

**SAN FRANCISCO  
HEALTH SERVICE SYSTEM**

Affordable, Quality Benefits & Well-Being

**REQUEST FOR QUALIFICATIONS FOR  
HSS Drupal Website  
RFQ#HSS2017-1**

**ADDENDUM NO. 1**

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This Addendum is being issued to modify the requirements in the above-referenced Request for Qualifications for the HSS/SFHSS Drupal Website (“RFQ”) and to respond to questions and comments received regarding the RFQ.

Please review the terms of the RFQ and this Addendum carefully. If there are any inconsistencies between the RFQ and the terms of this Addendum, then the terms of this Addendum shall prevail. Section references below are to the Informal Bid and are provided for convenience of reference only.

**A. Modifications to Request for Informal Bid:**

**1. RFQ Section 4 [Evaluation Criteria], subsection 4.2 B) [Minimum Qualifications, Staffing], has been revised as follows:**

a) Subsection 4.2 B) is hereby deleted and replaced in its entirety as follows:

**STAFFING:** The lead staff, including the Respondent’s Project Manager and technical lead(s), proposed to be assigned to the City’s project(s), must individually have had a similar leading role in at least two (2) of the three (3) relevant projects submitted under Section 4.3.2 [Vendor Experience] for each proposed RELEVANT SERVICE AREA.

**B. Questions & Answers:**

**Background**

**1. Q: Does HSS prefer an agile or waterfall project management style?**

A: HSS prefers a waterfall project management style.

**2. Q: What is the anticipated schedule for the project (start date for design, start date for development, anticipated completion date, go-live date)?**

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A: SFHSS recognizes that a good custom website can take three (3) to five (5) months. Ideally the website would be ready to go-live by mid-September 2017 in time to support SFHSS Open Enrollment (OE) which takes place from October 1 – October 31 and marks the time period with the most significant traffic to myhss.org. SFHSS understands that the start date cannot begin until the contracting process has completed but SHFSS would want to expedite as much as possible given the OE schedule and therefore the Start Date should be immediately following contract completion. SFHSS cannot lose time waiting for resources to be assigned to the project. With regards to a start date for design, SFHSS expects the selected vendor to provide a project plan/timeline in keeping with the desired go-live date.

### **Service Area 1: Custom Drupal Theme Design Services**

#### **3. Q: Please describe the HSS stakeholders who will be approving designs & strategies and the process?**

A: Stakeholders for the project are:

1. Well-Being Manager – represents a key content areas of myhss.org (Well-Being)
2. Member Services Manager – represents a key content area of myhss.org (Benefits)
3. Communications Manager – responsible for ensuring consistency with brand guidelines and for maintaining the website going forward
4. Acting Director/COO – executive level approval
5. Data Analytics Manager – ensure site supports current integration needs (SSL Certificate for ECM) and future integration needs (Forms page to route cases to Salesforce and attachments to ECM)

#### **4. Q: Will the selected vendor be required to style the Workterra system in keeping with the visual design that will be applied to the Drupal system?**

A: No. The Workterra system is a website of our third party vendor and is utilized by SFHSS. SFHSS links to that site but there is no expectation to style our site to match the Workterra system, nor is there any expectation to make any changes to the Workterra system as it is owned by a third party vendor and is not in the scope of work for this RFQ.

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- 5. Q: Will HSS require more than one round of consolidated revisions for deliverables (i.e. visual design, UX strategy, etc.)?**

A: Yes. A maximum of three (3) revisions should be expected. However, not all deliverables will require as many as three (3) revisions.

- 6. Q: For deliverable DES.1A, how many page layouts/templates need to be designed?**

RFQ Sec. 2.1:

**DELIVERABLE SET - DES.1 – DESIGN THEME**

- Develop design templates that are both responsive (allowing for various types of pages such as multimedia galleries, libraries of legacy materials, blogs and social media) and consistent (e.g. location of the navigation bar, contact information, search tool, informational footer, button style), including banners, graphics and iconography required to complete webpages. [DES.1A]

A: Ten (10). The page layouts/templates can be found in the Content Model document [Appendix A3, SFHSS Content Model 9-13-2016].

