

ITB-23-014-JW
Website Development

Questions & Answers

1. Can we provide references regarding website projects, even if they were not for schools or government entities?

Answer: Please submit the references from your former clients for our review. As mentioned in section in Attachment 12, references from three (3) schools with the complexity and/or size of M-DCPS schools, preferably. We will review the references individually to determine whether they meet the requirements.

2. What specific website development, maintenance, and support services are expected to be provided under this contract?

Answer: To assist schools with website changes and updates as needed.

3. How will the payments be processed and made to the Awarded Bidder after the delivery, inspection, and acceptance of the projects?

Answer: Payment for services will be processed through the location purchasing the services.

4. If a bidding vendor is awarded via this ITB process and is added to the list of pre-approved vendors, what are the purchasing requirements for M-DCPS schools who would like to work with them?

Answer: Once the ITB has been awarded, any school in need of service will be required to send out a Request for Quotations to all of the vendors on the pre-approved list if there are 25 or less awarded vendors. If there are 25 or more awarded vendors on the preapproved list the schools must request quotes from at least 25 of the listed vendors.

5. Can schools choose to partner with a pre-approved vendor who is not the lowest responsive bidder, but offers features/services that the school finds of value and needs, but is beyond the scope of the requirements listed in the ITB?

Answer: Yes, schools can do business with a vendor that did not provide the lowest quote as long as a valid justification is provided to the Procurement department for approval.

6. If a school is choosing to partner with a pre-approved vendor that is not the lowest bidder, is there any additional documentation required on behalf of the school as a justification?

Answer: No, a justification is not required for utilizing the lowest quote.

7. What is required from schools in order to renew annual website service from a pre-approved vendor after the first year of service? Are 3 bids required for renewal

Answer: Three (3) bids will not be required to renew the website services. The school will need to provide a quote for the renewal.

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8. For the client references section:

As this is our company's first time responding to a MDCPS ITB, we don't have any Miami Dade Schools in our client portfolio. However, we have done successful work with the **City of North Miami** (Through their **Smart Biz Micro ecommerce grants** since 2020 to present) as well as the **Miami Dade County Beacon Council** (2021-present) through their **SBX Grant programs** - helping small businesses with web related services in the County post COVID.

- 8a. Can we use clients from those 2 sources?

Answer: Please refer to the response to question #1.

- 8b. Not having specific school references, will that hurt our chances in getting pre-approved status as a vendor?

Answer: School references are preferred but not required.

9. What is the best format to submit all the documents (to be uploaded in demandstar)?

9a. 1 zipped file in pdf format? OR

9b. Separate individual and properly labeled and well organized pdf files?

Answer: You can either upload all documents as one pdf file or add a zipped folder.

10. Fully understanding that the deadline for questions on the ITB itself is today, but if during the uploading process, as this our 1st time, we were to come across any challenges/obstacles in the process of uploading, are we able to ask questions/directions/help?

Answer: If you experience any issues uploading your response to Demandstar, please feel free to reach out to the buyer for assistance.

11. We are a foreign corporation registered to do business in Florida and don't have local business tax receipt. Can we still bid on the RFP. It would be great if the local tax receipt criteria can be waived off

Answer: Please provide us with the applicable state tax documentation for your home state.

12. Is the MDCPS okay with using google translate or do they want to build it locally which will be time-consuming?

Answer: Google translate is allowable.

13. Can we please have details regarding the IT/System landscape at the MDCPS?

Answer: Websites should be hosted on vendor servers using the vendors data center. Websites will be linked from the M-DCPS website using the vendor provided URL.

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14. Can you please share the current support team structure for IT support at MDCPS?

Answer: This will not apply to this solicitation. Schools should have direct access to vendor developing their website.

15. Are all the resources required to work onsite? No, but some meeting may require in person conversations Or remote work is an option? **Remote work is an option**

16. Can MDCPS provide the availability of the resources from their team that will be allocated for this project?

Answer: This will vary by school as each school will determine who will be involved in their schools website project.

17. Can you please share the Current and To-be landscape details?

Answer: This information will not be provided as it is not a requirement for this solicitation.

