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LACERS Website Development Services RFP Q&A

1. Question: Budget, Timeline, and Proposal

- a. What is the expected timeline and budget for the project?
 - i. **Answer: Our current website contract ends on April 30, 2027. The contractor must have new website online at that time. LACERS does not have a contract ceiling for this RFP. However, as industry professionals, please provide your pricing for the services as they relate to the scope listed in the RFP, keeping in mind that this is a competitive process.**
- b. Given the breadth of services requested — including web development, AI-enabled search and chat, accessibility remediation, and captioning — is LACERS open to proposals that phase delivery across contract years, prioritizing the core platform build and highest-impact services in Year 1 with subsequent phases addressing remaining scope?
 - i. **Answer: Yes. Please provide a roadmap and an estimated timeline for how your firm plans to phase the delivery of services.**
- c. Is LACERS looking for a detailed price breakdown? or can the offeror provide hourly rates for the personnel who will be working on this project?
 - i. **Answer Yes, please provide a detailed price breakdown for the services listed as deliverables, along with any associated work and costs.**

- d. Should proposers submit pricing as fixed-price, time-and-materials, unit-rate, or a combination of pricing models?

i. **Answer: Use any pricing approach that reflects how you propose to charge for the requested services, except for maintenance fees, which should be included as fixed monthly/annual charges. This is a competitive bidding process and LACERS will compare pricing accordingly.**

- e. Is there a prescribed list of professional classifications that proposer must use for the hourly fee schedule, or may proposer propose their own labor categories and corresponding hourly rates?

i. **Answer Firms may propose their own labor categories and hourly rates.**

- f. Should hosting, CDN, CMS subscriptions, AI consumption, search services, chatbot services, translation services, accessibility tools, monitoring tools, and other third-party licenses be included in the proposed fee?

i. **Answer: Yes. All anticipated costs must be included in the proposal; LACERS will not alter pricing or fees throughout the duration of the initial contract once it has been executed.**

- g. Is the proposer expected to propose a fixed annual/monthly maintenance fee, or should maintenance be priced using hourly rates and estimated labor categories?

i. **Answer: A fixed annual/monthly maintenance fee is expected.**

- h. If accessibility issues are found during review, should remediation be included in base scope or priced separately?

i. **Answer: Include everything in your proposal.**

- i. What specifically should be included in the 35-point Proposed Scope of Services Description and Methodology category, since the required response outline does not identify a separate technical approach section?

i. **Answer: LACERS is open to various technical approaches and methodology in design of the new website. Our preference includes security and necessary controls.**

- j. Is there a page limit or formatting requirement (font size, margins) for the proposal?

i. **Answer: There are no page limits or formatting requirements. Please ensure your chosen formatting is easy to follow and understand.**

- k. Question 12 requests hourly rates within each team member's CV/biography. May proposers alternatively present all hourly rates in the Proposed Fee Schedule section with a cross-reference from the CVs, to keep pricing consolidated? **Proposers may include a table that provides the hourly rate for every team member in a single table or grid format.**

- l. Question 4(b) requests a list of all other current clients with contact information. For firms with a large client base, is a representative list acceptable, and may client contact details be limited to clients who have consented to serve as references?

i. **Answer: Yes, both are acceptable, with a preference for pension plan clients where a proposer elects to provide a list of representative clients.**

- m. If a proposer claims a Public Records Act exemption, should the redacted copy be uploaded through the same submission portal as a second file, and is there a required naming convention for the redacted version?

i. **Answer: Utilize the same portal and add "[Redacted]" at the end of the file name.**

- n. Will the upload portal accept multiple files or a single PDF only, and is there a file size limit? If work samples exceed the limit, how should they be provided?

i. **Answer: Fewer files are preferred, however, the portal can accommodate multiple files/ larger files if necessary.**

- o. Does LACERS require Accessibility Conformance Reports (ACRs) or VPAT® documentation for the proposed solution?

