



QUESTIONS	ANSWERS
<p>Section 1.3 states the website is "hosted by Planetaria", while Section 3.0 states it is "hosted on Pantheon". Can LAFPP clarify if the current hosting contract is held directly by LAFPP, or if it is held and billed through the incumbent agency? If held by the agency, what is the current Pantheon service tier (e.g., Gold Workspace, Elite Site Plan)?</p>	<p>it is held and billed through the incumbent agency. The WordPress backend is on Pantheon Performance Extra Large Plan and the front-end is on Pantheon Front end plan. In addition, it has Advanced Global CDN enabled.</p>
<p>The RFP mentions allowing for future upgrades including "AI integration, chatbot implementation, and development of a mobile app". Are these major enhancements expected to be scoped, estimated, and billed as separate individual projects via the hourly rates provided in Section 4.0, or is the contractor expected to absorb any of these development costs into the baseline maintenance fee?</p>	<p>These upgrades would generally be an additional cost outside of this contract.</p>
<p>The RFP requires the site to integrate with the Pension Administration System and Docushare. Do these systems currently have established and documented REST APIs/web services available for the contractor to utilize, or will the contractor be responsible for helping to build out those endpoints?</p>	<p>The Frontend uses WordPress standard APIs and custom APIs. No dedicated external API gateway is currently implemented. API and middleware responsibilities are handled within WordPress and Next.js.</p>
<p>The questionnaire asks "Where is your hot-site back-up for systems?". If the contractor recommends keeping the site on Pantheon, does LAFPP require the contractor to maintain a separate, independent hot-site backup infrastructure outside of Pantheon's native enterprise disaster recovery and backup systems?</p>	<p>That would be good to have but not a must.</p>
<p>For the "Cost for Miscellaneous Services" table, should bidders include the estimated annual cost of premium WordPress plugins (e.g., advanced form builders, security plugins, SEO tools) under "Software &amp; Licensing Fees", or does LAFPP currently hold the direct licenses for the site's required plugins?</p>	<p>No, we do not hold direct licenses. Please include any costs.</p>
<p>Would you need any copywriting services?</p>	<p>No.</p>
<p>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 the United States, with</p>	<p>Companies outside of the USA are welcome to apply/submit for this RFP.</p>



some currently being the States of California, Hawaii, Michigan, Virginia, Colorado and Wyoming?	
Would you need any original or stock videography or photography?	Not needed.
How much content do you currently have on your website?	A total of 4000 files, mostly pdfs and images.
Would you be open to switching your current hosting services provider?	At this time we are not looking to switch hosting providers.
For the pricing are you looking for lumpsum pricing for the entire year for each category of service or would you rather prefer a retainer model that would allow you to use any of our services with pre-purchased cheaper hours through the year? Or would you like us to provide rates for each resource for each year instead?	Yearly rates would work.
We understand this to be a purely maintenance agreement for the current website and not a full redesign or development, is this correct?	Correct.
Can you let us know what version of WordPress you are currently on, what plugins, themes, modules, etc. you do have installed and at what version levels, along with whether you own the licenses for it all or not?	Currently WP 6.2.2, Plugins are - Add WPGraphQL SEO, Add Admin CSS, Admin Columns Pro, ACF Pro, Ajax Search Pro, Broken Link Checker, Classic Widgets, CPT UI, Enable Media Replace, Filebird, Gravity Forms, GTranslate, Image Regenerate & Select Crop, Intuitive CPU, NS featured Posts, PublishPress Blocks Pro, PublishPress Revisions Pro, Quick Page/Post Redirect Plugin, User Role Editor, WP Fulltext Search Pro, WP Mail SMTP, WP REST Menu, WPGraphQL, WPGraphQL for ACF, WPGraphQL for Meta Query, WPGraphQL Smart Cache, WPIDE - File Manager & Code Editor, Yoast SEO LAFPP does not own any of these licenses.
Is there an incumbent? If yes, who is it?	Yes, Digital Deployment.