18. Is this a new RFP or there are any incumbents?

Answer: This is not a new ITB. The previous contract expired in July of 2024.

19. If there are incumbents can we have the names and if possible a copy of their past contract with MDCPS?

Answer: There are no current incumbents however the previous board item has been attached to this addendum which includes a list of the previous awardees. Please refer to exhibit 1.

20. Does MDCPS have any visa constraints for resources submitted? Is a resource on H1B visa acceptable?

Answer: This question requires further clarification.

21. Are the references required for specific individuals or as a company?

Answer: As a company

22. Will MDCPS accept the resources who are interested only in a contract position and not in a full-time position?

Answer: N/A, each vendor is responsible for their own resources.

23. What factors are driving MDCPS to evaluate another provider instead of the incumbent provider for these services?

Answer: The previous contract has expired, therefore a new contract was advertised.

24. Are systems currently hosted on-premise or on Cloud?

Answer: Vendor developed website are hosted on the cloud.

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25. Does MDCPS plan to select a single vendor or multiple vendors for this RFP?

Answer: Multiple vendors will be selected for this ITB.

26. Do we need to submit details/resumes regarding identified resources?

Answer: No

27. Do you need complete resume or summary only?

Answer: A summary.

28. Can we submit representative resumes or MDCPS needs specific resumes of individuals?

Answer: Representative resumes will suffice.

29. Any major projects planned in coming years which vendors should be aware of?

Answer: At this time, we are not aware of any upcoming projects in the future.

30. Is price required to be submitted with our response? Or, is that an additional submission after the list of pre-approved vendors has been approved?

Answer: No, pricing is not required with your response. It will be required at the time of the RFQ requests from the schools.

31. If price is required, are we at our own discretion to decide the format of our submitted price? For example, can we submit a formulaic pricing structure (e.g., can we provide a per-student cost)?

Answer: Please refer to the response to question #30.

32. Once approved, will vendors have access to the list of pre-approved vendors and their submitted documentation?

Answer: A list of the pre-approved vendors will be available on the procurement website at <http://procurement2.dadeschools.net>. To obtain a copy of submitted documentation, please submit the request to pr@dadeschools.net.

33. Will the scope of services we submit with this bid have to be the same as the scope of services that we present to the schools who choose us? In other words, will the proposal response we submit have to stay rigid after submittal, or can it be adjusted once we are selected as a pre-approved vendor?

Answer: The scope should not change after submission. If a school determines that they would like additional features added to their website that is not part of what they selected, that can be discussed with each individual school.

34. You said that this bid is only for a school website, but that this is on a school-by-school basis, and that some might want to purchase additional services based on

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their needs. Will our submitted proposal be what each school looks at to determine what add-ons to purchase?

Answer: No. Upon request from the school site, awarded firms should include various templates with pricing for each template, so the school can determine which template they will use and what the template will encompass and cost.

35. Will interactions between schools and the vendor **begin** after the submission of a RFQ, or will there be opportunities to interact and get in touch as soon as the vendor has become pre-approved?

Answer: Once the bid has been awarded, schools will be able to submit RFQ's to approved vendors for quotes on an as needed basis.

36. You say that schools will need to state their reasoning for choosing a vendor that **isn't** the lowest bidder. What will that look like – will their reasoning **have** to align with what is in our official submitted proposal response, i.e. a listed add-on, or can they plead a case for selecting a more-expensive vendor based on ideas discussed in an initial discovery conversation between that vendor and the school?

Answer: Please refer to the response to question #5.

37. Can you share with us the price that schools have previously spent on their website development with previous vendors?

Answer: Please be more specific with your request as schools were able to select from various vendors on the previous contract for these services. Your request should be sent to pr@ddschools.net.

38. Under line-item B of the Scope of Work, when you ask us to indicate what forms of usability testing we conduct, are you referring to usability testing on a school's current site to inform implementation decisions, or usability testing once you go live with a new site with us – or both?

Answer: Vendor is to provide information that outlines how the website is tested for responsiveness, ADA, performance, etc.