i. **Answer: Reports to show continued WCAG compliance are required.**

- p. May the proposer utilize the experience, qualifications, certifications, and project references of proposed key personnel to satisfy the minimum qualification requirements of this RFP? May the proposer combine the qualifications and experience of the Prime Contractor and its subcontractor(s) to demonstrate compliance with the minimum qualifications

i. **Answer: You may include whatever you believe best demonstrates that your firm meets the minimum qualifications as long as all experience referenced is properly notated.**

- q. Will experience from higher education, nonprofit, healthcare, similarly sized enterprise organizations, or the commercial sector be considered comparable to government experience?

i. **Answer: Include any experience that is relevant to the qualifications requested on the RFP and indicate where the experience was gained.**

- r. Are there required subcontracting goals or participation percentages for MBE, WBE, SBE, EBE, DVBE, or other certified firms?

i. **Answer: There are no goals, quotas, or minimum participation percentages for MBE, WBE, SBE, EBE, DVBE, or other certified firms.**

- s. Will oral presentations or solution demonstrations be required as part of the evaluation process?

i. **Answer: No, only the RFP submission itself will be evaluated.**

- t. Are there any anticipated future phases or optional services that LACERS expects to procure under the resulting contract but are not explicitly described in the RFP?

i. **Answer: There are not.**

2. Question: General

- a. Please confirm that lacera.gov is the website being redesigned.

i. **Answer: The website being redesigned is “lacers.org”, and not “lacera.gov”.**

- b. Will LACERS provide branding guidelines, UI standards, style guides, and existing design assets?

i. **Answer: Yes, this will all be provided to the awarded vendor.**

- c. The RFP notes that LACERS reserves the right to select more than one firm. Is LACERS anticipating a split award between web development services and accessibility remediation/captioning services, or does LACERS prefer a single prime contractor responsible for all scope areas? May firms propose on only a portion of the scope (e.g., accessibility remediation and captioning only, or web development only)?

i. **Answer: LACERS anticipates that, if no firm can provide all services listed in the RFP, a split award may be awarded amongst the firms best suited to each service. It is not necessary for one contractor to have specialties in every component scope of services listed in the RFP, but proposers must specialize and meet the requirements for at least one to be considered.**

- d. In the event of a split award, will any minimum volume or funding be guaranteed?

i. **The contract award process does not provide for a contract ceiling or guaranteed minimum volume.**

- e. If a vendor has two years continuous experience with accessibility remediation, but experience with captioning is farther in the past, would this be sufficient to meet minimum qualifications?

i. **Answer: A proposer satisfies the minimum qualifications when it can demonstrate having the minimum required experience, regardless of when that experience was obtained.**

- f. For Minority-Owned Business certification, is any specific government entity MBE certification required?

i. **Yes, to see acceptable certifying agencies and/or eligibility requirements please reference the “Minority Business Enterprise” section of the [business certifications page on the BCA website](#).**

- g. Will proposals that include City of Los Angeles-certified MBE/SBE subcontractors receive evaluation preference or scoring credit, and if so, under which evaluation criteria?

i. Answer: Scoring criteria will be based on the criteria stated in the RFP.

- h. Can LACERS confirm where Appendix A (General Conditions and Compliance Documents), Appendix B (Standard Provisions for City Contracts), and Attachment 7 may be downloaded, and provide a complete list of the forms that must be submitted with the proposal versus those required only upon award.

i. Answer: All relevant documents and required forms can be found in the files section of this opportunity on RAMPLA.ORG.

- i. What insurance types and coverage limits will be required of the awarded contractor (e.g., general liability, professional liability/E&O, cyber liability), and must evidence of insurance be provided with the proposal or only prior to contract execution?

i. Answer: The form Gen 146, which includes the required insurance and minimum limits, can be found in the files section of this opportunity on RAMPLA.ORG. Evidence of insurance is required prior to contract execution once awarded.

