

DATE: July 20, 2026

TO: All Offerors'

FROM: DeKalb County Public Health

RE: RFP No. 26-1001-RFP13, DKPH Intranet Development Project

Please see Addendum No. 2 for the above-referenced solicitation.

ADDENDUM NO. 2
RFQ No. 26-1001-RFP13
DKPH Intranet Development Project

1. The following change has been made to the above-referenced solicitation.

Delete: Page 2

Add: REVISED Exhibit C: Certificate of Insurance (COI) Page 2

Questions and Answers

2. All other terms and conditions remain the same.

ADDENDUM NO. 2
RFQ No. 26-1001-RFP13
DKPH Intranet Development Project

COMPLETE AND RETURN THIS PAGE ALONG WITH THE LIST OF ITEMS BELOW

Company Name			
Contact Person			
Address			
Email		Phone	

You must complete and submit copies of the following items:

- 1. SUBMISSION COVERSHEET** (page #2)
- 2. Exhibit B: COST PROPOSAL**
- 3. Exhibit C: Certificate of Insurance (COI)- ~~Not Applicable.~~ Will be required at time of award.**
- 4. Exhibit D: CORPORATION WITHOUT CORPORATE SEAL STATEMENT OF CORPORATE RESOLUTION**
- 5. Exhibit E: CONSOLIDATED CERTIFICATE REGARDING LOBBYING; DEBARMENT, SUSPENSION, AND OTHER RESPONSIBILITY MATTERS; AND DRUG-FREE WORKPLACE REQUIREMENTS**
- 6. Exhibit F: E-VERIFICATION DOCUMENTATION – The Contractor Affidavit**
- 7. Exhibit G: REFERENCE SHEET**
- 8. PROVIDE ALL INFORMATION REQUESTED IN SUBMISSION REQUIREMENTS SECTION 2.0 (Proposal)**

By submitting a response to the RFP, the contractor is acknowledging that the contractor:

1. Has read all the information and instructions, and
2. Agrees to comply with all the terms and conditions, information, and instructions contained in this RFP.

It is understood and agreed that this statement of Proposal and proposal shall be valid and held open for a period of ninety (90) days from the opening date.

Person Authorized to Sign on Behalf of the Contractor:

Signature: _____

Printed Name/Title _____

ADDENDUM NO. 2
RFQ No. 26-1001-RFP13
DKPH Intranet Development Project

A: The following are questions received and the DeKalb County Public Health responses for the above-referenced solicitation:

1. Can DKPH provide an estimate of the current SharePoint content inventory (sites, libraries, pages, documents) that will be migrated?

A: TBD

2. Will DKPH provide pre-triaged “active” content, or is the vendor expected to lead the content validation and cleanup process?

A: Migrate all content.

3. Are existing Entra ID / AD security groups already structured for departmental access, or does DKPH expect the vendor to redesign or optimize the group model?

A: Some AD Security Groups are defined, but we will need to work with the vendor on others.

4. What is the current state of the WordPress environment (hosting, version, plugins, security hardening), and does DKPH expect enhancements or a rebuild?

A: WordPress is not currently used for the DKPH Intranet. It is a SharePoint site.

5. Which Microsoft 365 services must integrate with the intranet (Teams, Outlook, OneDrive, SharePoint, Planner), and what level of integration is expected?

A: O365 integration will be minimal depending upon needs.

6. Does DKPH require preservation of SharePoint metadata, version history, or permissions during migration to WordPress?

A: Permissions Only.

7. Do the 12 divisions require private departmental sites, shared collaboration spaces, or both within the new intranet?

A: Yes, both.

8. What are the expectations for document management — specifically versioning, approval workflows, retention policies, and enterprise search?

A: Approval workflows

ADDENDUM NO. 2
RFQ No. 26-1001-RFP13
DKPH Intranet Development Project

9. How many staff members will require training (IT admins, content owners, general users), and what training format does DKPH prefer?

A: 25-30. DKPH will expect the vendor to provide on-site training to various users (i.e. administrators, superusers, editors, contributors). Administrators and superusers will serve as trainers when staff need follow-up or refresher training.

10. Is the 8-week timeline fixed, or can it be adjusted based on discovery findings related to content volume, AD structure, or integration complexity?

A: The eight (8) week timeline is not fixed and can be adjusted based on discovery findings related to content volume, AD structure, or integration complexity. However, the target go-live for the new intranet is April 1, 2027.

Business & Project Objectives

11. What challenges exist with the current SharePoint intranet?

A: Security and lack of creative control.

12. Are there compliance/regulatory requirements?

A: WCAG, SOC2, HIPAA

13. What are the project success criteria?

A: Secure, centralized employee portal with single sign-on (SSO) and role-based access. Intuitive navigation, enterprise search, and organized document/content management. Department pages, news, announcements, calendars, forms, and employee directory. Integration with business systems and automated workflows for common business processes.

Existing Environment

14. WordPress version and hosting details?

A: WordPress is not currently used for the DKPH Intranet. It is a SharePoint site.

15. Are Dev/Test/UAT/Prod environments available?

A: No.

16. Any existing custom themes/plugins?

ADDENDUM NO. 2
RFQ No. 26-1001-RFP13
DKPH Intranet Development Project

A: No. We are starting fresh.

17. Who manages hosting and SSL?

A: The vendor will manage hosting and SSL. DKPH currently utilizes Kinsta to house its current internet site.

Microsoft 365 and Identity

18. Is Entra ID cloud-only or hybrid?

A: No.

19. Is Azure AD Connect configured?

A: No.

20. Preferred SSO protocol? **WS-Fed**

21. Is MFA required?

A: Yes.

22. Will guest users be supported?

A: No.

SharePoint Migration

23. How many sites, pages, documents and total data volume?

A: TBD

24. Should metadata, permissions and version history be migrated?

A: Yes, if possible.

25. Any workflows to migrate?

A: None currently

Content Management

26. Will DKPH clean obsolete content?

ADDENDUM NO. 2
RFQ No. 26-1001-RFP13
DKPH Intranet Development Project

A: DKPH, to the fullest extent possible, will ensure accuracy and relevance. Otherwise, content will be purged and not migrated to the new intranet.

27. Who approves migrated content?

A: The Office of Communications and Media Relations (OCMR) and IT Department.

Functional Requirements

28. Employee directory synchronization requirements?

A: Yes. Automatic synchronization with Active Directory.

29. Search scope (people, docs, pages, videos)?

A: All.

30. Preferred forms platform?

A: No preference.

31. Room booking integration?

A: Yes.

32. Video hosting platform?

A: Potentially.

Security

33. Data classification requirements?

A: Support for standardized data classification levels (e.g., Public, Internal, Confidential, and Restricted). Ability to apply classification labels to documents, pages, and other content with role-based access controls. Configurable retention, versioning, and audit logging based on data classification. Protection of sensitive information through encryption, access restrictions, and compliance with applicable regulations (e.g., HIPAA). Search, filtering, and reporting capabilities based on classification to support governance and compliance

34. Audit logging requirements?

A: Log all user authentication, content access, document changes, administrative actions, and permission modifications. Maintain a searchable, tamper-resistant

ADDENDUM NO. 2
RFQ No. 26-1001-RFP13
DKPH Intranet Development Project

audit trail with user, date/time, action performed and affected resource. Support configurable log retention periods to meet organizational and regulatory requirements. Provide reporting and alerting for security events, unauthorized access attempts, and policy violations. Enable export of audit logs for compliance reviews, investigations, and forensic analysis.

35. Download restrictions?

A: Varies.

36. Session timeout/IP restrictions?

A: Session Time Out - yes. IP restrictions - not yet.

User Roles

37. Administrator, editor and approver roles?

A: Yes.

38. Approval workflows required?

A: Yes.

Design & UX

39. Branding guidelines?

A: DKPH does have branding guidelines, mostly for public facing websites and printed media. However, for the intranet, there will likely be some deviations in order to delineate divisions/departments/sections.

