



CITY OF PROVIDENCE, RHODE ISLAND

Department: Arts, Culture & Tourism

RFP Title: PVDFest Website Update

Opening Date: 03/10/2025

Addendum #: 1

Issue Date: 02/25/2025

The purpose of this addendum is:

The Purpose of this addendum is to provide answers to submitted vendor questions.

FAQ – Procurement #43267 – PVDfest Website Update

Q. What are the main pain points of the existing PVDfest website that need to be addressed?

A. The site is not organized in a functional way to be a dynamic, image-rich source of up-to-the-minute information pertaining to the festival to come/during the festival itself as well as an archive of past festivals, and it needs to be; it also does not conform to current trends in festival website design – basically it looks stale and outdated.

Q. Are there any pre-selected design standards or technology constraints beyond WordPress?

A. No

Q. Does the City have existing hosting infrastructure, or will the vendor be responsible for migration and ongoing hosting?

A. Yes, the City has existing hosting infrastructure.

Q. Are there any integrations required (e.g., CRM, ticketing, social media, GIS mapping)?

A. We need integration of social media (Instagram at least) but we use a static map during the festival not a GIS/map API.

Q. Will the City provide media assets (images/videos), or should vendors budget for media production?

A. The City has all media assets necessary.

Q. Are there preferred multilingual support requirements beyond basic translations?

A. The site should support basic ADA/multi-lingual translation tools as the current website does.

Q. Does the City of Providence have a predetermined budget range for this project?

A. No.

Q. Is funding for this initiative already secured, or is it contingent on future approvals?

A. Contingent on future approvals.

Q. Should we include ongoing website maintenance costs in our budget estimate, or is this expected to be a one-time development project?

A. The RFI asks for respondents to propose the cost of creating a tool kit for issues that may be related to the specific project, but they should not propose an ongoing contract. The City retains its own staff to support website maintenance and the most helpful respondents will take this into account when considering their proposed fee structure.

Q. Are there separate budgets allocated for design, development, and content creation, or should all services be bundled together in a single pricing proposal?

A. Any future RFPs will bundle design and development together. The city will not seek content creation as there are ten years of festival documentation already. Respondents may separate these cost centers out in a single proposal.

Q. What level of detail is expected in the cost estimate (e.g., itemized breakdown, hourly rates, fixed-price contracts)?

A. The more detail provided by respondents, the more likely any forthcoming RFPs generated through the learnings from the RFI will account for all necessary expenses.

Q. Will the City allocate additional budgets for third-party integrations (e.g., CRM, ticketing systems, social media automation tools), or should these costs be included in our estimate?

A. Any proposed tools should be included in an estimate along with anticipated annual fees.

Q. Are there any specific funding limitations or spending guidelines we should be aware of when structuring our pricing proposal?

A. No.

Q. Are there existing technical constraints or required integrations (e.g., city security policies, third-party tools) that we should consider?

A. No.

Q. Will the new site need to maintain any specific plugins or integrations from the current WordPress setup?

A. The City will retain language and ADA accessibility plugins as it does for all its sites.

Q. What portion of the existing website content needs to be migrated vs. newly created?

A. The site is rebooted every year; it is unlikely that much would need to be saved. We are envisioning the creation of a new website.

Q. Is there an existing analytics tracking system in place, or should we propose a new tracking and reporting framework?

A. There is currently a basic analytics platform. Feel free to propose additional tools.

Q. Would the City be open to recommendations for potential monetization strategies (e.g., advertising placements, sponsorship opportunities)?

A. Not as part of this RFI unless it pertains to specific design parameters for the new site.

Q. Does the City have a strict deadline for launching the updated site, or is there flexibility?

A. While there is flexibility, the City anticipates that it will release any RFPs pertaining to this project in the fiscal year to come beginning July 1, 2025.

Q. Are there any festival-related milestones we should consider in our project timeline?

A. The festival takes place in September and the submission portals open in March.

Q. How involved will City staff be in content uploads, testing, and approvals?

A. City staff will maintain the site, upload content, and should be involved in testing.

Q. Would the City prefer a phased rollout approach, or should all new features go live simultaneously?

A. Simultaneous roll-out is preferred.

Q. Is a post-launch warranty or support period expected, and if so, what duration would be preferred?

A. While not expected, the City would welcome proposals for an optional support-period of three months.

Q. Are there any preferred accessibility standards beyond ADA compliance (e.g., WCAG 2.1 Level AA)?

A. Currently used ADA accessibility tools are preferred.

Q. Does the City have a preference for handling multilingual content (e.g., automated translation, human translation, or dedicated multilingual sections)?

A. Currently used automated translation tools are preferred.

Q. Which audience segments are considered the highest priority for engagement on the new website?

A. There is not a single preferred audience segment the site hopes to engage over and above others.

Q. Is there a project budget range?

A. No.

Q. Where will the website be hosted?

A. The City owns a domain name, and uses a server, but Wordpress is the platform.

Q. Will the new site be launched prior to the 2025 event? If yes, is there a rough launch deadline in place?

A. No.

Q. Can remote teams work on this project?

A. Yes.

Q. Will there be external tools (calendars, mapping etc) that the new site will need to integrate with?

A. Yes, primarily social media. We do not use a calendar plugin or a mapping API.

Q. For the WordPress installation, do you have a preference for specific themes, plugins, etc.?

A. No, but the City currently uses Elementor for another site so that could be used.

Q. If a bid is shipped via an international courier (DHL, FedEx, UPS), how should tracking details be communicated?

A. Tracking details can be sent to the Purchasing department via email at purchasing@providenceri.gov

Q. Will there be an extension if mail delays impact international bidders?

A. There will be no extension for proposals received after the bid opening date.

Q. Is there an online portal for bid tracking after submission?

A. Bid tabulations and proposals can be accessed online through the City Clerks Open Meetings Portal; search by meeting date and procurement number:
<https://providenceri.ig2.com/Citizens/Calendar.aspx>

Q. Can you confirm that physical submission is the only accepted method for this bid? Is there any alternative for bidders currently located overseas? If physical submission is mandatory, is mailing via USPS, FedEx, or UPS an acceptable method?

A. Physical submissions are the only method utilized by the city at this time. Electronic submissions via email will not be considered. Mailing via USPS, FedEx, or UPS is an acceptable submission method.

Q. What specific forms are required for submission? Can they be provided digitally before mailing the bid?

A. As this is a Request for Information as opposed to a Request for Proposals, form #1 "Certificate Regarding Public Records" (Pg. 3) is a requirement.

Q. What are the evaluation criteria for this bid? Are there specific weightings for cost, experience, or approach?

A. There is no evaluation for this RFI.

Q. Is there a required bid bond or any other financial security?

A. At this stage of market research, there is no bid bond requirement for this RFI.

Q. What are the payment terms and contract length if awarded?

A. A contract and payment terms will be determined upon the issuance of an RFP (Request for Proposal)

Q. How will bid notifications be communicated to applicants (email, website, etc.)?

A. Vendors will be able to access distributions and notifications online through the City Clerks Open Meetings Portal; search by meeting date and procurement number: <https://providenceri.igm2.com/Citizens/Calendar.aspx> . Emails to submitting vendors will also be issued.