- j. Is it required that proposers outside of the USA meet the same insurance requirements as those required by Los Angeles or will insurance compliant with the proposer's country's standards suffice?

i. Answer: An awarded vendor must meet the standard provisions of contracts for the City of Los Angeles, which includes meeting required insurance coverage and providing requested documents.
<https://cao.lacity.gov/content/risk/>

- k. Is a Los Angeles Business Tax Registration Certificate (BTRC) required at proposal submission, or only prior to contract execution for the awarded firm?

i. Answer: To do business with the City of Los Angeles, a vendor must have a Los Angeles Business Tax Registration Certificate (BTRC): <https://business.lacity.gov/plan-business/register-your->

[business/business-tax-registration-certificate](#). The BTRC is not required to submit a proposal but will be required before a winning proposer can enter into a contract with Los Angeles City.

l. Must proposers complete documented Business Inclusion Program outreach before proposal submission, or will those requirements apply only after award?

i. Answer: Proposers need not complete Business Inclusion Program Outreach prior to the contract being awarded.

m. Who is the current vendor supporting the site?

i. Answer: The current vendor supporting the site is “Planeteria”.

n. What is the current annual and total contract value, expiration date, and renewal option of the incumbent contract?

i. Answer: Current contract total is \$328,750 initially awarded in 2019. Annual maintenance is \$24,000. The current contract ends on April 30, 2027, and does not include an express provision regarding renewal options.

o. Will the selected contractor be expected to coordinate transition activities with the incumbent?

i. Answer: No coordination with the incumbent is expected, unless something is required from them in order to complete the migration process.

p. Will the incumbent be required to provide source code, technical documentation, administrative credentials, accessibility reports, and knowledge transfer to the selected contractor?

i. Answer: LACERS would arrange for these to be provided to the extent necessary for a winning proposer to satisfy the deliverables identified in the RFP.

q. Is offshoring permitted under this contract?

i. Answer: Servers must be housed in the US; data must be maintained on servers located in the US.

r. Is any onsite work anticipated?

- i. Answer. Onsite work is not required or anticipated; work may be performed remotely but must be based in the USA.

3. Question: Subcontracting and SOC

- a. The minimum qualifications permit firms without a current SOC 2 Type II or ISO 27001 certification to submit a documented remediation roadmap and a signed commitment to obtain certification within six months of contract execution. Can LACERS confirm that proposals submitted under this pathway will be evaluated on equal footing with those holding current certifications, provided interim security controls are documented?

- i. Answer: Proposals submitted under this pathway will be considered; however, they will not be evaluated on equal footing with firms that currently maintain a SOC 2 Type II report or ISO 27001 certification. LACERS strongly prefers vendors with an established, independently validated security program, as demonstrated through current certification.

Proposals from proposers without a current SOC 2 Type II or ISO 27001 certification will be considered if they provide comprehensive documentation of their existing security practices, a well-defined remediation roadmap, and a signed commitment to obtain the applicable certification within the specified timeframe. LACERS reserves the right to evaluate each proposal based on the overall strength of its security posture, risk profile, and ability to meet the security requirements.

- b. For RFPs similar to this one, rather than direct managed hosting in a cloud environment, we often partner with PaaS (Platform-as-a-Service) vendors like Pantheon & Acquia. PaaS vendors provide tier 1 support, SOC II compliance, deployment capabilities and code pipelines, WAF and security, CDNs and caching, backups, and scaling capabilities. Support tickets requiring developer intervention are rapidly escalated to us. Is a configuration like this acceptable, or is it required that all managed hosting support be supplied directly by the vendor submitting the RFP response?

i. Answer: The primary proposer is responsible for meeting all requirements, including the ability to provide continuous support. LACERS intends to work directly with the primary proposer, but subcontracting is permitted. All services to be provided by subcontractors should be identified in the proposal.

c. If subcontracting is permitted, is there a minimum percentage of work that must be performed directly by the Prime Contractor?

i. Answer: There is no set limit.

d. For the SOC 2 Type II / ISO 27001 requirement: (a) does the requirement apply to the prime proposer only, or also to subcontractors and hosting providers; and (b) if hosting is delivered on a certified platform (e.g., Acquia, Pantheon, AWS), does the platform's attestation satisfy the requirement for the hosting component?

i. Answer: The security control requirements are applicable to all parts of the selected proposal inclusive of prime proposer, subcontractors, and hosting providers.