40. Accessibility (WCAG)?

A: Yes

41. Reference intranet examples?

A: Yes, you may.

Integrations

42. HR, LMS, BossDesk, Teams, Outlook, Power BI or other integrations?

A: No.

ADDENDUM NO. 2
RFQ No. 26-1001-RFP13
DKPH Intranet Development Project

Reporting

43. Required analytics and reports?

A: The backend should have that capability (page/link/file metrics over a selected period of time, at a minimum). However, we do not have defined reports that are required.

Testing

44. Who performs UAT?

A: The Office of Communications and Media Relations (OCMR) and IT Department.

45. Performance/security testing required?

A: Yes.

Deployment

46. Deployment window, downtime and rollback expectations?

A: We are deploying the new site in parallel, so there should be no downtime. Deployment window varies.

Training & Support

47. Training audience and format?

A: Onsite training for managers and administrators.

48. SLA expectations?

A: Availability: Minimum 99.9% uptime during business hours, excluding scheduled maintenance.

Performance: Page load times of 3 seconds or less under normal operating conditions.

Incident Response: Critical issues acknowledged within 1 hour, high-priority issues within 4 hours, and resolution targets based on severity.

Support & Maintenance: Regular security updates, bug fixes, backups, and scheduled maintenance with advance user notification.

Recovery: Daily backups with documented disaster recovery procedures and defined Recovery Time Objective (RTO) and Recovery Point Objective (RPO).

ADDENDUM NO. 2
RFQ No. 26-1001-RFP13
DKPH Intranet Development Project

Commercial

49. Budget range?

A: The budget is undetermined.

50. Fixed-price or T&M?

A: Fixed Price

51. Change request process?

A: A change order request will be issued according to DKPH purchase order policy.

Top 15 Critical Questions

52. What is the SharePoint migration volume?

A: TBD

53. Cloud-only or hybrid Entra ID?

A: Cloud-only.

54. Are AD groups ready?

A: Some. This is in process.

55. Expected WordPress customization?

A: Yes.

56. Preserve SharePoint permissions?

A: No.

57. Are environments ready?

A: Yes.

58. Mandatory integrations?

A: Varies.

59. Branding guidelines?

ADDENDUM NO. 2
RFQ No. 26-1001-RFP13
DKPH Intranet Development Project

A: DKPH does have branding guidelines, mostly for public facing websites and printed media. However, for the intranet, there will likely be some deviations in order to delineate divisions/departments/sections.

60. Who approves migrated content?

A: Office of Communications and Media Relations (OCMR) and IT Department.

61. Compliance/security requirements?

A: Comply with all applicable security, privacy, and regulatory requirements, including HIPAA, where applicable. Support Single Sign-On (SSO), Multi-Factor Authentication (MFA), role-based access control (RBAC), and least-privilege access principles. Encrypt data in transit and at rest using industry-standard encryption protocols. Maintain comprehensive audit logs, security monitoring, and vulnerability management to detect and respond to security events. Support regular backups, disaster recovery, data retention policies, and secure handling of confidential and sensitive information.

62. Authentication/MFA requirements?

A: Integrate with Microsoft Active Directory for centralized identity management and Single Sign-On (SSO). MFA is TBD.

63. Support/SLA expectations?

Service Availability: The intranet shall maintain a minimum 99.9% uptime, excluding approved maintenance windows.

Support Hours: Vendor shall provide support during normal business hours, with 24x7 emergency support for Severity 1 (critical) incidents.

Incident Response Times:

Severity 1 (Critical): Response within 1 hour; continuous effort until service restoration.

Severity 2 (High): Response within 4 business hours.

Severity 3 (Medium): Response within 1 business day.

Severity 4 (Low): Response within 2 business days.

Service Restoration Targets:

Critical: Within 4 hours

High: Within 8 business hours

Medium: Within 3 business days

Low: Within 5 business days or next scheduled release.

Maintenance Notifications: Planned maintenance shall be communicated at least 72 hours in advance and scheduled outside normal business hours whenever possible.

ADDENDUM NO. 2
RFQ No. 26-1001-RFP13
DKPH Intranet Development Project

Security Updates: Critical security vulnerabilities shall be remediated within 24 hours of identification or vendor release.

Backup and Disaster Recovery: Daily automated backups with the ability to restore service within the agreed Recovery Time Objective (RTO) and Recovery Point Objective (RPO).

Escalation Procedures: Vendor shall provide documented escalation paths, designated technical contacts, and executive escalation procedures for unresolved issues.

Performance Monitoring: Continuous monitoring of application health, availability, and performance with proactive notification of significant service degradation.

Reporting: Monthly SLA reports shall include uptime statistics, incident metrics, response and resolution times, security events, maintenance activities, and trend analysis.

Documentation: Vendor shall maintain current technical documentation, knowledge base articles, and release notes for all updates.

Change Management: All production changes shall follow a documented change management process with rollback procedures for failed deployments.

64. Can sample content be shared?

A: Some.

65. How will scope changes be managed?

A: Intranet Administration Team

66. Acceptance criteria?

A: The intranet is fully deployed and operational in the production environment with no critical or high-severity defects. All functional requirements identified in the Statement of Work (SOW) have been successfully implemented and validated.

Integration with Microsoft Active Directory is fully operational. All required content, pages, forms, workflows, and document libraries have been migrated accurately and validated by DKPH stakeholders. Search functionality indexes all approved content and returns accurate, relevant results. All required integrations with third-party applications and internal systems function as designed. The solution meets or exceeds agreed-upon performance benchmarks, including page load times, search performance, and system responsiveness.

Security testing confirms compliance with HIPAA, NIST Cybersecurity Framework (CSF), NIST SP 800-53, and applicable State of Georgia security requirements.

Vulnerability assessments and penetration testing identify no critical or high-risk findings that remain unresolved. Backup, recovery, and disaster recovery procedures have been successfully tested and documented. The solution achieves a minimum 99.9% availability during user acceptance testing (UAT) and operational validation. Accessibility testing confirms compliance with WCAG 2.1 AA and

ADDENDUM NO. 2
RFQ No. 26-1001-RFP13
DKPH Intranet Development Project

Section 508 accessibility standards. User Acceptance Testing (UAT) is successfully completed with formal written approval from designated DKPH business and IT stakeholders. All system administration, operational, and end-user documentation has been delivered, reviewed, and approved. Administrative and end-user training has been completed, with training materials provided to DKPH. Knowledge transfer sessions have been completed for DKPH Information Technology personnel. Monitoring, logging, alerting, and audit capabilities are operational and validated. A complete network, system architecture, and configuration documentation package has been delivered. A 30-day post-production stabilization period has been successfully completed with no unresolved critical issues. Final acceptance shall occur only after DKPH Information Technology and Executive Leadership provide written approval confirming all contractual deliverables have been satisfactorily completed.

Existing Environment

- 67.** Please describe the current WordPress environment, including hosting model, versions, security controls, environments available (dev/test/prod), and plugin governance process.

A: WordPress is not currently used for the DKPH Intranet. It is a SharePoint site.

- 68.** Is the Microsoft identity environment fully cloud-based in Entra ID, or is it hybrid with Azure AD Connect and on-premises Active Directory dependencies?

A: On premises AD.

- 69.** Are there any existing WordPress intranet plugins, themes, custom code, or enterprise licenses that must be retained or avoided?

A: WordPress is not currently used for the DKPH Intranet. It is a SharePoint site.

- 70.** What room scheduling system is currently used internally, and what type of integration is expected: deep integration, embedded interface, or simple link-out?

A: Scheduling in SharePoint and Booking.

- 71.** What is BossDesk's current usage model, and does DKPH expect SSO, deep linking, embedded widgets, or only navigation links?

A: Navigational links.