What are the front-end and back-end technologies used?	The LAFPP website is built using a decoupled (headless) architecture: Front-end: Next.js (React-based framework) Back-end (CMS): WordPress (headless CMS) APIs: WPGraphQL and WordPress REST API Hosting Platform: Pantheon
Is Planetaria (current host) expected to continue hosting the website?	Yes.
Can LAFPP provide more specifics regarding the required web services integrations with the Pension Administration System and DocuShare (e.g., API formats, authentication methods)?	No dedicated external API gateway is currently implemented. API and middleware responsibilities are handled within WordPress and Next.js.
For future AI capabilities (chatbot, AI-powered search engine), does LAFPP prefer open-source, commercial, or hybrid solutions?	LAFPP will determine the approach once the project begins.
Can LAFPP provide an approximate count of current pages, posts, documents, media files, and forms to be migrated?	About 200 webpages pages, 4000 media files.
What analytics tools (Google Analytics, etc.) are currently implemented, and does LAFPP require specific data privacy configurations?	Google Analytics and data configurations are found on our websites footer.
How many LAFPP staff members require CMS training, and does LAFPP prefer virtual, in person, or self-service training materials?	We anticipate only two staff members require training. Virtual and in person will work better than self-service materials.
Will subcontractor outreach through the Business Inclusion Program's RAMP system be required for this procurement since there are no participation goals listed in the RFP?	No.
Are there restrictions on annual cost escalations for multiyear agreements?	Yes, every year has a limited budget.
Would LAFPP like to maintain a decoupled CMS architecture similar to the current environment, or is there openness to alternative architectures?	We are happy with current set up, but are open to alternatives.
Section 1.4.6 references ownership of source code. Would LAFPP be amenable to a proprietary CMS solution where the vendor retains ownership of the source code? Our CMS is purpose-built for local government, fully maintained by our team, and includes ongoing updates, security, and support.	No. And this RFP is maintenance and hosting, not for redevelopment of the website



Will you be answering questions periodically, or will you be posting all questions at one time on April 3, 2026 ?	All at once.
Could you confirm the front-end framework used in the decoupled WordPress architecture (e.g., React, Angular, Vue)?	The LAFPP website is built using a decoupled (headless) architecture: Front-end: Next.js (React-based framework) Back-end (CMS): WordPress (headless CMS) APIs: WPGraphQL and WordPress REST API Hosting Platform: Pantheon
What tools are currently used for CI/CD, monitoring, and logging?	CI/CD: Git-based workflows managed through Pantheon Monitoring & Logging: Platform-provided monitoring (powered by New Relic) Logging and performance insights via Pantheon dashboard
Is there an existing API gateway or middleware layer supporting integrations?	No dedicated external API gateway is currently implemented. API and middleware responsibilities are handled within WordPress and Next.js
Could you provide historical support ticket data (e.g., ticket number, assignee, priority, category/subcategory, assignment group, status, SLA adherence, and resolution/closure timelines)? This will help us assess ticket volumes, workload patterns, and support effort estimation.	Our monthly average is about five support tickets.
What support model and SLA expectations should be followed (e.g., business hours vs 24/7, response/resolution targets)?	Our main expectation is urgent tasks are prioritized for quick resolution. For everything else, we can follow a schedule that works for both our teams.
What tools are currently used for incident and change management?	Support Portal.
Could you provide details on integration methods with systems such as Pension Administration and DocuShare (APIs, batch jobs, middleware)?	No dedicated external API gateway is currently implemented. API and middleware responsibilities are handled within WordPress and Next.js.
Will API documentation and access be available for these systems?	No.



Could you share current performance benchmarks (e.g., page load times, uptime) and whether any recent WCAG accessibility audits have been conducted?	At the time we do not have current performance benchmarks. Yes, a WCAG accessibility audit was conducted recently and the website is currently 80% compliant.
Can you confirm that the scope of this engagement is primarily ongoing support, maintenance, and incremental enhancements, with no immediate plans for full replatforming or major redesign?	Yes only a maintenance and support is required. No redesign or replatforming at this time.
How many users are involved in content management, and what does the content approval workflow look like?	Around 8 users and LAFPP will be responsible for all content.
Are there specific security or compliance requirements (e.g., encryption standards, audit requirements, data residency) that must be adhered to?	At this time there are no unique requirements beyond standard industry practices.
As per our understanding, Appendix 6.3 (Bidder CEC Form 50) is required. Could you confirm whether any additional Appendix documents (e.g., Appendix 6.2 – Insurance) also need to be submitted, or if acknowledgment of compliance is sufficient?	6.2 only needs to be completed if awarded the contract.
Are there any third-party vendors or dependencies (e.g., hosting, plugins, integrations) that require coordination, and what level of support is expected from the vendor?	Coordination with third-party services is rarely required, but selected contractor is expected to provide appropriate level of support.
Will the vendor be responsible for deployment and release management across environments (Dev/Test/Prod), or will this be handled by LAFPP?	LAFPP will handle all content deployment including testing and publishing. Vendor support is only required in rare cases when issues arise.
Should all activities (including enhancements, integrations, and consulting) be billed under the same hourly rate structure, or are there different expectations for support versus enhancement efforts?	Support usually is a different cost than any enhancement. Enhancements would be separate cost outside this contract.
Are there any location constraints or preferences for the delivery team (e.g., onshore, offshore, or hybrid model)?	None.
Based on our research, your annual budget for the website is slated for \$25,000 this year (ref: 2025-26-Final-Budget.pdf). Is that the budget range LAFPP anticipates for this engagement?	Yes, that is the budget range anticipated.
Would LAFPP be open to a model that front-loads budget in Year 1 for prioritized improvements and stabilization, with Years 2–3 focused primarily on	Not at this time.