39. As I understand it, schools will submit their own RFQs to the list of pre-approved vendors. Once quotes are submitted, they will choose the best vendor, and – if not the lowest – will explain why they chose them. Then, they will submit their choice to the district, who will then approve or disapprove of their choice. Is that accurate? Who has the final authority to approve a school's choice?

Answer: All purchases will be processed through the Procurement department. If the school has chosen to not select the lowest vendor, then a justification will need to be provided to Procurement, who will then determine if the purchase is valid.

40. How many schools, students, and teachers do you have in the District?

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Answer: Approximately 340,000 students and 15,000 teachers

41. You say that this bid is only for your schools' websites. Is there any opportunity for the district to use a pre-approved vendor to redesign their own district website.

Answer: This is not part of this solicitation at this time.

42. Once pre-approved list is confirmed, will the RFP/RFQ process differ depending on the school?

Answer: Schools with interest in purchasing the services will submit a RFQ to the awarded vendors on the contract.

43. Would hosting be a deliverable as well for an awarded vendor? In other words, if a school chooses a vendor, will that vendor design AND host their site?

Answer: Yes

44. Regarding references from previous contracts with other schools, could you please clarify if references from websites we have developed for other organizations, such as the SBDC in Broward and Palm Beach, would be considered valid?

Answer: Please refer to the response to question #8a.

45. Are there any specific features you would like to integrate into the website (e.g., social media integration, maps, live chat)?

Answer: The submissions should include various templates with pricing for each template, so the school can determine which template they will use and what the template will encompass and cost.

46. Do you require a login system or a member area?

Answer: Login systems are required only if the website comes with a Content Management System (CMS) that schools will use to update/manage their website.

47. Do you have any reference websites that you particularly like and feel align with your needs?

Answer: No

48. Is there a requirement for integration with a specific CRM or platform?

Answer: Integration with a specific CRM or platform will only be required if the website comes with a Content Management System (CMS) that schools will use to update/manage their website

49. Will the website need to manage sensitive information, such as social security numbers or driver's licenses, from students or vendors?

Answer: No, the website will not manage sensitive information.

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50. What type of maintenance will be required for the website? We assume that ongoing changes to design, text, and new information will be necessary. Is this correct?

Answer: Yes, there will be ongoing changes to the the websites.

51. In regards to INSURANCE REQUIREMENTS, our GL insurance complies with your requirements. Is it mandatory to have Cyber Liability as well?

Answer: Yes, it is mandatory to have Cyber Liability as well.

52. It is my understanding if a school is renewing their website services with the same vendor they do not have to get the 3 quotes all over again. Is this correct?

Answer: Yes, that is correct.

53. It was brought up on the call that the process for quotes has changed. Schools will now have to request a quote from all pre-approved vendors on the list?

Answer: Please refer to the response to question #4.

54. In this case, is there a specific timeframe that schools need to give to a vendor for a no bid response to be accepted (i.e. 1 business day?)

Answer: No, there isn't a specific timeframe, however schools encouraged to give vendors a deadline to respond to the RFQ.

55. If there is any additional info that is needed after we submit our bid would you be reaching out to us directly or after we submit is it final and you will only consider our application as is?

Answer: The buyer may reach out to vendors if there are missing required forms that were not included in the bid response.

56. If we submit our bid prior to the deadline but want to add additional info or amend any info are we able to do so prior to the bid deadline?

Answer: Yes, you may submit additional information via demandstar prior to the bid deadline.

57. Is the school district seeking a new website or is this a revision of the site at URL dadeschools.net?

Answer: This is only for individual school websites.

58. If this is a revision for dadeschools.net, who created the current site?

Answer: This is not a revision of Dadeschools.net. This applies only to individual school websites.

59. Has there already been a site map developed for this project?

Answer: Not required for this project

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60. Does the website need copywriting assistance or will all the assets be supplied to the chosen vendor

Answer: No

61. Does the district have any specific CRM requirements or preferences in regards to this project?

Answer: Please refer to the response to question #48.