ADDENDUM NO. 2
RFQ No. 26-1001-RFP13
DKPH Intranet Development Project

72. Are there specific cybersecurity standards, security assessments, penetration testing requirements, vulnerability scanning requirements, or compliance frameworks that the intranet must satisfy?

A: Comply with HIPAA, NIST Cybersecurity Framework (CSF) 2.0, and applicable State of Georgia cybersecurity requirements. Support Multi-Factor Authentication (MFA). Encrypt all data in transit (TLS 1.2+) and at rest (AES-256 or equivalent). Successfully complete independent penetration testing and vulnerability scanning prior to production deployment, with all Critical and High findings remediated. Protect against OWASP Top 10 web application vulnerabilities and follow secure coding best practices. Maintain comprehensive audit logs and support integration with enterprise SIEM/XDR security monitoring solutions. Provide documented backup, disaster recovery, and incident response procedures, including timely notification of security incidents. Allow DKPH to conduct or commission independent security assessments and audits as needed.

Identity and Access

73. Has DKPH already defined the target AD or Entra ID security groups for departmental and role-based access, or is group rationalization part of the project?

A: No. This is in process.

74. Are there any content areas that must support individual-level access restrictions in addition to group-based permissions?

A: Yes. Support Role-Based Access Control (RBAC) with permissions assigned by department, role, and security group. Support individual user-level permissions for confidential or restricted content in addition to group-based access. Allow administrators to assign, modify, and revoke permissions without requiring custom development. Restrict access to sensitive content such as executive communications, Human Resources, Finance, Legal, and Information Technology administration. Maintain audit logs of permission changes and access to restricted content.

75. What user attributes should be synchronized for profiles and people search, such as title, department, office location, phone, manager, and photo?

A: Profile information should synchronize automatically from the authoritative identity (AD)

76. Are external users, contractors, or temporary staff expected to access any part of the intranet?

ADDENDUM NO. 2
RFQ No. 26-1001-RFP13
DKPH Intranet Development Project

A: No

Content and Migration

77. What is the approximate volume of SharePoint content to be assessed, including number of sites, libraries, pages, documents, media files, and forms?

A: TBD

78. Does DKPH want the contractor to migrate only current content, or also archive legacy content in a separate read-only repository?

A: Only current content will be migrated.

79. Which content types are in scope for migration: pages, documents, media, lists, metadata, permissions, workflows, forms, or embedded web parts?

A: All

80. Are there file size, retention, legal hold, or records-management requirements that affect content triage or movement from SharePoint?

A: Not with this data.

81. Are there existing taxonomy, metadata, naming, or document classification standards that the new intranet must follow?

A: DKPH does not currently have a finalized enterprise taxonomy or metadata standard. The selected vendor will work with DKPH during the discovery phase to develop and refine taxonomy, metadata, naming conventions, and document classification standards. The proposed solution should support configurable metadata, standardized naming conventions, and document classification to improve search, consistency, and content governance.

82. Are there existing SharePoint workflows, approvals, automations, Power Automate flows, or business processes that must be recreated within the new intranet?

A: No existing SharePoint workflows, approvals, automations, Power Automate flows, or business processes. New workflows must be created.

Functional Requirements

83. For document management, does DKPH need versioning, approval workflows,

ADDENDUM NO. 2
RFQ No. 26-1001-RFP13
DKPH Intranet Development Project

expiration alerts, acknowledgement tracking, or only upload/download and access control?

A: Upload and download (with option to turn off download for specific items) is required, at a minimum, for document management. The versioning, approval workflow, and expiration alerts would be ideal, as we currently have versioning with the SharePoint intranet site.

84. For training content, should the platform track completion, or is the requirement limited to hosting and presenting videos and downloadable materials?

A: At a minimum, the platform should host and present videos, as well as allow downloadable materials. Tracking can be included but will be subject to overall budget cost optimization.

85. For interactive organizational charts, does DKPH have a preferred tool or data source, such as Microsoft 365 profiles, Visio exports, or manual maintenance?

A: Currently, this is a manual maintenance process handled by Human Resources, utilizing PowerPoint.

86. For fillable forms, should forms be embedded, linked externally, submitted into workflows, or stored in the intranet for download only?

A: Stored in the intranet for download only.

87. Is enterprise search expected to include only intranet pages and documents, or also people, forms, policies, and external linked systems?

A: Only intranet pages, documents, and links.

88. Does DKPH require multilingual content, accessibility beyond baseline ADA expectations, or WCAG-specific acceptance criteria?

A: No, baseline ADA or WCAG specifications are fine.

89. Does DKPH require audit logging for document access, downloads, content changes, and permission modifications?

A: Yes.

90. Are there performance expectations for search indexing and search result relevance, and should search respect security trimming based on user permissions?

Search results shall be returned within three seconds under normal operating

ADDENDUM NO. 2
RFQ No. 26-1001-RFP13
DKPH Intranet Development Project

conditions. New or updated content shall be indexed within 15 minutes of publication. Search shall provide relevant ranking, keyword matching, filtering, and support for common spelling variations. Search shall index approved pages, documents, lists, and metadata across the intranet. Search results shall use security trimming, ensuring users only see content they are authorized to access. Restricted content shall not appear in search results, previews, suggestions, or metadata for unauthorized users. Search performance and relevance shall be validated during User Acceptance Testing.

Design and User Experience

91. Are there existing branding guidelines, intranet examples, or communications standards that should shape templates and page layouts?

A: DKPH does have branding guidelines, mostly for public facing websites and printed media. However, for the intranet, there will likely be some deviations in order to delineate divisions/departments/sections. Templates and page layouts should be created to give users flexibility in delivering content to their respective user group/audience. However, these templates and layouts will need to be authorized for use before being activated on the back end.

92. What level of homepage personalization is expected, such as role-based widgets, department news, quick links, or targeted announcements?

A: Provide role-based homepages that display content, applications, and resources relevant to each user's role, department, and location. Display department-specific news, announcements, and alerts based on user membership and organizational unit. Allow users to customize quick links and frequently used resources while maintaining organization-wide standard content. Support targeted announcements and emergency notifications for specific departments, locations, security groups, or all employees. Display personalized widgets such as upcoming events, organization news, frequently used forms, recent documents, and assigned tasks. Support dynamic content audiences using Microsoft AD security groups and user attributes. Allow administrators to easily create, schedule, and manage targeted content without custom development. Ensure all personalized content respects role-based security permissions and is automatically updated as user roles or organizational assignments change.

93. Are there required mobile use cases for field staff, clinic staff, or employees who do not primarily work at desks?

A: No. All staff have access to a computer, whether it is a laptop, desktop, or shared workstation. Staff working remotely can access the employee intranet

ADDENDUM NO. 2
RFQ No. 26-1001-RFP13
DKPH Intranet Development Project

when connected through network VPN.

94. Should the design include analytics-driven recommendations, featured content, or personalized resource shortcuts at launch?

A: Analytic-driven recommendations would be helpful but restricted in display to intranet administrators on the back end only. Featured content options are required. Personalized resource shortcuts are not desired, as we want all front-end users to have the same display experience, which will help in providing guidance to locate items.

Delivery Approach

95. Does DKPH have any preference for how the project team engages throughout the implementation (e.g., remote, hybrid, or on-site), assuming project goals and timelines are successfully met?

A: No Preference

On-Site Participation

96. Are there any project activities where DKPH expects in-person participation, such as discovery workshops, training sessions, stakeholder meetings, or go-live support?

A: DKPH will expect the vendor to provide on-site training to various users (i.e. administrators, superusers, editors, contributors).

Resource Location

97. Does DKPH have any preferences or requirements regarding where the project team is located while providing implementation, maintenance, and support services?

A: DKPH would prefer a U.S.-based project team.

98. The RFP states both that SSO should be configured prior to Week 3 and that Week 3 includes SSO configuration. Can DKPH clarify the exact Week 3 SSO milestone and acceptance criteria?