ongoing support, maintenance, and incremental enhancements?	
What is the approximate monthly volume of support requests and/or enhancement projects under the current contract? How would you categorize the majority of support requests?	Our monthly average is about five support tickets.
Is there an existing roadmap for major content, UX, technical, or functionality initiatives anticipated in Year 1 of the contract?	No. This contract is intended for website support and maintenance only, not for major content or functionality initiatives.
Has a WCAG 2.1 Level AA audit been conducted on the current site? If so, would LAFPP be able to share the results or a summary of key findings?	Yes, a WCAG accessibility audit was conducted recently and the website is currently 80% compliant.
Is there an anticipated timeline, priority level, or budget range for the possible AI integration, chatbot implementation, or mobile app referenced in Section 1.4.1?	Not at this time.
What communication cadence do you expect with the selected partner for ongoing work: weekly, biweekly, monthly, or as needed?	As needed.
For the engagement overall, are in-person meetings at LAFPP offices expected, or is remote collaboration acceptable aside from any finalist interview or other requested meetings?	Remote is preferred.
Hosting Services is listed as optional in Section 1.4.3. If we are not recommending a hosting change, can the Hosting Services fee line in Section 4.0 be marked N/A, or do we need to provide a rate regardless?	Yes, mark as N/A.
Does public sector experience is mandatory to have ? Or can we submit commercial PP.	This is not mandatory but is preferred.
Does offering shoring is allowed?	Companies outside of the USA are welcome to apply/submit for this RFP.
Is it complete remote . Hybrid	Yes
Is there an estimate for the number of upcoming projects for this RFP? Approximate hours per month will help determine resource pricing.	No estimate of upcoming projects at this time.
Does the service require a minimum commitment of maintenance hours per week/month and an SLA? Or is the expectation only new features/task orders?	No expected maintenance hours. Usually only new tasks/issues.



Could you please share the estimated budget for this opportunity?	Estimated budget is 80,000 for the three years.
Can a prime contractor is allowed to use subcontractors' experience	Sorry, only prime contractor.
Can we use subcontractors references?	No.
<b>Current WordPress Version:</b> Could you please confirm the current version of WordPress being used for the LAFPP website?	Currently WP 6.2.2
<b>CMS Cost Clarification:</b> In the Content Management System (CMS) section, proposers are asked to describe the recommended CMS, including its cost. Could you please clarify what specific cost components you would like to be addressed in this section? For example, should this include only CMS-related licensing (if applicable), or also associated costs such as hosting, maintenance, and ongoing support?	Primary information we are seeking is monthly cost for ongoing support and maintenance. You may also include associated cost, but these are optional.
What does "support" include day-to-day? (content updates, bug fixes, user support, hosting?)	Support will be bug fixes, user support and hosting. LAFPP will be responsible for all content updates.
What is the expected volume of monthly requests or tickets?	Our monthly average is about five support tickets.
What percentage of work is maintenance vs. new enhancements?	90% maintenance 10% new enhancements
Are there any known upcoming initiatives already planned?	None at this time.
Will we be supporting the public website only, or also internal systems like the member portal (e.g., MyLAFPP)?	Only the public website.
Is Wordpress your preferred platform?	Yes, but we will consider others.
Is Pantheon your preferred hosting provider?	Yes, but we will consider others.
What is the current WordPress theme/framework being used, and are there any existing custom plugins that must be preserved?	Currently WP 6.2.2, Plugins are - Add WPGraphQL SEO, Add Admin CSS, Admin Columns Pro, ACF Pro, Ajax Search Pro, Broken Link Checker, Classic Widgets, CPT UI, Enable Media Replace, Filebird, Gravity Forms, GTranslate, Image Regenerate & Select Crop, Intuitive CPU, NS featured Posts, PublishPress Blocks Pro, PublishPress Revisions Pro, Quick Page/Post Redirect Plugin,



