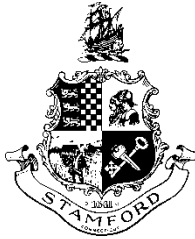


**MAYOR
CAROLINE SIMMONS**



**PURCHASING MANAGER
ERIK J. LARSON**

Phone: (203) 977-4107
Email: elarson@stamfordct.gov

**CITY OF STAMFORD
OFFICE OF ADMINISTRATION
888 WASHINGTON BOULEVARD
P.O. BOX 10152
STAMFORD, CONNECTICUT 06904-2152**

ADDENDUM NO. 2

March 23, 2026

2026.0285

City RFP - City of Stamford Website Ecosystem Redesign, Development, and Hosting

This addendum is being issued to all potential bidders to provide the items and attachments set forth herein which shall act to qualify, clarify, or otherwise modify the Contract Documents previously issued regarding the above referenced project. These items, whether of omission, addition, substitution, or clarification, shall be incorporated into the proposals submitted by all bidders, and receipt of this document and its attachments must be acknowledged, either in the space provided on the Bid Form or on the Contractor's Form of Proposal. Failure to do so may subject the Bidder to disqualification.

Official Vendor Questions & Responses (Addendum)

The following responses clarify questions submitted by prospective vendors. These responses become part of the official RFP documentation.

1. CMS Platform & Architecture

Q1.

Is the City open to modern open-source headless CMS platforms (e.g., Payload CMS, Next.js-based platforms), or does the City require a specific CMS?

Response

The City **does not mandate a specific CMS platform.**

The City will accept proposals using:

- Open-source CMS platforms
- Proprietary SaaS CMS platforms
- Headless CMS architectures

Provided the platform satisfies the RFP requirements including:

- Role-based access control
- Version control and revision history
- Content workflows
- Accessibility compliance
- Security standards
- Long-term maintainability
- Vendor support model

Vendors proposing open-source platforms must demonstrate:

- Long-term sustainability

- Security patch management
- Update strategy
- Operational support model

Zero-license-cost CMS platforms are acceptable but will be evaluated based on **total cost of ownership and support model**, not licensing alone.

Examples such as Drupal, WordPress, or modern headless architectures are acceptable if they meet all requirements.

2. AI Governance & Data Handling

Q2.

Would an architecture where no City data is used to train external large language models satisfy the City's AI governance requirements?

Response

Yes.

The City's AI governance requirements are satisfied if the solution:

- Does **not use City data to train external LLMs**
- Maintains **full data isolation**
- Ensures **encryption in transit**
- Stores all data in **U.S.-hosted infrastructure**
- Provides **clear AI disclosure documentation**

Vendors must document:

- Data handling practices
- LLM training policies
- Data retention practices
- AI risk controls

Alignment with frameworks such as the **National Institute of Standards and Technology AI Risk Management Framework** is acceptable through documented alignment rather than certification.

AI features such as chatbots are **optional enhancements** unless explicitly proposed.

3. Hosting Requirements

Q3.

Would AWS us-east-1 (N. Virginia) with multi-AZ architecture satisfy the East Coast Tier 3 requirement?

Response

Yes.

Cloud platforms such as **Amazon Web Services, Microsoft Azure, or Google Cloud** may satisfy hosting requirements provided they demonstrate:

- U.S.-based hosting
- SOC 2 Type II certification
- Multi-zone redundancy
- Disaster recovery compliance
- Web application firewall protection
- DDoS mitigation

AWS us-east-1 with multi-AZ deployment would meet the East Coast hosting requirement.

4. Performance Benchmarks Clarification

Some vendors noted a discrepancy between performance requirements.

Official Performance Requirements

Metric	Requirement
Uptime	100% SLA
Target uptime (preferred)	100%
Page load speed	≤ 3 seconds under normal load
Target performance	≤ 2 seconds

The City recognizes that the higher benchmark represents **best practice targets**, while the lower thresholds represent **minimum contractual requirements**.

5. Current Infrastructure

Q5.

Can the City provide details about the existing CMS and hosting environment?

Response

The current Stamford website ecosystem is hosted on the **Granicus govAccess platform.

Hosting is managed by the vendor.

The selected vendor will work with the City to coordinate migration activities.

6. Content Migration Access

Q6.

Will the selected vendor have access to the existing CMS environment or database?

