

Provision of Design, Development and Hosting of the Albany Parking Authority Website
RFP 2022-05
Q&A

1. The RFP discusses multiple sales portals - Is this a requirement of the RFP, or can a bidder respond solely to the marketing/events website [ParkAlbany.com](https://parkalbany.com)?
 - a. The sales portals are a requirement
2. Are these sales portals replacing the systems already in place on <https://parksys.parkalbany.com/>?
 - a. Yes
3. What is motivating the shift away from that existing sales portals?
 - a. Need for improved interface, user experience and product flexibility
4. As part of the new sales portals, will existing customer data/purchases need to be migrated?
 - a. Yes
5. How many languages will the website support?
 - a. English, Spanish, French, Chinese (Mandarin, Cantonese), Arabic (dependent on cost and ability to integrate)
6. Will the Albany Parking Authority be providing localized content to be used in the language translation plugin, or will translation need to be considered as part of the overall website scope?
 - a. This will need to be considered
7. How many board/senior staff members will have access to the private portal?
 - a. Approximately 12-15
8. What types of links on the website will be using a branded short link URL?
 - a. Currently we do not use a short link
9. Are there specific IT security requirements for this project?
 - a. Standard industry practices, PCI compliance or token-based payment processing. CCPA/GDPR should be followed.
10. What is the current budget to host/maintain [ParkAlbany.com](https://parkalbany.com) and related portals each year?
 - a. None specified

11. What is your target date to go live with the new website?
 - a. Q1 2023
12. Could we request an electronic submission in light of the lifting of all delivery guarantees from all the courier companies?
 - a. No
13. Could you let us know if you have a local preference or are you open to a Canadian agency that has done similar work with clients across North America?
 - a. No preference
14. Does the Parking Authority have a budget range for this project?
 - a. No budget specified
15. Can you share the metrics contained current sales reports?
 - a. Our current sales backend is Magento, which provides the following metrics in our sales reports: Order Number/ID, Order/Invoice Date, Customer Name (first and last), Product Sku, Unit Price, Order Total.
Fields that are not currently in our sales report but are wanted: Account Number, Product Name, Quantity Order Number.
16. If applicable, what are the challenges of the current website infrastructure/CMS?
 - a. Inability to void a sale or issue a refund directly through our sales backend (Magento), no options for a customer to cancel their monthly parking passes through their online account, and to have a notification of the cancelation sent to our customer service department.
17. Do you have a preferred CMS that the website be built in or can we offer recommendations?
 - a. Recommendations welcome
18. Can you please identify what is considered the top attributes of the current website?
 - a. Find parking abilities, event calendar, monthly parking sales portal/user accounts, public documents
19. Can you please identify the biggest issues/opportunities of improvement with the current website?
 - a. Usability/site navigation

20. Can you please identify the approximate number of basic website pages envisioned to be on the new website (25 – 50, 50-75, 75-100, etc.)? This information will help us estimate required labor.
- a. 25 – 50
21. To ensure we capture scope, is the gated section behind the “Account Login” in the upper right side of the header (<https://parksys.parkalbany.com/customer/account/login/>) a deliverable to be on the new website? If so, can you please summarize the tools and features of the section once access is granted?
- a. Yes, this is where monthly pass customer can update their account, contact & vehicle information. We would like to add a Cancel Service/Pass option within the customers account.
22. Referencing bullet #4 in section 4.1) Does the Authority currently have a solution in place that monitors and reports parking spaces, garage and lot availability? If so, can you please provide the name of the provider/product and website link?
- a. Yes, our garage entry/exit system does track how many vehicles are in each specific garage. The system provider is <https://www.flashparking.com/>
23. In regards to the Sales Portal (monthly passes/permits and ENPs), is a custom developed solution or 3rd party solution currently being utilized? If the latter, can you please provide the name and link to the product page?
- a. For monthly pass/permits the current system is custom and allows for prorated sales of these products. For ENPs there is not a system currently in place.
24. In regards to hosting, can you please share traffic per month, file size and other usage data?
- a. Approx 5,300 users per month, between 4,869 and 7,016 in last calendar year. The marketing/events site is only 2GB. 4 short-term backups also kept on the hosting account approx 1GB each, for a total approx 6 GB. Monthly bandwidth average over last 16 months is 19.59 GB. The sales portal site is approx 20 GB. Monthly bandwidth average over last 16 months is 2.67 GB.
25. In term of the proposal selection process, will the criteria be lowest cost or best value?
- a. Best value