	User Role Editor, WP Fulltext Search Pro, WP Mail SMTP, WP REST Menu, WPGraphQL, WPGraphQL for ACF, WPGraphQL for Meta Query, WPGraphQL Smart Cache, WPIDE - File Manager & Code Editor, Yoast SEO
What specific web services/API does the Pension Administration System use for integration?	No dedicated external API gateway is currently implemented. API and middleware responsibilities are handled within WordPress and Next.js.
What version of DocuShare is in use, and what integration method is preferred?	No dedicated external API gateway is currently implemented. API and middleware responsibilities are handled within WordPress and Next.js.
Does LAFPP anticipate a full redesign or primarily maintenance/enhancement work in Year 1?	Only maintenance and support. No redesign at this time.
Is there an existing staging/development environment, and will the contractor have access to it?	No existing environment.
What level of uptime SLA is expected, and are there defined response time windows for critical issues?	Our main expectation is urgent tasks are prioritized for quick resolution. For everything else, we can follow a schedule that works for both our teams.
Is the AI chatbot/mobile app development included in the base contract scope, or strictly optional add-ons?	Optional add-ons.
Are there any existing data governance policies that would constrain AI tool implementation?	Not on my radar since we have not started this project.
What is your current monthly spend or budget for the website?	Yearly budget is \$25,000 a year.
What are the top 5 pain points members are facing using the site & portal right now?	Finding information quickly, getting lost in the menus, search feature not working optimally.
Is it possible to get access to the member's interface once they log in or receive still frames of it?	Member interface images can be found here <a href="https://lafpp.lacity.gov/resources-forms/lafpp-toolkit/mylafpp-helpdesk">https://lafpp.lacity.gov/resources-forms/lafpp-toolkit/mylafpp-helpdesk</a>
Is the MyLAFPP portal on WordPress part of the scope of this proposal or just the LAFPP site itself?	No, just the LAFPP site itself.
We see mention of "Planetaria" for hosting, then further down the RFP we see "Pantheon" for hosting. We	Correct hosting provider is Pantheon.



presume Pantheon is the correct hosting provider, can you confirm?	
Is there a preference to move away from WordPress for both site and CMS? If so, what are some of the issues experienced with using WordPress?	No preference to move away.
Is it possible to get a user guide for using the members platform?	Yes, most tasks are available here. <a href="https://lafpp.lacity.gov/resources-forms/lafpp-toolkit/mylafpp-helpdesk">https://lafpp.lacity.gov/resources-forms/lafpp-toolkit/mylafpp-helpdesk</a>
Are there aspects of the members dashboard that are missing or need streamlining?	No.
Could LAFPP provide an estimated range of average monthly support effort and the anticipated number or size of enhancement projects per year?	Our monthly average is about five support tickets.
Should all work be issued through task orders / project-specific estimates, or is there an expectation of a baseline retainer or minimum monthly level of effort?	Task orders are preferred.
For project-specific estimates, should proposers assume fixed-price, time-and-materials with not-to-exceed limits, or pure time-and-materials billing?	For projects estimates can vary. However, currently we are only seeking website maintenance and support.
Are there defined service level expectations (e.g., support hours, response/resolution times) that should be incorporated into staffing and pricing?	Our main expectation is urgent tasks are prioritized for quick resolution. For everything else, we can follow a schedule that works for both our teams.
Can LAFPP confirm whether the existing Pantheon hosting environment will continue to be owned and funded by LAFPP, with the contractor responsible only for support and management services?	It will be held and billed through the incumbent agency.
In the Fee Structure table, should “Website Hosting Services” be interpreted as support and management of the existing hosting environment, or provision of hosting infrastructure and associated costs?	Yes.
Should proposers assume continuation of the current WordPress decoupled platform as the baseline for pricing, with any platform changes treated as separately scoped future initiatives?	Yes.
Section 1.4.7 indicates no additional hardware/software costs should be incurred by LAFPP, while the Fee Structure requests licensing and hardware costs. Should proposers assume no incremental costs to LAFPP unless explicitly approved as part of future scoped work?	Yes.



