



REQUEST FOR INFORMATION

RFI No.: OPA-RFI-17-01
For: WEBSITE SERVICES

The Office of Public Accountability (OPA) is soliciting information to update its current website to include (1) design and development and (2) hosting, management, and maintenance.

Issue Date: January 23, 2017
Deadline: January 30, 2017

Place: Office of Public Accountability
DNA Building Suite 401
238 Archbishop Flores St.
Hagatna, Guam 96910

Provide three (3) copies of the requested information, along with any supplemental materials. Responses to this document must be received **no later than 12:00 pm, Chamorro Standard Time (GMT+10), January 30, 2017.**

Inquiries related to the RFI must be submitted in writing to the **Office of Public Accountability** via e-mail at **admin@guamopa.com**.



**REQUEST FOR INFORMATION
WEBSITE SERVICES
OPA-RFI-17-01**

1.0 OBJECTIVES

The Office of Public Accountability (OPA) is soliciting information to update its current website to include (1) design and development and (2) hosting, management, and maintenance. The OPA established a committee which will draft specifications that will form the basis of a procurement for the OPA website services. The committee will use the information received from this Request for Information (RFI) to assist in developing required specifications and for cost estimation.

Any information submitted in response to this RFI will be considered during the development of the procurement, but does not guarantee that the information will be integrated into the procurement, nor shall it prohibit any vendor from receiving or responding to the procurement when and if it is issued. The lack of response to the RFI will not preclude a vendor from participating in the procurement process.

Through this RFI, the OPA intends to accomplish the following, specific objectives:

- Identify vendors who offer website services to include (1) design and development and/or (2) hosting, management, and maintenance.
- Identify estimated cost(s) for (1) design and development and/or (2) hosting, management, and maintenance.
- Identify the estimated amount of time needed to complete website design and development.
- Identify the estimated transition time needed for web hosting, management, and maintenance.
- Identify other organizations which have recently implemented similar website services.

2.0 BACKGROUND INFORMATION

The OPA was established on July 20, 1992 by Public Law (P.L.) 21-122 as an instrumentality of the Government of Guam, independent of the executive, legislative, and judicial branches. The OPA seeks to achieve independent and nonpartisan assessments that promote accountability and efficient, effective management throughout the government of Guam. The OPA serves the public interest and the various stakeholders by providing reliable and dependable information, unbiased analyses, and objective recommendations on how best to use government resources in support of the well-being of our island and our people.

The OPA relies heavily on its website to accomplish its mission and publish information as required by law. Since January 2002, the OPA website (www.opaguam.org) continues to be an important source of reliable transparent information about the financial condition of our government. All OPA performance audits, financial audits, procurement appeals, Citizen Centric Reports, and boards and commissions reporting requirements are posted along with other information about the OPA.

Existing Website and Admin Panel

The OPA website could be viewed at <http://www.opaguam.org> Main users of the website include the general public, media, lawyers, government agencies, students, vendors, and off-island information researchers. The OPA website is constantly updated with scheduled new releases and periodic postings. The availability, form, and security of information is essential to the OPA website. The OPA website is database-driven and currently uses MySQL, PHP, CGI scripts, [and Drupal]. The OPA has established a website committee to oversee website-related activities, including uploading of files onto the website.

3.0 STATEMENT OF NEEDS

The OPA seeks to determine specifications for website services to include website design, development, hosting, maintenance, management, technical support, marketing, statistics, and/or training.

Interested vendors are asked to provide the following information:

- List of general website features and workflow it offers
- List of website applications
- List of website security features
- Describe website implementation process, including data migration
- Describe the support services for OPA's website and website resources
- Describe the data back-up procedures
- Describe system administrator and end-user training process

4.0 TECHNOLOGY

Website Design and Development: Provide information regarding options for website platforms and latest website features to improve the OPA website including: (1) search engine optimization, (2) design and usability, (3) content, and (4) conversion.

Website Hosting, Management, and Maintenance: Provide information regarding options for website hosting, management, and maintenance.

5.0 PLANNING

Design and Development Cost Estimate: Provide a budgetary cost estimate for new website design and development, including third party subscription costs. Provide a breakdown of the cost estimate.

Hosting, Management, and Maintenance Cost Estimate: Provide a budgetary cost estimate for website hosting, management, and maintenance. Detail what services fall under hosting, management, and maintenance. Describe the method used to provide technical support to customers and include information for an on-call 24/7 coverage.

Upgrades/Enhancements: Describe how websites are upgraded or enhanced. Would this be included as part of website management services? What type of services would be provided after development of a new website?

Project Timeline: Provide the estimated time required after a purchase order is issued until a solution is (1) designed, (2) ready for parallel testing, (3) ready for implementation, and (4) achieved stable operations.

Hosting Transition Timeline: Provide the estimated time required to transition from current web host to potentially new web host.

Company Background: Provide information regarding any names the company may have used in the past. Include list of clients and contact information (i.e., contact name, telephone number, email address, etc.) the website service has been offered before.

Company Experience: Provide information regarding where the proposed service or similar service has been provided (successfully and unsuccessfully). How long has the company provided the service?

Outsourced Services: Does one vendor offer the entire website services or are different vendors providing portions of the website services? If other vendors are used, please specify the nature of services they are providing.

6.0 RESPONSES

Inquiries. Inquiries related to this RFI must be submitted in writing to:

Office of Public Accountability
E-mail: admin@guamopa.com

Submission. Provide three (3) copies of the requested information, along with any supplemental materials. Responses to this document must be received **no later than 12:00 pm, Chamorro Standard Time (GMT+10), January 30, 2017.**

Responses should be sent to:

**Office of Public Accountability
Attention: Website Selection Committee
Suite 401, DNA Building
238 Archbishop Flores Street, Hagatna, GU 96910**

Format. Information should be organized in the format and information sequence found in this document.