicitation is modified as follows:

- I. The District of Columbia Housing Authority submits its responses to all questions received related to the subject solicitation. Please reference "Attachment A".

ALL OTHER TERMS AND CONDITIONS REMAIN UNCHANGED
End of Addendum No. 1

Cheryl Moore
Contracting Officer

Acknowledgement of Receipt:

Respondent: _____

Name: _____ Title: _____

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Addendum No. 1 Attachment A
Questions & Responses**

No.	Question/Inquiry	Response
1.	<p>Page 4 of 28: "Contractor shall be responsible for obtaining required licenses identified by DCHA and the associated costs".</p> <p>As to the images that will be used in the new website, is DCHA planning on using an archive of proprietary photos, or shall we take into account the option of using stock images - therefore including a Stock Image provider's subscription (such as Shutterstock or similar) to the cost structure for the project?</p>	<p>DCHA will use their photos and/or stock photo service.</p>
2.	<p>As to the images that will be used in the new website, is DCHA planning on using an archive of proprietary photos, or shall we take into account the option of using stock images - therefore including a Stock Image provider's subscription (such as Shutterstock or similar) to the cost structure for the project?</p>	<p>Website redesign should be customer-service focused rather than organizationally structured.</p>

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3.	<p>Page 4 of 28: "B. Website Goals and Objectives" – "Increase functionality of current website"</p>	<p>Revise; DELETE the sentence.</p>
	<p>Page 6 of 28: Logins</p> <p><i>In the current website, there are 2 different kinds of logins: one (Customers) leads to an internal web page, with a dchousing.org domain and the other one (Business) leads to an external web page.</i></p> <p>For the new website, do we have to redesign and restructure both of them or shall we only consider the Customers one?</p>	<p>Restructure only dchousing.org pages.</p>
4.	<p>Page 8 of 28: "F. Content Management"</p> <p>Could we have further information on the hosting provider you are planning to use for your new website? Will it be the same as the one you use for the current one? If so, could you please share information on the specifics of the hosting?</p>	<p>The web server is Microsoft IIS and is hosted internally.</p>
5.	<p>Page 8 of 28: "J. Maintenance & Support" AND "L. Additional Services"</p> <p>Is this intended for the full 2 years of the contract?</p>	<p>It is intended for the length of the contract.</p>

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6.	<p>Is there a way for us to see what the login-specific service pages look like? Although those pages may not be particularly in the scope of what is mentioned in the RFP, having a better sense of what the main site is transitioning the user to will better inform the user experience and user interface experience, so that even though the design of the sites may be different, the consistency of the experience is retained so that there is not any user confusion.</p>	<p>Screenshots will be provided as needed.</p>
7.	<p><i>Page 6 of 28: Logins</i></p> <p><i>In the current website, there are 2 different kinds of logins: one (Customers) leads to an internal web page, with a dchousing.org domain and the other one (Business) leads to an external web page.</i></p> <p>For the new website, do we have to redesign and restructure both of them or shall we only consider the Customers one?</p>	<p>Restructure only dchousing.org pages.</p>
8.	<p>In terms of the written content on the site and in relation to the new website design, is it going to be simply a matter of copy and pasting the copy text over or is there a separate provision for new copy text to be created?</p>	<p>No, a new copy needs to be created.</p>

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9.	Is there any documentation that would explain what the various stakeholders (as mentioned on pp.3-4 on the RFP) will see differently in terms of their experience through the site?	There is no different experience out of customer login.
10.	For the "minimum of three different design templates" would it be accurate for each design template to have a design mockup of the main page and one for subpages?	Yes.
11.	Are there any preferred accounting spreadsheets that you would want us to document the costs for the project or are we free to format one of our own?	There are no preferred accounting spreadsheets.
12.	Can you confirm that the available budget for this project is less than \$150,000, given the use of the Simplified Acquisition Methods referenced on page 2 of the RFP?	The anticipated budget for this project is less than \$150,000.
13.	Per page 4 of the RFP, can you clarify what "required licenses" DCHA may require for this project?	All required licenses to do business in the District of Columbia.
14.	Can you elaborate on the goal to "increase information accessibility" on page 5 of the RFP? Does this refer to WCAG accessibility standards, or making improvements to the user experience and information architecture?	Improve access to highlighted information.