Should proposers assume a flexible on-demand staffing model aligned to task orders, and is fully remote delivery acceptable, or is any level of onsite presence required?	Yes, and fully remote is fine.
Are there any restrictions on offshore/nearshore resources, and must all work, data access, and storage remain within the United States?	Companies outside of the USA are welcome to apply/submit for this RFP.
Are background checks, security clearances, or specific access controls required for contractor personnel accessing LAFPP systems or data?	No.
Will LAFPP provide full access to the existing codebase, documentation, integrations, and hosting environments during transition, and will the incumbent vendor support knowledge transfer?	No, this RFP is maintenance and support only no transition.
Should AI chatbot functionality and mobile application development be treated as future optional enhancements to be separately scoped and priced, or are they expected within the base contract term?	Future optional enhancement with separate cost outside this contract.
For the required website samples, must they be currently live, or are recently completed projects acceptable if access or evidence of delivery is provided?	Live would be preferred.
The questionnaire requests submission of the proposer's Business Continuity Plan (BCP), and the RFP notes that submitted materials may be subject to public records disclosure. Can LAFPP confirm whether an executive summary or redacted version of the BCP would be acceptable at the proposal stage where the full document contains sensitive security and continuity details?	Yes, that is acceptable.
What is the anticipated budget for the project?	80,000 for three-year contract
Is there an incumbent providing services as outlined in this RFP? Who are they? Are they allowed to re-bid on this project?	Digital Deployment and yes, they are allowed to re-bid.
Will the day-to-day content of the website is managed in-house by you or by the selected bidder?	It is managed in house.
How many users, per day, are using the web site?	About 30 a day
How much bandwidth (up/down) is used by you each day?	Don't have that data.
RFP suggests ADA compliance for the new web site, do you know what level of compliance is required or expected?	WCAG 2.1 Level AA standards



Is the bidder expected to provide the hardware for the hosting, or will the bidder be the manager/admin of cloud systems that are owned by you?	Website / Application management
Can you share more details about your current hosting environment (e.g., provider, infrastructure, security protocols). Are there any key issues or challenges faced with the current hosting or website maintenance we should take into account?	Hosted on Pantheon. Container-based infrastructure with Dev, Test, and Live environments. Includes Global Advanced CDN, caching, HTTPS enforcement, and platform-level security. Key considerations: Cache coordination between frontend and backend.
How many resolutions or updates are you anticipating per month/year regarding content or technical updates on the website?	Our monthly average is about five support tickets.
What specific performance or technical improvements are you expecting from the new website (e.g., speed, scalability, user experience)?	Currently not seeking new site, RFP is only for website maintenance and support
How often would you require a major update to the website, and what would those updates typically include?	As needed and usually include enhancements that would be an additional cost from this contract.
What kind of uptime guarantees or service level agreements (SLAs) are in place with your current hosting provider?	Our main expectation is urgent tasks are prioritized for quick resolution. For everything else, we can follow a schedule that works for both our teams.
How often would you like the contractor to provide performance reports and site metrics (e.g., monthly, quarterly)?	As needed but not often.
Will the contractor be responsible for providing real-time support for hosting-related issues, and if so, what response time is expected?	Expected responses will depend on the severity of the problem. Urgent issues should be addressed immediately. For everything else, we can follow a schedule that works for both our teams.
Are there any third-party systems or APIs the website must integrate with during or after the redesign?	The application uses WPGraphQL and REST APIs to expose content from WordPress. There are no external third-party system integrations (e.g., CRM, payment, or pension systems) currently in place
Are there any specific audience segments or demographics that should be prioritized in the website design and functionality (within your membership)?	No specific target.



<p>What is the preferred timeline for the website’s full design, development, and launch? Is there any flexibility in this timeline?</p>	<p>We are currently not looking for a complete redesign. RFP is for maintenance of the website and support only.</p>
<p>We anticipate the Communications and Education Section will be involved in the design and development process of the website, are there other stakeholders that will be actively providing feedback that we should account for? In other words, who will be our primary contact and decision-maker, project manager?</p>	<p>It would be two staff members from the Communication section.</p>
<p>Are there any specific content types (e.g., multimedia, blog posts, event calendars) that require special attention during the migration or design process?</p>	<p>Yes, all those items listed would be important during a migration.</p>
<p>Are there any specific goals or metrics related to website traffic or user engagement that should be prioritized (e.g., increasing traffic, education on programs, boosting visitor engagement, etc)?</p>	<p>Currently there are no specific goals.</p>
<p>How do you currently measure website performance, and what tools or systems would you prefer to integrate for future monitoring?</p>	<p>We review our metrics quarterly using Google Analytics.</p>
<p>How should user data, particularly from membership and ticketing transactions, be stored and managed in compliance with privacy regulations?</p>	<p>Not an issue the contractor should worry about because no member information will be found on the public site.</p>
<p>Will the website need to integrate with any third-party systems for internal purposes, such as membership databases, CRM, or visitor tracking systems?</p>	<p>No.</p>
<p>Do you anticipate a multilingual feature on this website?</p>	<p>Yes, we need at the very least Spanish, Korean, Armenian, Chinese, Tagalog and Farsi to be available to translated in our website.</p>
<p>Could LAFPP please confirm the current production architecture, including the decoupled front-end stack, hosting arrangement, and any major third-party services currently in use?</p>	<p>The LAFPP website is built using a decoupled (headless) architecture: Front-end: Next.js (React-based framework) Back-end (CMS): WordPress (headless CMS) APIs: WPGraphQL and WordPress REST API Hosting Platform: Pantheon</p>
<p>Is Pantheon expected to remain the hosting platform for the duration of the contract, or is LAFPP open to alternative hosting recommendations?</p>	<p>Yes, but are open to alternatives.</p>
<p>Should proposers assume support of the current architecture at contract start, or would LAFPP also</p>	<p>Assume current architecture, no transition at this time.</p>