62. Will there be a need for ongoing support after the website goes live?

Answer: The need for ongoing support will depend on the school and the services they require.

63. Is there a list of pre-approved vendors available?

Answer: The previous contract has expired. However, you can obtain a copy of the previous list of vendors on the Procurement website at <http://procurement2.dadeschools.net>.

64. What is the procedure for becoming a pre-approved vendor for this RFP?

Answer: To become a pre-approved vendor , you must submit a response to this solicitation with all of the required documentation.

65. Are there specific criteria or requirements to qualify as a pre-approved vendor?

Answer: Please refer to the solicitation for the requirements to qualify as a pre-approved vendor.

66. Are we building a website from scratch? Or are we upgrading the existing website?

Answer: This will depend on the needs of the schools.

67. Who are the main users of the website? Do we need to make portals for Employees, Students and Parents?

Answer: The main user of the school websites is the school location. At this time, we do not need portals for employees, students and parents.

68. Which languages will be used for localization? Any other than English. Spanish and Haitian Creole

Answer: None

69. How much volume of data are we migrating?

Answer: Data migration is not required.

70. Will the website hosted on cloud or on-prem?

Answer: The website will be hosted in the awarded vendors data center.

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71. Is there any budget set aside for this project?

Answer: There is no budget set aside for this project.

72. What kind of support is required after the website development?

Answer: Please refer to the response to question #62.

73. What is the difference between the 2019 ITB 18-067-DP Website Development and the 2024 ITB 23-014-JW, Website Development? Are they the same? If not, please provide the difference.

Answer: ITB-18-067-DP Website Development was released a few years ago and expired recently. ITB-23-024-JW has been released to continue services for website development.

74. Will we be disqualified if we don't have a school reference for the Website Development ITB 23-014-JW?

Answer: Please refer to the response to question #1.

75. What are the primary business drivers for issuing this RFP?

Answer: The previous contract expired.

76. Can we please have details regarding the IT/System landscape at the School Board of Miami-Dade County, that would be relevant to this project?

Answer: This is not necessary for this solicitation.

77. Can you please share the current support team structure for IT support at School Board of Miami-Dade County?

Answer: This is not necessary for this solicitation.

78. Can School Board of Miami-Dade County, provide the availability of the resources from their team that will be allocated for this project?

Answer: Vendors will work directly with schools

79. Please share details regarding customizations and interfaces.

Answer: No customizations or interfaces are required for this solicitation.

80. Are systems currently hosted on-premise or on the Cloud?

Answer: This is not necessary for this solicitation.

81. Is School Board of Miami-Dade County good with remote work?

Answer: Yes, we are good with remote work.

82. Is School Board of Miami-Dade County good with offshore resources providing support?

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Answer: The District requires US based resources only.

83. Is this a new RFP or are there any incumbents?

Answer: This is a new solicitation that has been released to continue services for website development. The previous contract has expired, therefore there are no current incumbents at this time.

84. If there are incumbents can we have the names and if possible a copy of their past contract with School Board of Miami-Dade County?

Answer: Please refer to the response for question #19.

85. Do you need a complete resume or a summary only?

Answer: No, you do not need to complete a resume or a summary for this solicitation.

86. Is there a budget limit for this project?

Answer: Please refer to the response to question #71.

87. Any major projects planned in coming years that vendors should be aware of?

Answer: Not at this time.

88. Are you looking for any 3rd party software or tool apart from those mentioned in the RFP in the future? If yes, please provide a list of tools/software.

Answer: Not at this time.

89. Are you looking for Multi-language support?

Answer: The website should be able to render in English, Spanish and Haitian Creole.

90. We are an MBE-certified enterprise by CMSDC. Does it help meet DBE requirements if any?

Answer: There are no preferences for certified firms for this solicitation. However, we encourage our vendors to get certified with M-DCPS by contacting our Office of Economic Access.

91. We are registered as a foreign organization in Florida, and hence, we don't have the Local Business Tax Receipt. Can we still submit the RFP response? Is there an alternative to satisfy this requirement?

Answer: Please provide us with the applicable state tax documentation for your home state.