4. Question: Artificial Intelligence

a. The RFP highlights AI-enabled search, chat, and content generation. Are these features mandatory deliverables, or may they be proposed as optional enhancements?

i. Answer: Your firm must be capable of delivering all AI services listed in the scope of work to be considered for this RFP. These are not optional enhancements and must be provided upon request during the term of the contract.

b. Does LACERS have preferred AI platforms or governance requirements (Azure OpenAI, OpenAI, Anthropic, Google Gemini, etc.)?

i. Answer: LACERS is open to various AI options. Our preference is a platform with strong security and access and usage controls.

c. Can LACERS clarify which AI capabilities are required for the initial implementation versus considered optional or future enhancements?

- i. Answer: The required capabilities include developing the AI chatbot, a smart search bar, and automated CMS capabilities and updates.**
- d. Should the AI primarily provide relevant document and page recommendations, generate natural language answers, or support a combination of both?
 - i. Answer: We are looking for AI-enabled full-site search, chat, and content generation.**
- e. Please provide guidance regarding governance expectations for AI capabilities, such as requirements for human oversight, response validation, auditability, or content approval before AI-generated content is published or presented?
 - i. Answer: At this time City of Los Angeles policy requires a human must verify information generated by AI (“human in the loop”) before it can be published or activated.**
- f. Question 27 requests “AI relevance evaluation metrics.” Can LACERS clarify whether it is seeking the firm's methodology for measuring search/chat relevance (e.g., precision/recall, user satisfaction), sample metrics from past deployments, or proposed KPIs for this engagement?
 - i. Answer: LACERS is particularly interested in how firms evaluate their AI’s Answer Relevancy and Context Precision, among any other evaluation methodologies firms use. Sample metrics are preferred.**
- g. Please describe examples of what you would consider “AI relevance evaluation metrics”.
 - i. Answer: We would like the AI to summarize data received and permit ratings by LACERS Staff to review and approve.**
- h. For the AI-powered search and chat portions of the scope, does LACERS have any existing pain points they are trying to solve?
 - i. Answer: Our existing search tool is not AI and we do not have a chat function. Members sometimes struggle to locate and submit requested forms as well as with understanding retirement application timelines and processes.**

- i. Regarding the requirements for AI-enabled search, conversational AI, and content assistance capabilities, is LACERS seeking a specific AI platform or technology stack, or is the selected vendor expected to recommend an approach that meets LACERS' requirements for accuracy, accessibility, security, privacy, and governance?

i. Answer: The selected vendor is expected to recommend an approach that meets LACERS' requirements.

- j. Does LACERS have policies or restrictions governing the use of AI services — e.g., approved LLM providers, requirements for data residency, prohibitions on member data being processed by third-party AI models, or a City of Los Angeles AI use policy that the solution must comply with?

i. Answer: Yes, City of Los Angeles and LACERS AI governance policies apply.

- k. What specific member or staff use cases should the AI-powered search and conversational chat features support, and which existing knowledge sources will be made available to configure, train, or ground these capabilities?

i. Answer: The AI-powered search and conversational chat capabilities are intended to supplement the Member Services call center by providing timely, accurate, and consistent responses to common member inquiries 24 hours a day. Primary use cases include answering frequently asked questions, guiding members to relevant webpages, forms, publications, including online services, and assisting with navigation of the website. The AI solution shall utilize publicly accessible content published on the new website to include webpages, FAQs, forms, publications, policies, and others.

- l. Will any AI feature be permitted to access member records, personally identifiable information, protected account information, or authenticated systems?

i. **Answer: City of Los Angeles and LACERS AI governance policies prevent any AI deployment or access to data unless the AI has been vetted for security and confidentiality compliance.**

m. Should the AI-powered search index only website content, or should it also search documents such as PDFs and Office files?

i. **Answer: The AI-powered search should index anything that is on the website. If a document is posted on the website, then the AI should be able to search it.**

n. Is the chatbot expected to support authenticated users, anonymous users, or both?

i. **Answer: The chatbot should support anonymous users, although some type of authentication may be required for advanced functionality that goes beyond answering user questions, in the event advanced functionality is subsequently implemented.**

o. Should proposers identify every anticipated AI provider, hosting provider, and sub processor in the proposal?

i. **Answer: Everything must be included in proposal.**

p. May City data be processed by third-party AI services if it is not retained or used for model training and the requirements of PSC-22 and PSC-23 are satisfied?

i. **Answer: Proposed third-party AI processing of City data that complies with City usage requirements will be evaluated on a case-by-case basis.**

5. Question: Website Development

a. Will the selected vendor be expected to provide hosting services, or will LACERS continue with its current hosting provider?

i. **Answer: The selected vendor will be expected to provide hosting services.**

b. Who will have final technical authority over architecture, hosting, security, domain migration, AI tools, and integrations?

