



Atlanta Regional Commission

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Questions & Answers
WordPress Support RFP
December 26, 2018

QUESTION:

There's a sign-in page at <https://whatsnextatl.wpengine.com/signin>. Is there a reason it is hosted on a WPENGINE.com URL instead of an ARC URL? What information can you share about this site and its functionality?

ANSWER:

There is no intent on having access to the sign-in page via that URL.

WhatsNextATL.org serves primarily as a magazine-style site that is directed to our broader audience – the engaged resident of the Atlanta region. It is where we post ARC's original articles on the topics of commuting, living, and working in the Atlanta region. We also aggregate content with related topics from other websites. This content is curated and posted manually by ARC staff, but we also allow people outside of our organization to submit articles. A submitted article goes through an approval workflow prior to going live on the site. A user must register for an account prior to submitting an article. Other types of content on this site are our podcast series, an events calendar, and static pages that provide information about the challenges of the Atlanta region. We do have a forum feature that is currently on hold.

QUESTION:

Do the podcasts (<https://whatsnextatl.org/podcast/>) pull from an API/feed or do you manually enter them?

ANSWER:

The podcasts are hosted Libsyn, and the podcast player on whatsnextatl.org is pulling from that. The post content is entered manually.

QUESTION:

Can you share more information about the water use calculator? Are there any known issues with the calculator? How frequently do you update the metrics/calculations?

ANSWER:

There are no known issues with the calculator, and the metrics are updated annually. Other functionality questions can be discussed after the RFP selection process.

atlantaregional.org

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QUESTION:

Do you have other digital agencies in active development or support roles right now? If so, will they continue into this new agreement?

ANSWER:

Yes, other agencies are currently providing support. This agreement will be with one agency on an as-needed basis for WordPress support for the following sites: atlantaregional.org, whatsnextatl.org, Empowerline.org, northgeorgiawater.org, cleanwatercampaign.org, mydropcounts.org, and mwdkidsclub.org. There are other existing ARC WordPress sites supported by other agencies, or supported in-house, that may fall under this support agreement, and there may be new sites that will fall under this agreement.

QUESTION:

Are the plugins and themes licensed to ARC, held in accounts managed by ARC, or are they held by the developer(s)?

ANSWER:

The sites under this support agreement are owned by ARC and are managed on hosting accounts owned by ARC. Some of the premium plugins are from accounts owned by outside developers and some are owned by ARC.

QUESTION:

Have there been any successful hack attempts on any of the sites? And if so, who remediated the damage?

ANSWER:

A year ago, there were two successful attempts to bypass the CAPTCHA field in a contact form on one site which resulted in two SPAM form entries. The issue was resolved by ARC staff.

QUESTION:

Are the sites developed in a version-controlled environment? Do you allow direct site editing by SFTP?

ANSWER:

Some of the sites have version control. Administrative access will be discussed after the RFP selection process.

QUESTION:

Can companies outside of the U.S. apply for this RFP?

ANSWER:

There are no restrictions on who can apply for this RFP.

QUESTION:

Will we need to come over there for meetings?

ANSWER:

We may require on-site meetings.

QUESTION:

Can we perform the tasks (related to RFP) outside USA? (like, from India or Canada)

ANSWER:

Technical tasks can be performed remotely; however, some tasks like meetings may require the consultant to be on site at ARC's office in Atlanta.

QUESTION:

Can we submit the proposals via email?

ANSWER:

Please refer to page two of the RFP. All responses must be emailed as a single PDF attachment. To help prevent any failure of delivery, please limit the attachment size to no larger than 5MB.

QUESTION:

How many hours were spent maintaining the websites last year?

ANSWER:

Please refer to the second paragraph in the first page of the RFP. ARC contracted 200 hours of WordPress support work in a retainer agreement on which this RFP is based.

QUESTION:

Who is currently performing and/or who has performed these website services?

ANSWER:

Brandshake has provided WordPress support services under a retainer agreement in which this RFP is based. That agreement is still active until the retainer cap has been reached.

QUESTION:

Where is the website hosted?

ANSWER:

Please refer to the Required Skillsets section of the RFP. WPEngine and SiteGround.

QUESTION:

Do you anticipate the need for any onsite visits, meetings, training or service related work?

ANSWER:

Yes.

QUESTION:

Were the websites created using theme customization or were they built from scratch using WordPress?

ANSWER:

Yes, both depending on the site.

QUESTION:

Are there different user roles on the websites (administrator/editor/subscriber/etc.)?
If yes, how the roles are defined?

ANSWER:

Yes, there are different user roles, and the roles and their corresponding names differ depending on the site. Details of users and roles can be discussed further after the RFP selection process.

QUESTION:

Any information on the type of server where the sites are hosted will be really helpful? (like AWS, Linux, Windows etc.)

ANSWER:

Information about our hosting providers can be found in the Required Skillsets section of the RFP. Please refer to the companies mentioned there about their services.

QUESTION:

Is there any tracker software will be used to track the work hour?

ANSWER:



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If you are asking if there is time tracking software installed on our websites, then the answer is, no. If you are asking if we will track the consultant's time using time tracking software, then the answer is, no.

QUESTION:

We found a "conversation to join" in <https://whatsnextatl.org> where another website is linked (<https://www.cividdinners.com/>) Should we include this website also under the support plan?

ANSWER:

No, ARC does not own Cividdinners.com.

QUESTION:

The webform for Educational Materials Request Form (<https://mydropcounts.org>) is redirecting to a third party form builder. If we build them within the website wouldn't that be more helpful?

ANSWER:

We will be open to discussing suggestions or improvements with our selected vendor.

QUESTION:

STAY-UP-TO-DATE sign up form is not working

ANSWER:

We will be open to discussing suggestions or improvements with our selected vendor.

QUESTION:

The account creation for <https://whatsnextatl.org> website is a bit complicated. The user needs to click on the email link to generate a password. Would it be easier to give user type password (with some basic criteria to generate password) in the registration process? Only one activate account link will be emailed to the users email to activate account. Otherwise can we show the message to generate password from email in a different form (like popup alert) to make the process more user friendly?

ANSWER:

We will be open to discussing suggestions or improvements with our selected vendor.

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