welcome recommendations for modernization or transition?	
Approximately what share of the anticipated work does LAFPP expect to be routine support and maintenance versus enhancement or project-based work?	90% support and maintenance 10% projects.
Is LAFPP able to share an estimated annual volume of routine content edits, enhancement requests, emergency fixes, and after-hours support needs?	Our monthly average is about five support tickets.
Will maintenance and enhancement work generally be authorized through separate work orders, estimates, or creative briefs?	Yes, enhancements usually cost additional beyond the contract.
Could LAFPP provide additional detail regarding the current integration points with the Pension Administration System and DocuShare?	No direct integration. The Frontend uses WordPress standard APIs and custom APIs. No dedicated external API gateway is currently being implemented. API and middleware responsibilities are handled within WordPress and Next.js
Are there existing APIs, middleware, authentication requirements, or other system dependencies that proposers should take into account when estimating support and enhancement efforts?	The Frontend uses WordPress standard APIs and custom APIs. No dedicated external API gateway is currently being implemented. API and middleware responsibilities are handled within WordPress and Next.js
Has LAFPP completed a recent WCAG 2.1 Level AA accessibility audit, and if so, would that information be shared with finalists or the selected contractor?	Yes, to both questions.
Are there any known accessibility remediation items, security concerns, or technical debt areas that proposers should consider in their proposed approach or pricing?	None.
With respect to the AI/chatbot capability referenced in the RFP, is LAFPP primarily seeking future planning and advisory support at this time, or does it anticipate implementation during the initial contract term?	The AI chatbot is a possible future project with no current date in mind.
Regarding the internal AI search engine referenced in the questionnaire, what document sources, access-control requirements, and approximate content volumes should proposers assume?	Not sure since the project is not currently on my radar, but we have roughly 3000 files uploaded to our website.
Does LAFPP have any existing policy, privacy, records retention, or approval requirements related to AI-generated responses or AI-assisted search?	Not currently since we have started the project.



<p>Does LAFPP have target response and resolution time expectations for issues by priority level, such as critical, high, medium, and low?</p>	<p>Our main expectation is urgent tasks are prioritized for quick resolution. For everything else, we can follow a schedule that works for both our teams.</p>
<p>Is after-hours or weekend emergency support expected under this contract, and if so, how frequently has that been needed historically?</p>	<p>This is a possibility; however it rarely ever happens.</p>
<p>Is LAFPP able to share any historical annual spend ranges for maintenance, hosting, and enhancement work under the current agreement?</p>	<p>Our last three annual budgets have had a range of 20-25k for this service.</p>
<p>Would LAFPP prefer that proposers include optional line items for transition or migration, accessibility remediation, AI/chatbot implementation, and mobile app discovery or planning?</p>	<p>Yes.</p>
<p>Should finalists expect to participate in interviews or presentations, and if so, would demonstrations of CMS workflows or relevant website examples be helpful?</p>	<p>Yes, both CMS and website examples would help greatly.</p>
<p>We note that Planeteria Media is the incumbent. Do you expect they will be responding to the RFP, and have you been satisfied with their services?</p>	<p>I am not sure. We have been very satisfied with their services.</p>
<p>We note that the current web site is headless Wordpress, hosted on Pantheon. Is the LAFPP happy with continuing with headless Wordpress as a platform? And is it happy with Pantheon as a hosting provider? If not, can you please share your concerns?</p>	<p>No concerns to report.</p>
<p>Are there any current challenges administering the current site that can be shared, where it is felt there is room for improvement?</p>	<p>No issues.</p>
<p>Can you share the reason for the RFP being issued at this time? Is it simply because the current contract is expiring, or is there another reason?</p>	<p>The contract expiring is one of the reasons. Also, due to the City contracting policies of issuing an RFP every three years.</p>
<p>Other than the possible future upgrades (AI integration, chatbot implementation, development of a mobile app, etc.), are there any items in the Scope of Services section 1.4.1 that you feel the current web site either does not provide, or that it provides but sub optimally?</p>	<p>None at this time.</p>
<p>Please confirm that this RFP is not specifically requesting a site redesign. Rather, you are looking for a full service vendor to supply the services listed in 1.4.3, and to provide a rate sheet, and that during the term of the contract, each elements of work will be managed by separate project, estimate, and statement of work?</p>	<p>Correct, we are not requesting a redesign at this time.</p>