- 7. Q: For deliverable DES.1B, please elaborate on the term “design theme”. Does this refer to Drupal themes or style tiles (fonts, colors and interface elements that communicate the essence of a visual brand for the web)?**

RFQ Sec. 2.1:

- Develop design themes for the look and style of the website that reflect the HSS identity. The design theme must incorporate the font types, sizes, and color schemes defined in the HSS Brand Guidelines. [DES.1B]

A: Vendor, as the Drupal subject matter expert, is expected to be able to define both Drupal theme and style tile options and provide pros/cons for the usage of each so that SFHSS can make a decision regarding this deliverable. It is important that SFHSS be able to create new content that easily applies the SFHSS font types, sizes and color schemes. Vendor is being asked to advise SFHSS on the most effective means to accomplish this task.

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- 8. Q: For deliverable DES.1D, will HSS require vendors to present design comps in desktop view and the smallest resolution (smartphone view), or will HSS require a design comp for tablet view as well?**

RFQ Sec. 2.1:

- Develop a final visual design (using HSS Brand Guidelines as a baseline) for the website including all page template types and responsive views. [DES.1D]

A: SFHSS will require a design comp for tablet view as well as desktop and smartphone/smallest resolution views. The SFHSS Board utilizes iPads and analysts working at alternate locations may utilize Surface tablets. Therefore ensuring compliance with a tablet view will be necessary.

- 9. Q: For deliverable DES.1D, will HSS require a specific tool for usability testing of designs?**

A: No.

**Service Area 2: Custom Drupal Development Services**

**SERVICE AREA 2: DELIVERABLE SET – DEV.1 – DRUPAL SETUP**

- 10. Q: Does the HSS have a desired infrastructure software? Should vendors propose web infrastructure, search, and security mechanisms? If so, under which deliverable/service area?**

A: SFHSS does not have a desired infrastructure software. Recommendations may be proposed. Since this would potentially impact creation of the secure website, search functionality and other deliverables of DEV.1, and may therefore be a precedent to those other deliverables, this should be included in DEV.1

- 11. Q: Does the HSS require support for the creation of "archive.myhss.org" to house the existing website?**

A: Yes. What is key is that historical content still has relevance and so site visitors should be able to locate this information. However, it is vital that it be clear to the site visitor that the content is historical and not for the current benefit

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plan year. For those individuals who are not navigating on myhss.org but are directed to content based on their search engine responses, it (again) must be clear when they are landing on archived content versus current content.

**12. Q: Does the HSS plan to shut down the use of Salesforce ExactTarget for the HSS eNews feature? If not, should vendors provide for the Drupal CMS to perform continuous migration to routinely load content from the eNews system to Salesforce?**

A: SFHSS has not yet made a determination regarding the future tools for publishing the eNews. Regardless of which product being utilized by SFHSS, a third party email marketing tool will be in use. If there is the ability to migrate content to the Drupal CMS we would want to explore that but it is a nice to have and not a must have.

Additionally, the question asks about performing continuous migration to load content from the eNews to Salesforce. ExactTarget which we use for generating the eNews is the Salesforce Marketing Cloud (they are rebranding the product) and therefore the question regarding migrating from Salesforce (eNews) to Salesforce isn't specifically clear. If the intent of this question is predicated on SFHSS creating content in the Drupal CMS and then having that content load to the eNews, continuous migration not necessary. This is a monthly communication and therefore continuous migration seems unnecessary.

The desired outcome is that myhss.org could be leveraged in such a way that visitors to the website can easily link to or find the eNews articles from current and prior months.

**13. Q: For deliverable DEV.1B, is the listing of roles from Appendix A1 (HSS Strategy 8-2-2016) the full list of required role permissions?**

RFQ Sec. 2.2:

- Setup secure website and permissions for content contributors and site administrators. [DEV.1B]

Appendix A1, page 9 of 10:

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### San Francisco Health Service System **Web Team Roles & Responsibilities**