A: No. This is TBD.

99. Can DKPH confirm whether the Microsoft 365/Entra environment for this project is Commercial, GCC, GCC High, or another government cloud environment, and what Microsoft license tier is available for the intranet/SSO work?

A: We are Government, but cannot determine license tier.

ADDENDUM NO. 2
RFQ No. 26-1001-RFP13
DKPH Intranet Development Project

- 100.** Is the identity environment cloud-only Entra ID or hybrid Active Directory with Azure AD Connect? If hybrid, what Azure AD Connect version and sync schedule are in use?

A: AD only.

- 101.** Will the contractor receive direct Microsoft 365/Entra admin access, or will configuration changes be performed by DKPH internal IT?

A: TBD

- 102.** What WordPress SSO plugin is currently installed or preferred, and should authentication use SAML 2.0, OIDC/OAuth, or another standard?

A: Our existing Intranet is not a WordPress site, it is SharePoint.

- 103.** Are AD security groups already clean and aligned to the 12 divisions/access needs, or should pre-project AD group cleanup/remediation be included in the contractor scope?

A: Not presently but will be configured prior to implementation.

- 104.** For Years 2–5 maintenance and support, what support expectations should be priced, including response times, support hours, enhancement work, and ongoing SSO/access support? **Support should be same as SLA, enhancements and ongoing SSO/access support**

A: TBD

- 105.** The Submission Coversheet (page 2) marks Exhibit C (Certificate of Insurance) as "Not Applicable," but the Terms and Conditions (Section 22) and Exhibit C itself require professional liability insurance of \$1,000,000 and comprehensive liability coverage. Can DKPH clarify whether COI submission is required for this RFP?

A: Yes, a Certificate of Insurance (COI) will be needed for this project because DKPH is requiring the selected vendor to provide on-site training to the staff.

- 106.** Per the Terms and Conditions (Item 49), subcontracted work requires DKPH's prior written consent, and the Contractor must submit the name and scope of each proposed subcontractor. Should subcontractor identification be included with the proposal submission on July 16, or may it be submitted after contract award but prior to subcontractor engagement?

A: Yes, all subcontractor information has to be included with your proposal.

- 107.** Section 5 (Key Technical Requirements) states the "existing WordPress hosting

ADDENDUM NO. 2
RFQ No. 26-1001-RFP13
DKPH Intranet Development Project

environment... [is] available and operational." Can DKPH confirm who currently manages/hosts this WordPress environment (internal IT, a third party, or the agency itself), and whether the contractor will be granted hosting-level access (server/hosting panel) or only CMS-level access?

A: WordPress is not currently used for the DKPH Intranet. It is a SharePoint site. DKPH currently utilizes Kinsta to house its current internet site.

108. Section 3.3 references "core integrations (BossDesk links, document libraries)." Is the BossDesk integration limited to hyperlinking to the existing BossDesk portal, or does it require deeper API-level integration (e.g., single sign-on pass-through, embedded ticket submission)?

A: Hyperlinking to the existing BossDesk Portal.

109. Section 3 (Deliverable Acceptance) states DKPH has 10 business days to review and accept each deliverable. Given the aggressive 8-week schedule, how should this 10-day review window be reconciled with weekly sprint deliverables — does DKPH anticipate expedited review during the active build phase?

A: We do not anticipate expedited review during the active build phase. The timeline provide was only an estimated timeline.

110. Section 2 Execution Strategy (Accelerated Model) does not list Change Management as a workstream as would be recommended as an industry best practice.

Will DKPH consider expanding Change Management requirements and align as a parallel workstream?

A: Yes. DKPH recognizes the importance of Organizational Change Management (OCM) as a key factor in the successful adoption of a new intranet platform. While Change Management is not currently identified as a separate workstream in the accelerated execution model, vendors are encouraged to incorporate change management activities as a parallel workstream within their project methodology. Proposals should include a Change Management approach that addresses stakeholder engagement, communication planning, end-user training, user adoption, readiness assessments, and post-deployment support. DKPH will evaluate proposed methodologies that demonstrate effective strategies for minimizing organizational disruption and promoting successful user adoption.

111. Section 3 Scope of Services, paragraph 3.6 Training & Change Management (Weeks 6–7) only list Training and Communication requirements. Communication is only one element of broader Change Management support that can be provided to DKPH employees to better enable their successful intranet transition.

ADDENDUM NO. 2
RFQ No. 26-1001-RFP13
DKPH Intranet Development Project

Inclusive of the current communication requirement, will DKPH consider proposals offering expanded Change Management support components that can enable the acceleration of employee adoption and successful long-term usability of the new intranet?

A: Yes

112. Section 5 Supplemental Information, paragraph 27 states DKPH intent “to establish a contract with one offeror”. Organizational / non-technical Change Management focused on the employees’ transition, differing from technical change management / change control focused on the technical implementation, is an expertise that is not common to technical implementation companies. The industry’s best practice applies OCM functions separate and parallel to the technical implementation reinforcing quality assurance through the people side of the implementation. This alignment of increased employee focus significantly increases contract value.

Will DKPH consider issuing contracts to multiple companies to ensure the project is receiving the best capabilities for the technical implementation; and non-technical Change Management and Communication requirements that best expertise can be found within a core Change Management business?

A: No, this contract will be awarded to one vendor.

113. Is there an incumbent vendor supporting the current intranet, if yes can you name them?

A: There is not an incumbent vendor supporting the current intranet, as it was initially created many years ago in-house. There is an incumbent vendor supporting our internet website. We will not be disclosing the name of that vendor, as they are not providing intranet services for the agency.

114. Is the incumbent vendor eligible to submit a proposal?

A: Yes.

115. What are the current limitations and challenges that you are facing with the existing solution?

A: DKPH's existing intranet has reached the limits of its functionality and no longer adequately supports the organization's operational and communication needs. Current challenges include limited content management capabilities, inconsistent navigation, insufficient search functionality, lack of personalization, and limited integration with enterprise systems. The existing platform also presents challenges related to governance, content ownership, mobile accessibility, and the ability to efficiently publish and manage information across multiple departments. DKPH is seeking a modern, secure, and scalable intranet platform that improves the employee experience through enhanced usability, robust search, role-based content delivery, streamlined content management, seamless Microsoft 365 integration, and

ADDENDUM NO. 2
RFQ No. 26-1001-RFP13
DKPH Intranet Development Project

strong governance while reducing administrative overhead and improving long-term maintainability.

- 116.** Can DKPH share the primary reasons for transitioning from the existing SharePoint intranet to WordPress? Understanding the key business and technical drivers will help us tailor our implementation approach.

A: See answer to previous question.

- 117.** Who will be responsible for hosting?

A: The vendor will manage hosting and SSL. DKPH currently utilizes Kinsta to house its current internet site.

- 118.** What is the hosting preference Cloud vs On-prem?

A: Cloud.

- 119.** Who is responsible for SSL certificates, backups, disaster recovery, and patch management?

A: The vendor will be responsible for SSL certificates, backups, disaster recovery, and patch management, as a part of ongoing maintenance and support.

- 120.** Are there any mandated technology stacks, WordPress themes, page builders, or plugins that vendors must use or avoid?

A: No specific WordPress theme, page builder, or plug-in is mandated. Vendors are encouraged to recommend industry-standard technologies that best meet the functional, security, accessibility, and performance requirements of the project.

- 121.** What percentage of content is expected to be archived, cleaned up, or retired rather than migrated?

A: TBD

- 122.** Are there specific search requirements, including enterprise search across SharePoint, WordPress content, and Microsoft 365 resources?

A: Search requirements are limited to items that will be maintained on the new intranet to be developed.

- 123.** Does DKPH require workflow automation integration with Microsoft Power Automate?