Can (or should) regular Maintenance & Support services be separate from these separate projects and quoted on a monthly basis? For example, plug-in updates, security patches, etc. Or are you just looking for hourly rates at this time, and the specifics will be determined during contract negotiation?	Yes, please quote regular maintenance and support monthly.
Would you be willing to share the average number of monthly hours of work performed in the last year by the incumbent vendor?	Not quite sure about the hours but our monthly average is about five support tickets.
Outside of the “possible future upgrades”, are there any major projects or initiatives that LAFPP envisions during the next three years?	Not at this time.
It appears that surveys are currently handled via Survey Monkey, with links on the site pointing to external survey pages. Is this an acceptable ongoing solution?	Yes.
For “writable forms”, the RFP says, “PDF is the current LAFPP standard.” If we understand correctly, this just means the ability to author a fillable form, for example in Adobe Acrobat, and then the ability to upload a PDF to the site, for downloading and submission.	Your interpretation is correct.
Can you provide any more details on the requirements for integration with the Pension Administration System?	Currently no direct integration. No dedicated external API gateway is currently implemented. API and middleware responsibilities are handled within WordPress and Next.js.
Where should surveys be placed across the website (e.g., homepage, feedback page, or pop-ups)?	We are currently placing it on the footer of our website.
In Appendix 6, the LAFPP Contractor Disclosure Policy (6.4) is referenced, but it is not included in the provided RFP documents. Could you please share this document?”	The policy is on pages 51-62 of the RFP.
What types of communications should be supported (e.g., newsletters, alerts, updates), and where should they be displayed?	All of those communication types mentioned should be supported. The location we would like to be able to choose and have options of where we place them. For example, some as a pop-up and some as banners.
What categories of events should be included, and where should they be published on the website?	Events usually include Board Meetings and holidays. These are usually published on the homepage.
What types of data (e.g., financial information, reports, statistics) should be displayed, and in which sections?	We display all sorts of data like those that listed on your example. They should be displayed according to



	appropriate section. Such as investments reports should be placed under our investment section on the website.
Which datasets should be available for download, and in what formats (e.g., PDF, CSV, Excel)?	Currently only one dataset is available for download on our website as an downloadable excel attachment.
Should a roadmap and cost estimates for future enhancements be included at this stage?	Not at this time.
What are the key pain points or limitations of the current website that need to be prioritized?	None at this time.
What is the volume and complexity of content/data that needs to be migrated?	Around 3000 files.
Is prior experience with public sector or pension systems preferred for this engagement? Or any Enterprise level experience will work?	Public and pension systems are preferred but you can submit any experience.
For past work samples, would web applications or portal-based solutions (with URLs) be acceptable ?	Yes, that is acceptable.
Are there any defined budget ranges or constraints for this project?	Yes, typically our yearly budget for this service is between 20-25k a year.
Should existing PDF-based forms be retained, or transitioned to dynamic web-based forms? What types of forms are required and where should they be implemented?	PDFs are fine.
What features or functionalities should be accessible, and is portal access required to understand internal workflows?	Entire websites should meet wcag 2.1 aa requirements. Portal is completely separate from public website.
Which third-party platforms or systems need to be integrated, and where should their data feeds appear?	None.
What limitations of the current WordPress CMS would you like to address or improve?	None at this time.
What should be the scope of the chatbot (e.g., FAQ-based vs. transactional interactions)?	Not able to provide answer since it is not on my current projects.
Can you provide an estimate of the average monthly ticket volume, including any variations during peak periods?	Our monthly average is about five support tickets.
Is AI-powered document search functionality required across site content?	Not at this time.
How should surveys be positioned from a user experience perspective (e.g., homepage, pop-ups, dedicated pages)?	We post survey links on the footer of the website.