- i. **Answer: LACERS will have final technical authority; however, matters regarding architecture, hosting, security, etc., will be discussed with the chosen firm.**
- c. Will LACERS perform content cleanup prior to migration, or is this expected to be included within the vendor's scope?
 - i. **Answer: LACERS performed the cleanup earlier this year and we do not anticipate further cleanup will be required.**
- d. Does LACERS anticipate a phased launch, minimum viable product, parallel operating period, or single full-site cutover?
 - i. **Answer: LACERS anticipates a single full-site cutover.**
- e. After the 90-day warranty period, will the vendor automatically transition into a long-term maintenance contract, or will this require a separate negotiation/approval process?
 - i. **Answer: Section III.C(2) asks proposers to provide a Maintenance fee schedule. LACERS reserves the right to negotiate long-term maintenance services, including the timing of when such services would commence.**
- f. Is LACERS looking for a complete redesign of the user experience and visual identity, or should the new solution primarily modernize the existing design while maintaining established branding?
 - i. **Answer: Our website must be completely replaced, but some of the branding may be maintained. The objective is to replace the existing website with a modern, secure, and sustainable web platform that supports the organization's long-term needs. The new website should meet accessibility standards and incorporate artificial intelligence capabilities to enhance functionality and user experience. The proposal shall include web hosting, ongoing annual maintenance and support services.**
- g. Can LACERS provide approximate content volume? Does LACERS anticipate a full migration of all existing website content, documents, and media assets,

or is the selected vendor expected to assist with a content audit and migration strategy to determine what content should be migrated, consolidated, archived, or rewritten? Approximately how many pages, documents, forms, and media assets are expected to be migrated?

i. **Answer: All current content on the website must be considered for migration, but LACERS will entertain ideas to restructure the information for display on the new website. The content platform houses over two thousand (2,000) pieces of content and migration should include over six hundred (600) published html pages and 900 pdf files.**

h. Will there be a content freeze during migration, or should content synchronization continue until production go-live?

i. **Answer: No freeze, content synchronization will continue until production goes live.**

i. What is the current monthly traffic on the website?

i. **Answer: The daily average page view is 1K, and the daily peak views are 3K.**

j. What user roles and permissions do you have set up on your sites?

i. **Answer: Currently LACERS only utilizes editor and admin roles. These roles and permissions must be included in the migration.**

k. Are there existing integrations that are considered and must remain operational throughout the modernization project?

i. **Answer: There are no existing integrations that must remain operational throughout the modernization project. We currently have MailChimp for sending email e-blasts but are open to any integrations that work for the new website.**

l. Will the selected firm be responsible for modernizing or replacing any existing forms, calculators, portals, or custom web applications?

i. **Answer: The selected firm may be responsible for replacing or reproducing some or all of the above, or for programming the**

website so that Admin staff can update current functionality and publish new, similar features.

m. When was the current site built, what is the target destination, and what is the current hosting environment, CMS platform, version and analytics platform?

i. Answer: The current website is hosted through Pantheon.io and was built 2019-2020. The CMS platform utilized is Drupal 6.0. LACERS plans to migrate from “lacers.org” to “lacers.lacity.gov” in collaboration with LA City counterparts. The current analytics platform is Google Analytics.

n. What platform is currently used for livestreaming or virtual meetings?

i. Answer: Currently both YouTube audio and Zoom are utilized.

o. Can you provide us with a list of modules that are currently installed and enabled on your site?

i. Answer: LACERS cannot do so at this time.