ADDENDUM NO. 2
RFQ No. 26-1001-RFP13
DKPH Intranet Development Project

A: Yes. DKPH prefers that the proposed solution support integration with Microsoft Power Automate for workflow automation. Vendors should demonstrate how the solution can leverage Power Automate to streamline business processes such as content approvals, notifications, forms processing, document routing, onboarding, and other organizational workflows.

- 124.** Does DKPH have a preferred cloud provider (AWS, Azure, Google Cloud, or vendor-hosted)?

A: DKPH currently utilizes Kinsta to house its current Internet site.

- 125.** What hosting platform or infrastructure does DKPH currently use for this application, and can the selected vendor reuse the existing hosting environment, or is the vendor expected to provision and manage new hosting?

A: WordPress is not currently used for the DKPH Intranet. It is a SharePoint site.

- 126.** What version of WordPress is currently in use?

A: WordPress is not currently used for the DKPH Intranet. It is a SharePoint site.

- 127.** Are there existing themes or custom plugins that must be retained?

A: WordPress is not currently used for the DKPH Intranet. It is a SharePoint site.

- 128.** Should the current WordPress environment be upgraded as part of the project?

A: WordPress is not currently used for the DKPH Intranet. It is a SharePoint site.

- 129.** Is content migration required from the existing SharePoint intranet to the new intranet experience?

A: Yes. Content migration from the existing SharePoint intranet to the new intranet solution is required. Vendors shall assess existing content and provide a migration strategy that includes content inventory, classification, cleanup recommendations, migration execution, validation, and quality assurance. DKPH expects vendors to migrate approved content, documents, pages, images, metadata, and other designated assets while preserving content integrity and minimizing disruption to business operations. Vendors should also identify obsolete, duplicate, or outdated content and provide recommendations for archiving or removal as part of the migration process.

- 130.** Approximately how many documents and pages are expected to be migrated into the new intranet?

ADDENDUM NO. 2
RFQ No. 26-1001-RFP13
DKPH Intranet Development Project

A: TBD

131. Are there any existing WordPress plugins that are mandatory for the new solution?

A: WordPress is not currently used for the DKPH Intranet. It is a SharePoint site.

132. Is the vendor expected to continue maintaining the existing WordPress hosting environment after go-live?

A: WordPress is not currently used for the DKPH Intranet. It is a SharePoint site.

133. Is Microsoft 365 already licensed and available for this project?

A: Yes

134. If Microsoft 365 is available, is SharePoint Online the preferred platform, or are vendors free to propose an alternative CMS?

A: SharePoint is the current platform for DKPH's intranet. DKPH desires to move away from SharePoint, to ideally a WordPress-based site, for ease of use for front-end users and back-end content creation and editing. While WordPress is ideally preferred, vendors are free to propose an alternative CMS.

135. Will DKPH provide an inventory of the existing intranet content?

A: TBD

136. Does the new intranet need to integrate with the existing public website or remain completely independent?

A: The new intranet does not need to integrate with the existing public website. It should remain completely independent, as it is currently structured.

137. Should the solution use a SharePoint Hub Site architecture with individual department/division sites, or does DKPH have another preferred information architecture?

A: While we will maintain some of the individual department/division format, DKPH does envision incorporating additional architecture to enhance the user experience.

138. Are there any required integrations with Microsoft Teams, Outlook, HR systems, Active Directory, or other enterprise applications?

ADDENDUM NO. 2
RFQ No. 26-1001-RFP13
DKPH Intranet Development Project

A: Yes. The proposed solution shall support integration with the Microsoft 365 ecosystem and other enterprise applications used by DKPH. At a minimum, vendors should support integration with: Microsoft Active Directory for authentication, Single Sign-On (SSO), and user synchronization. Microsoft Teams for collaboration, announcements, and shared content. Microsoft Outlook and Exchange Online for calendars, events, and email integration. Microsoft Power Automate for workflow automation and business process integration. Other enterprise applications, APIs, and data sources as identified during project discovery.

139. Are SharePoint metadata, permissions, document version history, and workflows expected to be migrated?

A: DKPH expects vendors to migrate applicable SharePoint content and associated metadata where feasible. At a minimum: Metadata: Yes. Relevant document and page metadata should be preserved during migration whenever technically feasible. **Permissions: Yes.** Existing security permissions should be migrated or mapped to the new intranet's role-based security model. **Document Version History: Preferred,** but not required. Vendors should identify any limitations and recommend the most appropriate migration approach. **Workflows: No.** There are currently no SharePoint workflows that require migration. Vendors may recommend new workflow capabilities as part of the proposed solution, including integration with Microsoft Power Automate where appropriate.

140. Are there any custom SharePoint web parts, Power Apps, Power Automate flows, or InfoPath forms that must be recreated?

A: None

141. Are there any inactive or archived SharePoint sites that should be excluded from migration?

A: TBD

142. Approximately how many content authors, approvers, and administrators will use the system after go-live?

A: The exact number of users has not been finalized and will be determined during the project discovery phase. For proposal purposes, vendors should assume the following estimated user population: Content Authors: Approximately 40–60 users across departments and health center locations. Content Approvers: Approximately 15–25 departmental managers and designated business owners. System Administrators: Approximately 3–5 Information Technology staff responsible for platform administration, security, governance, and configuration. The intranet

ADDENDUM NO. 2
RFQ No. 26-1001-RFP13
DKPH Intranet Development Project

should be designed to support future growth in both administrative users and content contributors without requiring significant architectural changes.

- 143.** Are approval workflows expected to be configurable by administrators without custom development?

A: Yes. DKPH expects approval workflows to be configurable by authorized administrators without requiring custom development or vendor intervention. The solution should provide a low-code or no-code workflow designer that enables administrators to create, modify, and manage content approval processes, notifications, routing, escalation rules, and publishing workflows. Workflow configuration should support multiple approval levels, role-based approvals, delegation, automated notifications, and integration with Microsoft Power Automate where appropriate.

- 144.** Are there any approval workflows or automated business processes that should be included as part of the initial implementation?

A: TBD

- 145.** Will the solution require automated email notifications, reminders, or alerts for content publishing and approvals?

A: Yes. The solution should support automated email notifications, reminders, and alerts for content publishing and approval workflows. At a minimum, the solution should provide: Notifications for content submission, approval, rejection, and publication. Automated reminders for pending approvals and overdue tasks. Configurable alerts for content expiration, scheduled publishing, and required content reviews. Role-based and user-specific notification settings. Integration with Microsoft Outlook and Microsoft Power Automate to support enterprise workflow automation and notification management. All notifications should be configurable by authorized administrators without requiring custom development.

- 146.** Should news and announcements support targeted audience delivery based on departments or user groups?

A: New and announcements should be targeted for both specific departments/user groups and all users.

- 147.** What reporting or analytics capabilities are expected, such as user activity, document usage, search analytics, or content performance?

A: DKPH expects the intranet to provide comprehensive reporting and analytics that enable administrators and content owners to measure adoption, engagement, and overall platform effectiveness. At a minimum, the solution should provide: User

ADDENDUM NO. 2
RFQ No. 26-1001-RFP13
DKPH Intranet Development Project

activity (logins, page visits, and unique users). Content performance (page views, popular content, and engagement metrics). Document usage (views, downloads, and access trends). Search analytics (search terms, failed searches, and search result effectiveness). Content governance (expiring content, stale content, and publishing activity). Workflow reporting (approval status, pending tasks, and processing times). Administrative dashboards with configurable reports and data visualizations. The ability to export reports in common formats (e.g., Excel, CSV, PDF) and support integration with Microsoft Power BI for advanced reporting and analytics.

148. Should existing JotForm forms remain in JotForm, or should they be recreated within the new intranet platform?

A: DKPH has not made a final determination regarding JotForm migration. The approach will depend on the proposed solution's capabilities, implementation complexity, and overall cost. Vendors should evaluate both options and provide recommendations, including: Retaining existing JotForm forms and integrating them with the new intranet where appropriate. Recreating forms within the proposed intranet platform if doing so provides improved functionality, maintainability, user experience, or long-term cost savings. Proposals should clearly identify the costs, benefits, limitations, and implementation effort associated with each approach so DKPH can make an informed decision during the project.