v3.3

Note: this section is still incomplete—pending further discussion

<p><b>ROLE</b> <b>Content Producer/ Approver</b></p> <p><b>DESCRIPTION</b></p> <ul style="list-style-type: none"> <li>Producers are typically internal staff who recommend content and/or changes on behalf of their department or specialized subject matter.</li> <li>Generally, Producers submit changes or concepts to Approvers, who then pass it on to Communications.</li> <li>Anyone can be set up with Producer or Approver privileges.</li> <li><b>Content Producers:</b> Staff who recommend content—or changes—Producers take outline of content and submit to approver for 1st-level approval.</li> <li><b>Content Approvers:</b> CEO/COO/Wellness manager review/ agree or disagree and return to content producer.</li> </ul>	<p><b>ROLE</b> <b>Editor</b></p> <p><b>DESCRIPTION</b></p> <ul style="list-style-type: none"> <li>Internal staff with broad experience</li> <li>Typically manages significant sections of larger sites, or key strategic pages that require ongoing attention</li> <li>Can create new pages or modify existing pages</li> <li>Must still get Publisher approval before going “live”</li> </ul>	<p><b>ROLE</b> <b>Web Manager/ Publisher</b></p> <p><b>DESCRIPTION</b></p> <ul style="list-style-type: none"> <li>The Publisher is accountable for all content published on the website.</li> <li>Has all the capabilities of Editors, plus the ability to “push” new content onto the live servers</li> <li>Oversees maintenance of editorial and design</li> </ul>	<p><b>ROLE</b> <b>Design/Layout</b></p> <p><b>DESCRIPTION</b></p> <ul style="list-style-type: none"> <li>Advises on messaging and communication</li> <li>Recommends refinements to the site architecture</li> <li>Creates or modifies page designs</li> <li>Creates or modifies images and graphics</li> </ul>
<p><b>ROLE</b> <b>Production/ Tech Support</b></p> <p><b>DESCRIPTION</b></p> <ul style="list-style-type: none"> <li>Builds the site</li> <li>Implements designs from comps produced by the designer</li> <li>Makes technical updates to the site and content management system</li> </ul>	<p><b>ROLE</b> <b>Executive Sponsor</b></p> <p><b>DESCRIPTION</b></p> <ul style="list-style-type: none"> <li>Supports the site from the top</li> <li>Communicates and evangelizes the site to user community</li> <li>Uses influence and power to encourage participation and ensure compliance throughout the organization</li> </ul>	<p><b>ROLE</b> <b>Web Governance</b></p> <p><b>DESCRIPTION</b></p> <ul style="list-style-type: none"> <li>Typically a group that meets on a regular basis to think about long-term issues</li> <li>Functions much as a board of directors or a steering committee</li> <li>May also address compliance or settle disputes</li> </ul>	<p><b>ROLE</b> <b>IT Support</b></p> <p><b>DESCRIPTION</b></p> <ul style="list-style-type: none"> <li>Ensures continued operation of core IT functionality</li> <li>Works with the production team during updates</li> <li>Makes technical updates to the site and content management system</li> </ul>

A: Yes. The listing of roles from Appendix A1 (HSS Strategy 8-2-2016) the full list of required role permissions.

**14. Q: For deliverable DEV.1E, the “Hotjar pop-up feature that reads “Please give HSS some feedback. What are you looking for at MYHSS.org?” is not listed in Appendix A4 (HSS Tech Assessment Content Model 9-19-2016). Is this correctly listed as a specific aspect of this deliverable in the RFQ? Please clarify.**

RFQ Sec. 2.2:

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- Import into new solution specified legacy content from existing HSS website (myhss.org) and allow for updating of existing content including, but not limited to, Member Rules, Open Enrollment materials, Key Contact Information, HSS Mission Statement and Core Values, Maps and Directions, eNews (current and archived), eNews Registration portal/portlet, Change of Address portal/portlet, Hotjar popup feature that reads“Please give HSS some feedback. What are you looking for at myhss.org?”, HSS Operations and Communications materials (including health benefits information, benefit guides, premium rates, enrollment forms, and analytics such as “most searched for terms” on myhss.org), Events (including member seminars, open enrollment events, and photo archives), Well-Being materials (multimedia, programs, events, services), Health Service Board materials (including minutes, attachments, meeting calendar, committees, and presentations), and HSS Finance materials (including annual reports, financial statements, membership demographics, and archives). [DEV.1E]

A: Analytics for the site as well as a vehicle for users to provide feedback are essential but this does not need to be solutioned with hotjar. SFHSS has been experimenting with Google Analytics, Clicky and Hotjar.

**15. Q: For deliverable DEV.1E, will HSS want audio players for the MP3s uploaded to the "Benefits" content?**

A: No.

**16. Q: For deliverable DEV.1E, What is the estimated number of pages and documents to be migrated from legacy system?**

A: The current number of pages, documents and other files such as images, style sheets, audio files, etc. is over 9,169. SFHSS has yet to determine what must be migrated to the archive section, but it will be considerably less than this number.

**17. Q: For deliverable DEV.1E, what sort of integration for SFGovTV will be required by HSS, if any?**

A: No integration will be required to SFGovTV. A link is sufficient.

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**18. Q: For deliverable DEV.1E, will the new HSS website collect payments for events or link to an outside event site or payment site?**

A: Currently, SFHSS does not accept payments in this manner. As part of the overall strategy for self-service for our members, ultimately they will be able to connect to a third party payment system for making premium payments for their insurance. At that time, a link will be required but this will most likely not be available until Q1 2018.