Response

The selected vendor will be provided with appropriate access to:

- Existing website content
- Site structure
- Public documents

Where permitted by the current platform vendor.

The City cannot guarantee that full database exports will be available and vendors should plan for a **hybrid migration strategy** including:

- Structured exports where available
- Content scraping or reconstruction where necessary

7. Traffic & Infrastructure Metrics

Q7.

Can the City provide traffic analytics and infrastructure benchmarks?

Response

Basic analytics information will be shared during the vendor selection process.

Vendors should design hosting environments that can support:

- Typical municipal web traffic patterns
- Traffic spikes during elections, emergencies, and tax deadlines

Solutions should support **auto-scaling infrastructure**.

8. Site Ecosystem Scope

Q8.

How many sites and microsites are currently live?

Response

The Stamford digital ecosystem includes:

- StamfordCT.gov (primary site)
- Additional departmental or initiative microsites

Exact inventories will be provided during project discovery.

The RFP identifies key sites that must be migrated or integrated.

9. Authentication & SSO

Q9.

Should the CMS integrate with the City's existing identity provider?

Response

Yes.

The CMS should support integration with enterprise identity providers.

The City currently uses Microsoft ecosystem services including **Microsoft Entra ID**.

Vendors should support:

- SSO integration
- Multi-factor authentication
- Role-based user management

10. Accessibility Standard Clarification

Q10.

Does the site need to meet WCAG 2.2 AA at launch?

Response

The requirement is:

Standard	Requirement
WCAG 2.1 AA	Mandatory at launch
WCAG 2.2 AA	Alignment roadmap required

Vendors capable of delivering full **WCAG 2.2 AA** compliance at launch are encouraged to propose that capability.

Accessibility requirements apply to:

- All subsites
- Integrated applications
- Embedded third-party tools where feasible

11. Third-Party Integration Accessibility

If embedded components from third-party vendors do not meet accessibility standards:

- The City will work with the third-party provider
- The primary vendor is responsible for **reasonable accessibility accommodations where technically feasible**

12. Integration APIs

Q12.

Do incumbent systems have APIs available?

Response

Many current systems support modern APIs, including:

- GovQA
- ESRI
- SeamlessDocs
- SeeClickFix

Vendors should assume **API-based integration wherever available.**

13. GIS / ESRI Integration

The City expects integration with the **Esri ArcGIS platform.

Vendors may propose:

- Embedded maps
- API-driven integrations
- Custom map interfaces

The preferred approach is **API integration where feasible.**

14. AI Features Scope

Q14.

Is the City actively seeking AI features?

Response

AI capabilities are **optional enhancements.**

Vendors proposing AI features must:

- Provide full disclosure of AI functionality
- Describe data handling
- Document AI governance controls

15. Translation Strategy

Q15.

Should translation be automated or manually managed?

Response

The City is open to either:

- Automated translation tools
- Fully multilingual CMS workflows

Vendors should recommend the approach that best balances:

- accuracy
- accessibility
- operational sustainability

16. Project Timeline

Q16.

What is the expected go-live timeframe?

Response

Current procurement planning anticipates:

Contract award: **May–June 2026**

Target launch window:

6–12 months after contract execution

Vendors should provide a proposed project timeline.

17. Warranty Period

Q17.

What is the expected post-launch warranty period?

Response

The City expects a **minimum 90-day post-launch warranty period** prior to transitioning into standard SLA support.

18. SLA Credits

Q18.

Should vendors propose SLA penalty structures?

Response

Yes.

Vendors should propose an SLA structure including:

- uptime guarantees
- response times
- service credits for breaches

19. Cyber Insurance

Vendor cyber liability insurance covering hosted infrastructure is acceptable when using major cloud providers.

20. Offshore Delivery Models

Q20.

Is an onsite–offshore delivery model acceptable?

Response

Yes.

Hybrid delivery models are acceptable provided:

- Project leadership remains accessible to the City
- Security and data governance standards are maintained
- Communication and support expectations are met

Closing Statement

All vendors are encouraged to propose solutions that:

- Meet or exceed the City’s technical and accessibility requirements
- Provide long-term sustainability
- Demonstrate proven municipal experience
- Deliver strong value to Stamford residents

These responses constitute an official clarification to the RFP.

All other terms and conditions remain the same.

Erik Larson
Purchasing Agent

cc: Leah Kagan, Director of Economic Development
Purchasing Department File