149. Approximately how many forms are expected to be migrated or developed during Phase 1?

A: TBD

150. Will forms require workflow approvals, notifications, attachments, or electronic signatures?

A: Yes. DKPH expects the proposed solution to support forms with configurable workflow capabilities. Depending on the business process, forms should support: Multi-level approval workflows. Automated notifications and reminders. File and document attachments. Electronic signatures where appropriate and compliant with applicable legal and regulatory requirements. Integration with Microsoft Power Automate and Microsoft 365 services for workflow automation. Secure storage and role-based access to submitted form data. Audit trails documenting submissions, approvals, modifications, and workflow actions. Vendors should describe how these capabilities are provided, identify any licensing requirements, and note any limitations of the proposed solution.

151. What are the expectations and timeline for ongoing support and maintenance after the system is implemented?

ADDENDUM NO. 2
RFQ No. 26-1001-RFP13
DKPH Intranet Development Project

A: DKPH expects the selected vendor to provide ongoing support and maintenance following production implementation to ensure the solution remains secure, stable, and current. At a minimum: Provide a minimum 12-month post-implementation warranty covering defect resolution and vendor-introduced issues at no additional cost. Offer ongoing maintenance and support services, including software updates, security patches, bug fixes, and compatibility updates meet the Service Level Agreement (SLA) response and resolution times defined in the RFP. Provide access to a technical support team, knowledge base, and documented escalation procedures. Support regular platform upgrades while minimizing downtime and preserving custom configurations. Notify DKPH of planned maintenance, security advisories, and major software releases. Provide optional annual maintenance and support pricing beyond the initial warranty period, including a description of available support tiers and associated service levels. Vendors should clearly describe their post-implementation support model, staffing, escalation procedures, and long-term product roadmap as part of their proposal.

- 152. Do you expect the vendor to perform any tasks on-site, or can all work be performed remotely?**

A: DKPH expects the selected vendor to provide ongoing support and maintenance following production implementation to ensure the solution remains secure, stable, and current. At a minimum: Provide a minimum 12-month post-implementation warranty covering defect resolution and vendor-introduced issues at no additional cost. Offer ongoing maintenance and support services, including software updates, security patches, bug fixes, and compatibility updates meet the Service Level Agreement (SLA) response and resolution times defined in the RFP. Provide access to a technical support team, knowledge base, and documented escalation procedures. Support regular platform upgrades while minimizing downtime and preserving custom configurations. Notify DKPH of planned maintenance, security advisories, and major software releases. Provide optional annual maintenance and support pricing beyond the initial warranty period, including a description of available support tiers and associated service levels. Vendors should clearly describe their post-implementation support model, staffing, escalation procedures, and long-term product roadmap as part of their proposal.

- 153. Do you accept offshore resources?**

A: No. DKPH requires that all project resources performing implementation, configuration, migration, support, maintenance, or any work involving access to DKPH systems or data be U.S.-based. Offshore resources are not permitted for this project. Vendors shall identify the location of all personnel assigned to the project and disclose any subcontractors as part of their proposal.

- 154. What is the approved budget or range allocated for this project?**

ADDENDUM NO. 2
RFQ No. 26-1001-RFP13
DKPH Intranet Development Project

A: TBD

155. If a proposed resource becomes unavailable or allocated to any other project at the time of award/project start date can we deploy another resource with the same/similar experience and skillset?

A: Yes. DKPH recognizes that staffing changes may occur between proposal submission and project initiation. Vendors may substitute proposed personnel with resources possessing equivalent or greater qualifications, experience, certifications, and relevant project expertise, subject to DKPH's prior written approval. The vendor shall notify DKPH promptly of any proposed personnel changes and provide updated resumes and qualifications for review. Resource substitutions shall not result in project delays, reduced service quality, or additional cost to DKPH.

156. Could DKPH please share the estimated budget range or anticipated funding available for this project to assist vendors in proposing the most appropriate solution?

A: TBD

157. While the RFP identifies WordPress as the preferred platform, would DKPH consider proposals based on an alternative CMS if it satisfies all functional, technical, security, and integration requirements outlined in the solicitation?

A: While a WordPress-based site is ideally preferred for ease of use for front-end users and back-end content creation and editing, vendors are free to propose an alternative CMS, given that it fully satisfies all functional, technical, security, and integration requirements outlined in the solicitation.

158. Will the selected vendor be provided with the administrative access, hosting environment, and permissions necessary to configure, develop, migrate, test, and deploy the new intranet solution?

A: Yes. DKPH will provide the selected vendor with the administrative access, system permissions, and technical information reasonably necessary to configure, implement, migrate, test, and deploy the hosted intranet solution. Access will be granted in accordance with DKPH's security policies and the principle of least privilege. All vendor personnel requiring access must comply with DKPH security requirements, execute any required confidentiality or security agreements, and use approved authentication methods, including Multi-Factor Authentication (MFA), where applicable.

159. Are there any preferred WordPress plugins, security frameworks, coding standards, or organizational policies that vendors should consider when preparing their proposed technical approach?

ADDENDUM NO. 2
RFQ No. 26-1001-RFP13
DKPH Intranet Development Project

A: WordPress is not currently used for the DKPH Intranet. It is a SharePoint site.

- 160.** Could DKPH please confirm that the necessary Microsoft 365 licenses, Entra ID configurations, and Active Directory security groups required for authentication and integration will be available prior to implementation?

A: TBD

- 161.** Beyond the integrations identified in the RFP (e.g., Microsoft 365, Entra ID, BossDesk, document libraries, and room scheduling), are there any additional third-party systems or integrations that should be included within the project scope?

A: None at this time.

- 162.** Are there any existing SharePoint workflows, custom lists, automated business processes, or other functionality beyond document storage that are expected to be recreated or migrated into the new intranet solution?

A: None

Budget and Pricing

- 163.** Is there an approved budget range or "not-to-exceed" amount for this project?

A: TBD

- 164.** Are Year 2–5 maintenance costs evaluated separately, or rolled into the total cost score?

A: Maintenance costs for Years 2-5 will not be evaluated separately. However, the cost should be identified separately and included in the overall cost proposal.

Current WordPress Environment

- 165.** Is the existing WordPress site hosted by DKPH, and if so on what platform (self-hosted WordPress.org, WP Engine, Kinsta, etc.)? Does the contractor need to provide hosting?

A: WordPress is not currently used for the DKPH Intranet. It is a SharePoint site. DKPH currently utilizes Kinsta to house its current internet site. With that said, to allow centralized hosting for internet and intranet, the contractor will need to utilize/provide hosting via Kinsta.

- 166.** What is the current WordPress version, active theme, and key plugins in use?

A: WordPress is not currently used for the DKPH Intranet. It is a SharePoint site.

ADDENDUM NO. 2
RFQ No. 26-1001-RFP13
DKPH Intranet Development Project

167. Is there an existing staging/development environment, or does the contractor need to provision one?

A: No, contractor needs to provision one.

SharePoint Migration Scope

168. Approximately how many SharePoint pages, documents, and total storage volume (GB) are in scope for migration?

A: TBD

169. Will DKPH staff perform content cleanup and triage before migration, or is that part of contractor scope?

A: DKPH, to the fullest extent possible, will ensure accuracy and relevance. Otherwise, content will be purged and not migrated to the new intranet.

170. Are SharePoint workflows, Power Automate flows, or InfoPath forms in scope for replacement, or is the migration limited to static content?

A: Current intranet is static content.