26. We also see a mobile application for parkalbany. Is the codebase for the mobile application the same as that of the web application? If yes, is the mobile application updation a part of the project scope?
- a. No, the mobile app is a proprietary 3rd party app for our parking meter system and not associated with our website.
27. What is the technology stack(such as database, frontend languages, backend, search technology etc) that the website is currently using or running on? Please be specific and include as much as details as possible.
- a. LAMP - Apache, MySQL, PHP. Joomla & Magento power the two sites
28. Where is the website hosted currently? We are assuming that the hosting infra will remain the same. Kindly confirm. Please be specific and as detailed as possible.
- a. Hosted at RemCom on a private dedicated virtual server in our data center.
29. Also, please confirm that access will be provided to hosting provider's account login & also existing code, if necessary.
- a. Yes
30. Could you elaborate the list of integrations such as authentication systems, payment gateways et al. that the website currently connects to or will need to connect in the future? Please be specific and as detailed as possible.
- a. Authorize.net payment gateways for the website. No integrations with other parking/garage systems
31. What is the current authentication system? Kindly elaborate as much as possible on the protocols.
- a. Website authentication is standard - user creates account with email address & password.
32. Will we be provided architecture diagrams of the existing environment?
- a. No.
33. Will we get the website certificates? How long are the current certificates valid for?
- a. TBD - currently provided by the web host, to be determined based on hosting platform.

34. Do you have up-to-date documentation that details the hardware, software, licenses, SOP such as workflow for FOIL of the website? Will it be shared with the vendor?
 - a. We do not have this documentation
35. Is there an existing 3rd party support/hardware/maintenance agreement in place for integrations? If yes, what level of support do we have (4 hours, next day, etc.)?
 - a. No agreement in place for web integrations - a maintenance agreement in place for the marketing site (Joomla) to manage updates as they are released.
36. Are there any perennial problems that you want our help with resolving? Please be specific and as detailed as possible.
 - a. None that have been identified.
37. What website features and roadmap is currently being developed?
 - a. There is no roadmap currently developed
38. Will you supply an itemized list of current known issues / bugs?
 - a. No list currently exists
39. What is the roadmap for future enhancements, bugfixes, or reducing technical debt?
 - a. No list currently exists
40. Are there any assumptions around future requirements, upgrades, etc or should these be assumed to be future scope projects to be defined in the future?
 - a. Future scope
41. We understand that the website should be ADA compliant. What are the current assistive technology tools supported?
 - a. Unknown
42. Is there a VPAT available from 3rd party apps being integrated into the website?
 - a. Not integrated with current site.
43. Are both mobile and website versions in scope for ADA compliance?
 - a. The new the website should be mobile friendly, not all features on the wbsite should be accessible on a mobile device.
44. Is there a documentation on current ADA compliance coverage?
 - a. No.
45. Is there a need for compliance for any documents like MS office docs and PDF?
 - a. Currently Unknown

46. Is there any data classification like NPI, HRCI, NPPI? If yes are there any user roles that will have restricted access?

- a. PII is Personally Identifiable Information - customer names and info such as address, email, license plate are provided by the consumer. NPI/NPPI is narrower but may still apply. Restriction levels tbd.

47. Is there an admin/moderator requirement before the content can be allowed to appear on website or once published on social media the website should get it as is?

- a. Yes, there should be an option for Admin to approve content before it appears on website.