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15.	Has DCHA conducted any user research prior to this effort to help inform the new site?	We have full site analytics.
16.	Please elaborate on the requirement to layout designated pages in Spanish (page 5 of the RFP). What pages are required and for what purpose? Is DCHA's vision to create a fully multilingual site?	Revise; DELETE the sentence.
17.	We assume the requirement to provide post-launch support would be addressed under a separate, specific contract. Can you confirm or clarify?	Post-launch support will be included in the awarded contract. Respondents shall include all costs in the Price Proposal, Exhibit 1.
18.	Would DCHA consider an alternate approach to a post-launch support arrangement?	Yes. Respondents shall respond to the RFP with providing both a Technical and Price Proposal that represents the manner in which they propose to provide the Scope of Services and the costs for doing so.
19.	Please confirm that DCHA is responsible for creating and curating all content on the website.	DCHA controls all content.
20.	Can you provide additional detail regarding the current technical setup of dchousing.org?	Microsoft IIS web server with XML and some SQL server back-end.
21.	Please clarify what the budget range is for this project. Does it include hosting, software licensing fees (if any), and the two years of support (page 7, Scope of Services H)?	The anticipated budget is less than \$150,000 and it includes the entire scope of work.

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22.	What is your current CMS?	Custom CMS.
23.	Can we propose a non-open source CMS?	No.
24.	If you want to use a Wordpress theme, do you plan to use an existing theme, an off-the-shelf theme or a custom theme?	No, Wordpress.
25.	In the Scope of Work Section F, there is a mention of maintaining the sites. Please provide URLs for the sites that are within the scope of this project.	Revise; DELETE Section F. Content Management.
26.	In that same section, what digital tools are you looking for?	Revise; DELETE Section F. Content Management.
27.	Are you looking to use a translation tool like Google Translate, or do you plan to have separate pages in Spanish? What about the other languages currently listed on the site (French, Vietnamese, Chinese, Korean, and Amharic)?	Revise; DELETE all references to Translation. Translation Services are not included in the scope.
28.	How much content will be migrated? How much new content will be developed? Who will write the new content?	All content will be created and managed directly by DCHA.
29.	Please confirm the three-month timeline for the project to launch.	The projected timeline is to have redesign and launch complete in 90 days.

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30.	Our employees do not have uniforms or badges to wear when onsite at DCHA. Will those be provided?	Yes, vendor ID can be provided.
31.	In the Technical Requirements section, please provide information about the web-page forms. Will the information submitted on the forms need to be emailed to a staff member, integrated with a third-party application, or something else?	Revise; DELETE the sentence.
32.	In the Technical Requirements section, please explain what is required for "online fillable forms related to procurement and housing applications and qualifications."	Revise; DELETE the sentence.
33.	Does this requirement need to include single sign-on (SSO)? If so, against which third-party application will the user authenticate?	Revise; DELETE not applicable.

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34.	Please explain what is meant by "full OAS process online."	Revise; DELETE the OAS process is not included in the scope.
35.	In the Proposal Format section, can Documentation to Substantiate Past Experience (3) and References (7) use the same Clients?	Yes.
36.	Given the three-month timeline and the unique skills needed for this project, "Prospective Respondent" won't be able to recruit individuals under the Section 3 Program requirement. We understand that a cash donation may be made in lieu of this staffing. Please advise what the recommended or required donation amount will be.	For service contracts where it is deemed unfeasible to hire or subcontract, DCHA recommends a 3% contribution to the Section 3 fund, or an equivalent other economic opportunity such as training residents in a skill that will help them find employment.