Active Directory / SSO

171. Is the identity environment hybrid Active Directory + Entra ID, or Entra ID-only (cloud-only)? Is SAML 2.0, OIDC, or both required for SSO? **DKPH currently utilizes Microsoft Active Directory (AD) as its enterprise identity provider. The proposed solution shall support Single Sign-On (SSO) through Active Directory and be compatible with SAML 2.0 and/or OpenID Connect (OIDC) authentication protocols. Vendors should identify the authentication methods supported by their solution and recommend the approach that best aligns with DKPH's security architecture and future scalability.**

172. Does DKPH have a preferred WordPress SSO plugin (e.g., miniOrange, WP SAML Auth, OneLogin), or is the contractor to recommend?

A: Vendor shall recommend.

Compliance

173. Does DKPH require HIPAA compliance or execution of a Business Associate Agreement (BAA) for this intranet?

ADDENDUM NO. 2
RFQ No. 26-1001-RFP13
DKPH Intranet Development Project

A: The Intranet will not contain PHI, but HIPAA compliance is desired.

Integrations

- 174.** Section 3.3 references "BossDesk links" — is full BossDesk API integration required, or only hyperlinks? Are there other integrations to plan for (HRIS, Microsoft Teams, Outlook calendar, e-signature)?

A: Hyperlinks.

Team & Logistics

- 175.** Is on-site presence at the Decatur, GA office required for any phase, or can the engagement be fully remote?

A: DKPH will expect the vendor to provide on-site training to various users (i.e. administrators, superusers, editors, contributors).

- 176.** What is DKPH's expected SME availability per week, and who will serve as the assigned Project Manager?

A: DKPH will assign a dedicated Project Manager who will serve as the primary point of contact and coordinate project activities, stakeholder participation, and decision-making throughout the implementation.

Subcontracting

- 177.** Section 49 requires written consent for subcontractors. Will naming a proposed subcontractor (with scope of work) within our proposal satisfy this requirement, or is separate post-award approval required?

A: Yes. Vendors shall identify all proposed U.S.-based subcontractors and their scope of work in their proposal. This satisfies the initial disclosure requirement. Offshore subcontractors are not permitted. Any subcontractor changes after contract award require DKPH's prior written approval.

- 178.** Can DKPH confirm details of the existing WordPress hosting environment, including hosting provider, infrastructure setup, version, and scalability considerations?

A: WordPress is not currently used for the DKPH Intranet. It is a SharePoint site.

- 179.** Is the expectation that the contractor must utilize the existing hosting environment, or is migration to an alternate platform (e.g., Azure or managed WordPress hosting) permitted if recommended?

ADDENDUM NO. 2
RFQ No. 26-1001-RFP13
DKPH Intranet Development Project

A: No. Vendors are not expected to utilize DKPH's existing hosting environment. As this is a fully hosted (SaaS) solution, the selected vendor shall provide and manage the hosting platform. Vendors may propose their preferred hosting environment, provided it meets the security, performance, availability, and compliance requirements outlined in the RFP.

- 180.** If an alternate hosting model is proposed, will DKPH evaluate it as an optional enhancement or as part of the base solution?

A: DKPH will evaluate the vendor's proposed hosting model as part of the base solution. Since this procurement is for a fully hosted (SaaS) intranet, vendors should include their recommended hosting environment in their base proposal.

- 181.** Who will be responsible for hosting costs, infrastructure provisioning, and ongoing platform management (DKPH or the selected contractor)?

A: The selected contractor shall be responsible for all hosting costs, infrastructure provisioning, platform management, maintenance, monitoring, backups, disaster recovery, and security associated with the hosted intranet solution. These costs shall be included in the vendor's proposal.

- 182.** Are there any specific security, compliance, or hosting standards (e.g., public health regulations, state policies) that must be adhered to for hosting and infrastructure?

A: Yes. The hosting environment shall comply with all applicable HIPAA Security Rule requirements, NIST Cybersecurity Framework (CSF) guidance, and applicable State of Georgia security policies and standards. The solution shall provide encryption of data at rest and in transit, Multi-Factor Authentication (MFA), vulnerability management, regular security patching, backup and disaster recovery capabilities, audit logging, and high availability. Vendors should describe how their hosting environment meets these security, compliance, and operational requirements.

- 183.** Can DKPH provide information on the current WordPress implementation, including installed plugins, themes, and whether an existing intranet instance is already in place?

A: WordPress is not currently used for the DKPH Intranet. It is a SharePoint site.

- 184.** Are there any preferred plugins, licensing standards, or restrictions that should be considered as part of the solution?

A: No. DKPH does not require specific plugins or licensing models. Vendors should propose industry-standard, actively supported components that best meet the functional, security, accessibility, and performance requirements of the RFP

ADDENDUM NO. 2
RFQ No. 26-1001-RFP13
DKPH Intranet Development Project

185. Can DKPH confirm the current Entra ID / Active Directory architecture (cloud-only or hybrid)?

A: DKPH currently utilizes an on-premises Microsoft Active Directory environment and does not currently use Microsoft Entra ID (Azure AD). The proposed solution should support integration with Active Directory for authentication and Single Sign-On (SSO) and should be compatible with standard authentication protocols such as SAML 2.0 and/or OpenID Connect (OIDC) to support future scalability.

186. Are AD security groups already structured appropriately for intranet access control, or should restructuring be assumed as part of the project scope?

A: No. This is in process.

187. Will DKPH provide access to the Entra ID tenant, test users, and groups during implementation?

A: No. DKPH does not currently use Microsoft Entra ID (Azure AD). The selected vendor will be provided with the necessary Active Directory access, test accounts, and security groups required to configure, test, and validate authentication and authorization in accordance with DKPH security policies.

188. Are there any MFA or Conditional Access policies that may impact SSO configuration and testing?

A: Yes. DKPH utilizes Multi-Factor Authentication (MFA) for remote access and other applicable systems. Vendors should ensure the proposed solution is compatible with DKPH's authentication and security requirements. DKPH does not currently use Microsoft Entra ID Conditional Access policies. Any authentication configuration and testing will be coordinated with DKPH Information Technology during implementation.

189. Can DKPH clarify the approximate volume of content to be migrated from SharePoint (e.g., number of sites, documents, or data size)?

A: No. This is TBD.

190. Will DKPH provide content owners for validation and cleanup, or is the contractor expected to perform content triage activities?

A: DKPH will identify content owners to review, validate, and approve content for migration. The selected contractor is expected to assist with content inventory, analysis, and migration recommendations, including identifying duplicate,

ADDENDUM NO. 2
RFQ No. 26-1001-RFP13
DKPH Intranet Development Project

outdated, or obsolete content. Content triage and cleanup will be a collaborative effort between DKPH and the contractor.

- 191.** Should the migration scope include only active/current content or full archival/historical content?

A: Only active/current content will be migrated.

- 192.** Are there any metadata, taxonomy, or tagging standards required as part of the migration process?

A: This has been previously answered.

- 193.** Can DKPH clarify the definition of “maintenance and support” referenced in the RFP?

A: For the purposes of this RFP, maintenance and support includes the ongoing services necessary to ensure the hosted intranet remains secure, available, and fully operational. This includes software updates, security patches, bug fixes, performance monitoring, backup and disaster recovery, technical support, issue resolution, and platform maintenance. Maintenance and support also include vendor assistance with troubleshooting, incident management, and resolution of defects in accordance with the Service Level Agreement (SLA). Any optional enhancement, development, or consulting services beyond routine maintenance and support should be identified and priced separately.

- 194.** Does support include bug fixes, incident resolution, security updates, patching, platform monitoring, and minor content or configuration updates?

A: Yes

- 195.** Are enhancements, new features, or integrations expected to be included as part of ongoing maintenance and support, or will they be handled through a separate change request or time-and-materials process? Additionally, should pricing for such enhancements be included as part of the cost proposal, or are vendors expected to provide resource-based hourly rate cards for future enhancement activities?