p. What custom modules are installed on your sites, and what functionality do they provide?

i. Answer: The current lacers.org website leverages existing custom modules designed for pension benefits administrators, developed by the current website vendor.

q. Do you currently use any third-party tools or services?

i. Answer: LACERS currently uses DocAccess for accessibility compliance, mailchimp for e-blasts, and QLess for appointment booking.

r. Have you conducted any user research and usability testing on your current site?

i. Answer: LACERS has not done so.

s. What features and functionalities are currently working well?

i. Answer: Site administrators are currently able to easily post new and updated content to the website. The current vendor’s response time is fast and helpful. Secure document upload is also working well and must be accessible on new website.

- t. Are there any new features/functionality that do not exist today that you are interested in adding to the site?

i. **Answer: We would like a better way to send e-blasts. The current website only works with MailChimp, which imposes frustrating limitations.**

- u. Is the expectation to modernize the existing Drupal implementation or evaluate a new implementation as part of the proposed solution?

i. **Answer: The current website is Drupal 6, which is no longer supported. We need a new build for either the current Drupal or an equivalent.**

- v. Does LACERS anticipate requiring custom application development, online forms, workflows, or secure member-facing functionality beyond standard CMS capabilities?

i. **Answer: The RFP does not call for this level of customization.**

- w. Does LACER have a platform preference?

i. **Answer: LACERS will consider any enterprise CMS architecture that satisfies stated requirements, although, our review process prioritizes security.**

- x. Are Recovery Time Objective (RTO) and Recovery Point Objective (RPO) requirements established for the solution?

i. **Answer: LACERS requires 4-12 hours of RTO and daily backups for RPO.**

- y. Can you please elaborate on the current secure document upload functionality? It appears you are using box.com, is that the plan for the future?

i. **Answer: We are currently using box.com for secure document upload but cannot guarantee what tool or platform LACERS will use for secure uploads in the future.**

- z. Do you intend to develop new content for the website? Do you need assistance in creating new content?

i. Answer: We are always developing new content for our website and do not need assistance in creating content, but if we are having trouble posting the content, we would need assistance.

aa. Will the brand be changing at all? Any major changes to colors, logos, messaging, etc.? If so, will those changes be within the scope of this project or delivered separately?

i. Answer: The current colors of our logo may require adjusting to ensure WCAG 2.1 AA compliance. The vendor will be required to ensure that all logos, graphical elements, and branding on the new website are WCAG 2.1 AA compliant.

bb. Are there example sites (inside or outside your industry) you admire?

i. Answer: There are not.

cc. Do you have an SEO strategy in place? Would you like ongoing assistance with developing and facilitating one?

i. Answer: We do not have one in place and do not anticipate a need for SEO based on our user base. However, LACERS is open to suggestions or recommendations, as related to SEO.

dd. Is the redesign of the member portal included, or only the public facing website?

i. Answer: The member portal is not included but the new website must be able to link to the member portal.

ee. What search technology is currently being used?

i. Answer: The current website utilizes Drupal Core Defaults as the online search technology.

ff. Do end users ever log into the Drupal site?

i. Answer: As lacers.org is a publicly accessible site, the end users do not need to login to Drupal. Internal staff logs into Drupal to administer the web pages and contents.

gg. What authentication and SSO requirements should vendors assume?

i. Answer: The scope does not include SSO requirements.

hh. Does LACERS currently maintain separate Development, QA/UAT, and Production environments?