**19. Q: For deliverable DEV.1E, when an ‘external link’ is used for news, please describe the expected behavior in the new HSS website, and explain the difference between this case and the expected behavior with a standard news article. Is this "external link" simply a reference to any URL that has more details?**

A: The external link is a reference to any URL that has more details. The external link should open in another tab of the browser so that the visitor still has myhss.org open.

**20. Q: For deliverable DEV.1E, should the project cost assume continued use of Google Analytics on the new HSS website?**

A: Depends on the impact to cost. SFHSS is currently utilizing google analytics but also leveraging the analytics available from the web host. SFHSS has requirements for evaluating site traffic, usability, relevance, etc. but google analytic tools are not necessarily required.

**21. Q: For deliverable DEV.1E, what guidance if any be required for the inventory of legacy content and selection of content for new system? Should legacy content be integrated into the new system seamlessly, or should users be able to differentiate between legacy content and new content?**

A: Users should be able to differentiate between legacy content and new content. SFHSS will complete pre-work to identify what legacy content must be migrated. It is vital that it be clear to the site visitor that the content is historical and not for the current benefit plan year. For those individuals who are not navigating on myhss.org but are directed to content based on their search engine responses, it again must be clear when a site visitor is landing on archived content versus current content.



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**22. Q: For deliverable DEV.1E, the Appendix A4 (HSS\_Tech\_Assessment-Content\_Model\_9-19-2016) included the HSS live agent chat service. Should this feature be included in the price quote for DEV.1E?**

A: No.

**23. Q: For deliverable DEV.1F, does "legacy content" refers to content migrated to new HSS site "as-is", per Appendix A4 (HSS\_Tech\_Assessment-Content\_Model\_9-19-2016)?**

RFQ Sec. 2.2:

- Develop search functionality for both new and legacy content. [DEV.1F]

A: SFHSS will complete pre-work to identify what legacy content must be migrated. It is vital that it be clear to the site visitor that the content is historical and not for the current benefit plan year. For those individuals who are not navigating on myhss.org but are directed to content based on their search engine responses, it again **MUST BE** clear when they are landing on archived content versus current content. Therefore if migrating as-is does not provide for this delineation, the content cannot be migrated as-is.

**24. Q: For deliverable DEV.1F, are the various types of searches listed in Appendix A4 (HSS\_Tech\_Assessment-Content\_Model\_9-19-2016) in scope for this project? (e.g. Filterable Views, Tagging, Drupal Search, Apache Solr, Google Custom Search Engine)? Are there any additional types?**

RFQ Sec. 2.2:

- Develop search functionality for both new and legacy content. [DEV.1F]

A: The business requirement from SFHSS is to provide users the ability to find relevant content easily and quickly. SFHSS can be agnostic regarding the search tools utilized to meet this deliverable. The Service Area 3 deliverable for Custom Drupal Hosting Services may impact the search technologies which can be supported.

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**25. Q: What are HSS's expectations with respect to social media for this project? Would the HSS like Vendors for Service Area 1 (Custom Drupal Theme Design Service) or Service Area 2 (Custom Drupal Development Services) to suggest a budget for social media research and discovery?**

The new HSS website will serve as a highly accessible and usable portal for communicating health benefit and well-being information to, and interacting with, the diverse HSS member population, including employees of the City & County of San Francisco (CCSF), the San Francisco Unified School District, City College and the San Francisco Superior Court, retirees, and their dependents. This will include enabling HSS to have a more sophisticated social media presence.

A: HSS would like vendors for Service Area 2 (Custom Drupal Development Service) to advise as to and propose a budget for social media research and discovery as part of DEV.1G. HSS expects this research and discovery to include, Facebook, Twitter, Snapchat and Instagram.