How should communications (newsletters, alerts, updates) be visually designed and presented?	Design may vary. You can follow our current set up as an example.
What is the preferred way to display events (e.g., calendar view, list view, featured highlights)?	Calendar view is what we prefer to use now.
How should key data (financials, reports, statistics) be visualized (e.g., dashboards, charts, tables)?	We currently display reports and financials through PDFs due to the variety of reports provided every quarter.
Are there any existing performance or scalability concerns with the current hosting environment ?	None at this time.
What are the expectations regarding data security, backups, and disaster recovery?	At this time there are no unique expectations beyond standard industry practices.
Are there any known issues related to website performance (e.g., page load time, uptime, responsiveness)?	None at this time.
Can you provide details on the total active user base and the average/peak concurrent users expected?	About 30 a day.
What are the expected Service Level Agreements (SLAs) for support (e.g., response time, resolution time, severity levels)?	Our main expectation is urgent tasks are prioritized for quick resolution. For everything else, we can follow a schedule that works for both our teams.
What is the preferred frequency and format for communication and reporting (e.g., weekly, monthly updates)?	As requested, there is no set reporting.
What level of access and control should be provided to staff (e.g., roles, approvals, workflows)?	Full control to update website content.
What tools or processes are currently used for accessibility validation and compliance tracking?	We are using Acquia Web Governance.
“Can you please confirm whether the services can be delivered remotely, or if resources are required to be deployed within the U.S.?”	Remotely is fine.
Would you need any copywriting services?	No.
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 the United States, with some currently being the States of California, Hawaii, Michigan, Virginia, Colorado and Wyoming?	Companies outside of the USA are welcome.
Would you need any original or stock videography or photography?	Not at this time.
Would you be open to switching your current hosting services provider?	Not at this time.



<p>For the pricing are you looking for lumpsum pricing for the entire year for each category of service or would you rather prefer a retainer model that would allow you to use any of our services with pre-purchased cheaper hours through the year? Or would you like us to provide rates for each resource for each year instead?</p>	<p>Hourly is fine. For maintenance/support that is usually given to us on a monthly cost basis.</p>
<p>We understand this to be a purely maintenance agreement for the current website and not a full redesign or development, is this correct?</p>	<p>Correct only maintenance for current website not a redesign at this time.</p>
<p>Can you let us know what version of WordPress you are currently on, what plugins, themes, modules, etc. you do have installed and at what version levels, along with whether you own the licenses for it all or not?</p>	<p>Currently WP 6.2.2, Plugins are - Add WPGraphQL SEO, Add Admin CSS, Admin Columns Pro, ACF Pro, Ajax Search Pro, Broken Link Checker, Classic Widgets, CPT UI, Enable Media Replace, Filebird, Gravity Forms. GTranslate, Image Regenerate &amp; Select Crop, Intuitive CPU, NS featured Posts, PublishPress Blocks Pro, PublishPress Revisions Pro, Quick Page/Post Redirect Plugin, User Role Editor, WP Fulltext Search Pro, WP Mail SMTP, WP REST Menu, WPGraphQL, WPGraphQL for ACF, WPGraphQL for Meta Query, WPGraphQL Smart Cache, WPIDE - File Manager &amp; Code Editor, Yoast SEO. Contractor owns licenses.</p>
<p>Section 1.3 states the website is "hosted by Planetaria", while Section 3.0 states it is "hosted on Pantheon". Can LAFPP clarify if the current hosting contract is held directly by LAFPP, or if it is held and billed through the incumbent agency? If held by the agency, what is the current Pantheon service tier (e.g., Gold Workspace, Elite Site Plan)?</p>	<p>It is held and billed through the incumbent agency. The WordPress backend is on Pantheon Performance Extra Large Plan and the front-end is on Pantheon Front end plan. In addition, it has Advanced Global CDN enabled</p>
<p>The RFP mentions allowing for future upgrades including "AI integration, chatbot implementation, and development of a mobile app". Are these major enhancements expected to be scoped, estimated, and billed as separate individual projects via the hourly rates provided in Section 4.0, or is the contractor expected to absorb any of these development costs into the baseline maintenance fee?</p>	<p>Yes, these are going to be billed separately.</p>
<p>The RFP requires the site to integrate with the Pension Administration System and Docushare. Do these</p>	<p>No dedicated external API gateway is currently implemented. API and</p>



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<p>systems currently have established and documented REST APIs/web services available for the contractor to utilize, or will the contractor be responsible for helping to build out those endpoints?</p>	<p>middleware responsibilities are handled within WordPress and Next.js</p>
<p>The questionnaire asks "Where is your hot-site back-up for systems?". If the contractor recommends keeping the site on Pantheon, does LAFPP require the contractor to maintain a separate, independent hot-site backup infrastructure outside of Pantheon's native enterprise disaster recovery and backup systems?</p>	<p>That will be good to have, but not must.</p>
<p>For the "Cost for Miscellaneous Services" table, should bidders include the estimated annual cost of premium WordPress plugins (e.g., advanced form builders, security plugins, SEO tools) under "Software &amp; Licensing Fees", or does LAFPP currently hold the direct licenses for the site's required plugins?</p>	<p>We do not hold license so please include costs.</p>