- i. **Answer: We use a test environment as part of the production process for our current website.**
- ii. Please provide a list of required languages and if you have a desired language tool.
 - i. **Answer: LACERS requires English and Spanish language content. In addition, we must provide translation services for any language that is requested by a member.**
- jj. For ongoing support / maintenance costs (excluding CMS/license) are there a set number of hours per month or criteria that we should base our pricing on for comparison purposes?
 - i. **Answer: Our current contract has a yearly cost for maintenance with no set hours.**
- kk. The RFP identifies a goal of delivering a website platform sustainable for a minimum of seven (7) years. Are there specific technology, operational, or content management challenges with the existing platform that LACERS would like the new solution to address?
 - i. **Answer: LACERS prefers a support model that ensures the content management system (CMS) is sustainable over its lifecycle. Major CMS version upgrades should be incorporated into the annual maintenance and support services, rather than treated as a separate project that requires a separate formalized contract.**
- ll. Does LACERS have a preferred or required hosting model (vendor-provided cloud, managed Drupal platform such as Acquia/Pantheon, City infrastructure, or hybrid), or should proposers recommend and price a hosting solution?
 - i. **Answer: LACERS is open to any proposed hosting option. We prefer hosting platforms that provide strong security and control functionality.**
- mm. The RFP references Drupal-based platforms as well as “Drupal or comparable CMS platforms.” Can LACERS confirm whether Drupal is a required platform for the new website, or whether alternative enterprise CMS architectures, including headless CMS solutions, will be considered if they

satisfy the stated requirements for security, accessibility, content management workflows, integrations, and long-term sustainability?

i. **Answer: LACERS will consider an alternative enterprise CMS architecture that satisfies the stated requirements, although the review process prioritizes security.**

nn. Will independent penetration testing or vulnerability assessments be required prior to production deployment?

i. **Answer: Yes, through LACERS' third-party service provider for penetration testing and security assessments.**

oo. Are there any planned integrations with CRM, payment systems, identity providers, or other enterprise applications?

i. **Answer: There are no such integrations planned at present, but identify verification and other security features may be considered in the future.**

pp. Is there a mobile app or just a responsive mobile experience?

i. **Answer: LACERS does not currently have a standalone mobile app, but we are open to developing one.**

6. Question: Training

a. For staff training, does LACERS expect only CMS/editor training, or should the vendor also provide advanced developer-level training and documentation?

i. **Answer: LACERS expects proposers to provide CMS/editor training and advanced developer-level training and documentation in the form of training manuals.**

b. What training are you seeking? Is this Drupal editor training? Accessibility training? How many staff members will need to be trained?

i. **Answer: LACERS is seeking both Drupal editor training and accessibility training to ensure staff can effectively manage, update, and maintain the redesigned website. The Drupal training should cover content editing, page management, and general CMS best practices. Accessibility training should focus on creating and maintaining content that meets WCAG standards. The same would**

be true for a proposer who offers a solution that relies on an acceptable alternative to Drupal.

- c. What level of familiarity/comfort does your in-house technical staff have with Drupal?

i. Answer: Our IT Systems team is familiar and comfortable using Drupal, but our Communications team is not.

- d. How many staff members will need to be trained?

i. Answer: We estimate that approximately 10 staff members from our IT and Communications divisions (5 content editors/site administrators; 4 technical/developer staff; 2 executive or non-technical stakeholders) will be responsible for ongoing website updates and will require training.

- e. Does LACERS have a preference for training delivery format, such as in-person, virtual, or a combination of both? Are there any restrictions on training schedules or location?

i. Answer: LACERS does not have a preference, both are desirable. We do not have predefined restrictions on training schedules or locations. These details can be coordinated with the selected vendor based on staff availability and project needs.

- f. Does LACERS have a preferred project management methodology (Agile, Waterfall, Hybrid) for this engagement?

i. Answer: LACERS does not have a project management preference.

- g. Should training materials include video tutorials, written documentation, or both?

i. Answer: Both are expected.

7. Question: Help Desk

- a. Is the proposed Helpdesk service intended to serve LACERS staff, or the site end users? Can you please elaborate on the Helpdesk requirement?

i. Answer: The Helpdesk is to be used by LACERS staff with admin rights who need assistance with functionality and website posting.