**26. Q: For deliverable DEV.1H, what are the success criteria/metrics for the usability, performance and acceptance tests? With respect to performance testing, what is the performance issue(s) that need to be addressed? What are the performance indicators at this time? See also Appendix A1 (HSS Strategy 8-2-2016), Page 1 Site Definition.**

RFQ Sec. 2.2:

- Complete usability, performance and acceptance testing. [DEV.1H]

Appendix A1 (HSS Strategy 8-2-2016):

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### San Francisco Health Service System Site Definition



A: With regards to success criteria, SFHSS will evaluate the following (additional areas may be added):

- a. Ability of users to accomplish their tasks or goals on the site
- b. Readability
- c. Accessibility
- d. Usability of site's navigation
- e. Website speed and responsiveness
- f. User experience
- g. Consistency with Appendix A5 Site Map
- h. Consistency with Appendix B SFHSS Brand Guidelines
- i. Ability of authors/developers to make updates to the site
- j. Consistency of website against the design specifications

At this time SFHSS has not developed the testing plans. Where possible, SFHSS will measure against observable and quantifiable metrics. For example in measuring the effectiveness of the site which could be considered a subjective metric, SFHSS could utilize analysis of completion rates of tasks. Additionally if the vendor has existing test plans, metrics utilized by other clients, SFHSS would welcome leveraging existent relevant tests in the interest of efficiency.

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**27. Q: For deliverable DEV.1I, can HSS provide additional information about this existing integration API or the relationship to the SFgov cloud?**

RFQ Sec. 2.2:

- Develop a form (to be filled by users/members) which can route, via email, to the HSS Salesforce instance configuration (in the government/SFgov cloud) and create a case, or submit directly to the HSS salesforce instance configuration (in government/SFgov cloud) to create a case. [DEV.1I]

A: SFHSS utilizes the Salesforce Service Cloud in the government tenant (additional security layers exist for the government cloud). One of the workflows available is an email to case wherein the end user could email their issue to the SFHSS email address which would then create a case for routing. SFHSS would like to use a form on myhss.org to handle this intake so that specific information can be obtained from the user vs a free form email from the end user. Considerations should also be made to ensure the email is secure.

**28. Q: For deliverable DEV.1I, is HSS using a single instance of Salesforce or a shared instance?**

A: SFHSS is using a Single Instance of Salesforce.

**SERVICE AREA 2: DELIVERABLE SET – DEV.2 – DRUPAL CUSTOM SUPPORT SERVICES**

**29. Q: For deliverable DEV.2A, what are the persona/role descriptions for (a) “web developer” and (b) “content contributor”?**

RFQ Sec. 2.2:

- Provide written documentation and in-person training services for HSS web developers, content contributors and content editors on how to continuously update the new website with content, Drupal best practices, and how to troubleshoot common errors (proposers will denote the number and frequency of in-person training sessions). [DEV.2A]

A: On the SFHSS team, employees responsible for specific content areas (benefits/well-being) may update verbiage, blogs, calendars, etc. These individuals are less technical. The web developers are the more technical

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members of the team responsible for page layouts, headers/footers, graphic design, developing new templates, performing troubleshooting, etc.

**30. Q: For deliverable DEV.2A, will live video conferencing be acceptable as “in-person training services”?**

A: Yes live video conferencing is acceptable, however in-person is preferred.

**31. Q: For deliverable DEV.2B, are "HSS web developers" PHP programmers who are experienced developing/maintaining Drupal code?**

RFQ Sec. 2.2:

- Deliver user guide and training documentation [DEV.2B], including:
  - Comprehensive Operations Manual for Drupal Administration Duties
  - Detailed How-To User Guide for common content contributor/developer tasks
  - Complete Style Guide for all content
  - Detailed documentation of the build/rebuild to allow HSS web developers to maintain the code and content of the website successfully

A: No. The communication manager has previously worked with a Drupal CMS to publish content but does not have coding expertise. A couple of staff members have experience with Java, HTML, Apache server scripting, etc. and could learn.

**32. Q: For deliverable DEV.2C, what does "text" "digital communication assets" include (e.g. emails, chat messages)? How does HSS wish to receive these "text" "digital communication assets" such that they are "editable"?**

RFQ Sec. 2.2:

- Provide HSS with digital communication assets including photos, graphics, and text in fully editable format. [DEV.2C]

A: Essentially what is being referenced here is that any content created by the vendor for the website, must be delivered to SFHSS and be in an editable format. For the sake of not excluding any asset, SFHSS listed text but assuming the site is delivered with text content and that text is editable, nothing further is required. The text assets do not include chats and emails. Only the items utilized for the website.

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**33. Q: For Deliverable Set DEV.2 (Drupal Custom Support Services) or DEV.3 (Drupal Post Implementation Support Services), will HSS require support for the entry of new content on the site?**

A: Support is not expected for publishing new content to the site that is developed assuming it is utilizing the created templates. If there are any changes with regards to the templates, plug-ins, etc. used on the pages, support may be required.

