



**RFP No. 2853 – ADDENDUM NO. 3**  
**Redesign, Development and Hosting of the City of Lompoc Website**  
**THE DATE TODAY IS: Wednesday, May 24, 2017**

Please note the following changes, additions and/or deletions to this procurement named above.

The following are responses prepared for questions submitted with regard to RFP #2853. We are releasing this Addendum to address these questions and for all registered bidders to have access to the same information.

- There is no analytics code package installed on the existing website at this time. Given this fact, the successful bidder will not be able to review reports since none exist.
- Reference to "auxiliary department sites" is hereby deleted. There will be no auxiliary sites and the entire webpage will be addressed..
- With Regard to Section 2.1.10 – Robust Hosting Environment: The City of Lompoc is flexible as to our hosting needs based upon cost considerations and will evaluate all recommendations for hosting and costs.
- The City does recognize that the 4-month timeframe requires a dedicated point person on the City side OR terms in the contract that release proposers from the stated deadline date due to delays on the client side.
- There will be a single point person responsible for communicating with the successful proposer's team and aiding in the communication process.
- With Regard to Section 2.73.7.4 – Apply for Permits – the Solution should have the capability for citizens to apply for permits and the ability to electronically track the different stages of the application process. Also should include the ability to integrate this process with the CRM managed processes already in place. The City of Lompoc currently uses TRAKIT software for permits. This functionality should be integrated into the webpage.
- What the City of Lompoc is looking for in Section 3.7.8 – "Citizen Request Management Tool – Solution should have a citizen request module that allows citizens to submit requests using quick and easy forms and provides online progress tracking" is the ability to register Citizen Inquiries and manage them through administrative rules or procedures.
- With regard to Section 3.7.19 Event Registration – This section of the website would be used across departments for their own events. We would like for citizens to be able to register for events and/or classes and to make appointments on the website.
- The City will release information upon whether we currently have a merchant processor and what their gateway is to the successful proposer upon award of the contract.
- Clarification on Section 3.7.21 Facilities Reservation – The City is seeking an easy way to schedule facilities (picnic areas, pool, park gazebo areas, etc. available to residents) or conference rooms (available to City staff).
- Clarification on Section 3.7.6 – there will be a third party software source to accept and process payments through e-commerce functionality.
- Clarification on Section 3.7.6.7 – The City's intent is to replicate the layout of existing forms on a City form.
- Clarification on Section 3.6.29 Job Posts – The City is just looking to see what vendors have to offer in this area. We may or may not use this.
- Clarification on Section 3.6.34 Meetings Manager – The City has received a statement from a prospective proposer saying that the scope on this item is significant and not enough information is provided. What we are asking for is whether the vendor can supply a solution for creating and managing City Council and City Commission agenda packets. It is understood that this is also available as a standalone software solution.
- Clarification on Section 3.8.3 Disaster Recovery – What the City is asking is whether the proposer has a disaster recovery plan.



RFP #2853 – Redesign, Development & Hosting of City of Lompoc Website

Addendum #3

Page 2

- Clarification on the project budget of \$40,000 which was disclosed on Addendum #1 – No, this figure does not include ongoing maintenance and support.
- The City is not currently collecting analytics on the site that can be used as a baseline.
- The City is not currently collecting heatmap data. We will start if it is included in the proposal.

This Addendum must be acknowledged and returned on or before Tuesday, May 30, 2017.

This addendum may be returned separately from **RFP No. 2853 – Redesign, Development & Hosting of City of Lompoc Website**. This signed Addendum may be emailed to Maria Salazar at [m\\_salazar@ci.lompoc.ca.us](mailto:m_salazar@ci.lompoc.ca.us).

Thank you,

Maria Salazar  
Buyer

**Bidder's Acknowledgment:** I/We the undersigned bidder hereby acknowledge this Addendum to RFP #2853.  
**(Please type or print)**

COMPANY NAME

SIGNATURE OF AUTHORIZED REPRESENTATIVE

ADDRESS

AUTHORIZED REPRESENTATIVE (PLEASE PRINT)

CITY, STATE AND ZIP

TITLE

PHONE NUMBER

E-MAIL ADDRESS

FAX NUMBER

WEB PAGE ADDRESS

DATE