- b. Please describe the expectations for help desk support. Is this end-user help desk for site users or technical support for the website CMS?
 - i. Answer: LACERS is seeking technical support for the website CMS, rather than end-user help desk support. Support should include troubleshooting, resolving technical issues within Drupal (or the proposed alternative environment), assisting with CMS functionality, providing guidance on updates or configuration, and addressing backend technical concerns that may arise during regular site maintenance.
- c. Can LACERS provide historical support ticket volumes to assist proposers in estimating staffing requirements?
 - i. Answer: Only staff with admin rights will send helpdesk tickets, which is expected to be less than 10 staff members.
- d. What helpdesk channels do LACERS prefer (ticketing portal, email, phone)?
 - i. Answer: LACERS prefers ticketing portal and email.
- e. Under "General Questions About the Firm," LACERS requests details about the vendor's help desk and ticketing system. Can LACERS confirm whether this question is asking vendors to describe the internal help desk and ticketing system they currently use for intake, tracking, escalation, and tools/platforms?
 - i. Answer: LACERS needs to know what system will be used by the vendor when assisting LACERS staff.
- f. Is 24/7 support required, or only business-hours support?
 - i. Answer: LACERS currently does not have a fixed monthly or annual allotment of technical support hours with the existing provider. Support is handled on an as-needed basis, and usage varies depending on ongoing website updates, maintenance needs, and any issues that arise. 24/7 availability is expected.
- g. Does LACERS have existing service level agreement (SLA) requirements for helpdesk response and resolution times, or will these be negotiated with the selected vendor?

- i. **Answer: Service level agreement requirements will be negotiated with the awarded vendor.**

8. Question: Accessibility Remediation

- a. Does the remediation requirement extend to legacy documents (e.g., older PDFs and Office files), or only to newly migrated/created content?

- i. **Answer: Remediation work will mainly apply to all newly created content placed on our website; however, firms wishing to be considered for remediation services must be able to remediate legacy documents and files upon request.**

- b. For synchronized captioning of live content: what is the anticipated frequency and duration of live events (e.g., monthly Board meetings), and are both live (real-time) captioning and post-production captioning required?

- i. **Answer: Board meetings take place twice a month and sometimes include Board Committee Meetings before and/or after. Real-time captioning, particularly for LACERS Board of Administration meetings, is required.**

- c. The RFP mentions providing synchronized captioning for live and recorded multimedia content compliant with WCAG 2.2 AA. Please clarify whether captions are expected to be manually uploaded (.vtt/.srt), automatically generated when videos are uploaded, or whether both approaches are required?

- i. **Answer: LACERS has no preference for either manually or automatically generated captioning, as long as the results are accurate and comply with federally mandated WCAG standards, which are currently WCAG 2.1 level AA.**

- d. Are multilingual captioning or transcription services anticipated?

- i. **English is expected at a minimum; however, LACERS must provide translation services for any language that is requested by a member.**

- e. The Introduction references a site that “currently meets WCAG 2.2 Level AA... and the required WCAG level upon production launch.” Please confirm whether

WCAG 2.2 Level AA is the compliance target at launch, or whether LACERS anticipates requiring a newer WCAG version if published before production launch.

i. Answer: The website must be compliant with Federally mandated standards. Currently the required level is 2.1 Level AA, but we expect Federal standards to move to WCAG level 2.2 level AA in the future.

f. Has LACERS conducted a recent accessibility audit? If yes, will the audit reports be shared with the selected contractor? Approximately how many accessibility issues have been identified to date?

i. LACERS has completed an accessibility audit for the current website, which confirmed that most of it is compliant. Audit reports can be shared with the awarded vendor.

g. Will manual accessibility testing by users with disabilities be required as part of acceptance testing?

i. Answer: Manual accessibility testing is not required.

h. Does LACERS have a preferred captioning platform or tool that the selected vendor should utilize, or may the vendor propose its own captioning solution?

i. Answer: LACERS has no preferences other than one with strong security and control functionality.

i. Should newly published content undergo automated accessibility validation prior to publishing, or will manual accessibility reviews be sufficient?

i. Answer: LACERS prefers that firms use automated accessibility checkers as an additional check on manually reviewed documents.

9. Question: Contract Length

a. What is the anticipated contract term (base period plus option years), and is the seven-year sustainability expectation tied to the contract term or to the platform's technical lifespan? Will pricing adjustments be permitted at renewal intervals?

i. Answer: LACERS anticipates the initial contract will have a three-year term, which is not tied to the seven-year sustainability

expectation. LACERS understands that vendors sometimes seek pricing adjustments at contract renewal milestones but cannot guarantee or predict what will happen in the future.