**SERVICE AREA 2: DELIVERABLE SET – DEV.3 – DRUPAL POST IMPLEMENTATION SUPPORT SERVICES**

**34. For deliverable DEV.3A, for how long into the future is this 4hrs/month support needed?**

RFQ Sec. 2.2:

**DELIVERABLE SET - DEV.3 – DRUPAL POST IMPLEMENTATION SUPPORT SERVICES**

- Provide post implementation of technical support for issue resolution on a retainer basis for ten (10) hours per month for the first six (6) months, and four (4) hours per month after six months (if unused, hours will roll-over month-to-month). [DEV.3A]

A: The four hours support should be provided for a minimum of three (3) months and a maximum of six (6) months. What is required is that support be provided on an as-needed basis and that rate can be negotiated. Expectations are that support would only be required during a massive disaster or failure or when the Drupal stack requires coding changes. Ongoing publishing activities will be supported in-house.

**Service Area 3: Custom Drupal Hosting Services**

**35. Q: Regarding DDOS protection, does HSS currently employ a Content Delivery Network (CDN) or web-application firewall (WAF)?**

A: No.

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**36. Q: What is the aggregate monthly page views for the HSS website?**

A: Aggregate monthly page views for the period of October 2016 – March 27, 2017 averages to 82,917 page views per month.

**37. Q: What approximate percentage of this traffic is from authenticated (logged-in) users?**

A: Zero.

**38. Q: What are the current storage specifications?**

A: Nine (9) Gigabits

**39. Q: Does HSS require a site uptime SLA? If so, what would this be?**

A: Yes.  $\geq 99.9\%$ .

**40. Q: Does HSS require 24x7x365 that is SLA-backed? Will HSS require Vendor support staff to respond to HSS within a contractually-agreed upon timeframe?**

A: 24x7x365 support does not need to be SLA backed except in case of a website down time in which case we expect a response within fifteen (15) minutes. Please note that there are periods of the year (during October for Open Enrollment) when uptime is critical and also when various well-being programs are launching.

**41. Q: Will HSS have Drupal application monitoring tools in place for performance, security and best practices?**

A: Service Area 3 of this RFQ includes SFHSS seeking Drupal hosting services. Ideally the host will be able to provide some of these tools.

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**Appendix A4 (HSS Tech Assessment Content Model 9-19-2016)**

**42. Q: In Appendix A4, Section J. [Panels / Panelizer / Paragraphs] (page 10), what is meant by the phrase “new variations and layouts would inherit the look and feel of the existing site”?**

In all cases, new variations and layouts would inherit the look and feel of the existing site. This allows content creators to focus on relating information rather than on designing web pages.

A: SFHSS has brand guidelines regarding fonts, colors, logos, clear space, etc. (See Appendix B) which should be applied to the website. New variations and layouts should inherit these standards.

**Section 4. Evaluation Criteria**

**43. Q: Under section 4.3 (Evaluation Criteria), subsection 4.3.1 (Staff Qualifications), who is considered “lead staff members”?**

4.3.1 Staff Qualifications – 20 points (assessed separately within each Service Area)

Qualifications and educational backgrounds of lead staff members, including subcontractor staff, if applicable, proposed to perform services for the City are appropriately demonstrated for the relevant Service Area indicated in response.

A: Lead staff members should including the project lead, lead management staff (if in addition to the project lead), design lead, and any subcontractors or sub-consultants to serve a lead role on the project (design, management or otherwise).

**C. General**

**44.** As per the RFQ, “[a] summary of the[se] questions and answers...will be posted on the San Francisco Health Service System website (<http://myhss.org>)” on or after Wednesday, March 29, 2017.

**45. Q: What are the budgetary constraints or range for each Service Area?**

A: HSS has issued this RFQ to select a bid proposal that offers the best value for the services requested. However, consistent with contracting rules and



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- regulations of the City and County of San Francisco, SFHSS can increase/decrease the scope of this project and/or the budgeted amount during negotiations with the selected vendor for a service area.
- 46.** This RFQ has been provided to all Pre-Qualified Firms, as listed by the City and County of San Francisco Department of Technology, available at <http://sfgov.org/sfc/custom-drupal-services>.
- 47.** All information, privileged or otherwise, with respect to this RFQ, including, but not limited to, scope, schedule and budget, has been provided to each Pre-Qualified Firm. No firm, including any Pre-Qualified Firm, has been involved in the formation, planning, or drafting of this RFQ.
- 48.** City representatives, including HSS management and/or employees will serve as the Evaluation Team responsible for evaluating Respondents. The Evaluation Team will be responsible for the evaluation and rating of the responses, for conducting reference checks, and for interviews, if desired by the City.