A: Enhancements, new features, integrations, and other work beyond routine maintenance and support are not expected to be included in the base maintenance agreement. Such work will be handled through a separate change request or time-and-materials process, as approved by DKPH. Vendors should not include enhancement pricing in the base support proposal. Instead, vendors should provide a resource-based hourly rate card for professional services that may be required for future enhancements, custom development, integrations, or other out-of-scope work.

ADDENDUM NO. 2
RFQ No. 26-1001-RFP13
DKPH Intranet Development Project

196. What are the expected service level agreements (SLAs) for incident response time, resolution time, and escalation handling?

A: Please see the response in Questions 48 and 63.

197. Is after-hours, weekend, or on-call support required as part of the support model?

A: No. DKPH does not require routine after-hours, weekend, or on-call support. However, 24×7 emergency support is required for Severity 1 (Critical) incidents, such as a complete intranet outage or other event that renders the system unavailable. Routine support requests and non-critical issues may be handled during normal business hours in accordance with the applicable Service Level Agreements (SLAs).

198. If cloud infrastructure such as Azure is used, should the contractor be responsible for full infrastructure management (App Service, database, backups, monitoring), or only application-level configuration?

A: If the vendor's proposed solution utilizes a cloud platform (e.g., Azure), the selected contractor shall be responsible for full infrastructure management, including hosting, application services, databases, backups, monitoring, security, patching, disaster recovery, and overall platform availability. As this is a fully hosted (SaaS) solution, DKPH expects the contractor to manage both the underlying infrastructure and the application environment as part of the proposed service.

199. Are there existing Azure monitoring or security tools (e.g., Application Insights, Sentinel) that must be used?

A: No.

200. Who will be responsible for infrastructure cost management, performance tuning, and backup/disaster recovery validation?

A: The selected contractor shall be responsible for infrastructure cost management, performance tuning, backup management, disaster recovery planning, and validation of backup and recovery processes. As part of the hosted (SaaS) solution, the contractor shall ensure the platform meets the performance, availability, security, and disaster recovery requirements defined in the RFP and provide documentation of backup and recovery capabilities upon request.

201. Can DKPH confirm the expected number of administrators, content owners, and end users requiring training?

A: Not at this time.

ADDENDUM NO. 2
RFQ No. 26-1001-RFP13
DKPH Intranet Development Project

- 202.** Is training expected to be delivered virtually, onsite, or a combination of both, and how many sessions are anticipated?

A: DKPH will expect the vendor to provide on-site training to various users (i.e. administrators, superusers, editors, contributors). The number of training sessions is TBD. However, DKPH will work with the vendor to ensure that various users can be trained in the number of sessions minimally necessary to obtain proficiency.

- 203.** What kind of specific training formats required, such as documentation, recorded sessions, or live workshops?

A: DKPH will expect the vendor to provide on-site training to various users (i.e. administrators, superusers, editors, contributors). Training of future users or refreshers may be offered via pre-recorded sessions for various skill topics.

- 204.** Can DKPH confirm the availability of SMEs and content owners during the 8-week implementation timeline to support rapid decision-making and approvals?

A: Not at this time

- 205.** What is the expected turnaround time for approvals related to design, migration validation, and UAT sign-off?

A: TBD

- 206.** Are there any specific security policies or compliance standards that must be incorporated into the design and implementation?

A: Yes. The proposed solution shall comply with all applicable HIPAA Security Rule requirements, NIST Cybersecurity Framework (CSF) guidance, and applicable State of Georgia security policies and standards. At a minimum, the solution shall implement secure authentication, Multi-Factor Authentication (MFA), encryption of data in transit and at rest, role-based access control, audit logging, vulnerability management, regular security patching, backup and disaster recovery, and support for independent security assessments. Vendors shall describe how their solution satisfies these requirements as part of their proposal.

- 207.** Is vulnerability scanning, penetration testing, or security certification required as part of the project?

A: Yes. The proposed solution shall include appropriate security certifications, SSL/TLS certificate management, and industry-standard security controls. Vendors shall maintain current security certificates and provide documentation of their security posture upon request.

ADDENDUM NO. 2
RFQ No. 26-1001-RFP13
DKPH Intranet Development Project

208. Are there restrictions on the use of third-party plugins or external integrations?

A: No.

209. What level of reporting is expected during implementation and support (e.g., weekly status reports, SLA reporting)? **Vendors shall provide weekly status reports during implementation and monthly SLA reports during ongoing support, including project progress, incident metrics, system availability, and significant issues.**

210. Who will serve as the primary project sponsor and decision authority for approvals and escalations?

A: TBD

211. Can DKPH confirm whether the Base Year cost should include only implementation or both implementation and post-go-live support?

A: TBD

212. For Years 2–5, should pricing include only maintenance and support, or should it also include enhancements and future development?

A: Pricing for maintenance and support for Years 2-5 should only focus on that aspect. Should enhancements and future development be desired, this will be addressed separately.

213. Does DKPH prefer support pricing to be structured as fixed annual cost, monthly retainer, or time-and-materials based on usage?

A: Maintenance should be a fixed annual cost, invoices monthly. Billing invoices should detail the services provided for a given month.

214. Does DKPH have any restrictions on resource location, such as requiring US-based resources only, or is a hybrid/onshore-offshore delivery model acceptable?

A: DKPH requires that all project resources performing implementation, configuration, migration, support, maintenance, or any work involving access to DKPH systems or data be U.S.-based. Offshore resources are not permitted for this project. Vendors shall identify the location of all personnel assigned to the project and disclose any subcontractors as part of their proposal.

215. Are vendors permitted to use offshore resources, and if so, are there any data access, security, or compliance requirements governing offshore delivery?

ADDENDUM NO. 2
RFQ No. 26-1001-RFP13
DKPH Intranet Development Project

A: DKPH requires that all project resources performing implementation, configuration, migration, support, maintenance, or any work involving access to DKPH systems or data be U.S.-based. Offshore resources are not permitted for this project. Vendors shall identify the location of all personnel assigned to the project and disclose any subcontractors as part of their proposal.

- 216.** Does DKPH require any onsite presence during implementation, training, or support, and if so, what is the expected frequency and duration?

A: DKPH will expect the vendor to provide on-site training to various users (i.e. administrators, superusers, editors, contributors).

- 217.** Does DKPH expect support and maintenance services to be delivered through dedicated resources assigned to this project, or is a shared managed services model acceptable?

A: DKPH does not require dedicated support personnel exclusively assigned to this project. A shared managed services model is acceptable, provided the vendor can consistently meet the service levels, response times, and performance requirements defined in the Service Level Agreement (SLA). Vendors should describe their support model, including staffing structure, escalation procedures, hours of operation, response and resolution targets, and methods for handling critical incidents. DKPH's primary concern is the quality, responsiveness, and continuity of support rather than whether resources are dedicated or shared.

- 218.** Is there an expectation for minimum guaranteed hours or full-time resource allocation for ongoing support?

A: No. DKPH does not require a minimum number of guaranteed support hours or full-time dedicated resource allocation for ongoing support. Vendors should propose a support model that provides sufficient staffing and resources to meet the Service Level Agreement (SLA), including required response and resolution times. The proposed support approach should ensure timely issue resolution, continuity of service, and the ability to address critical incidents without degradation of service quality.

- 219.** Should vendors assume business-hours support only, or extended/24x7 availability as part of the support model?

A: Vendors should assume business-hours support for routine operational issues, service requests, and general maintenance. However, the support model shall also include 24x7 availability for Severity 1 (Critical) incidents that result in a complete service outage, significant degradation of service, or a security incident affecting the intranet. Vendors should clearly describe their support hours, after-hours escalation procedures, emergency response process, and applicable Service Level Agreements (SLAs) in their proposal.

ADDENDUM NO. 2
RFQ No. 26-1001-RFP13
DKPH Intranet Development Project

220. What is the expected support volume in terms of average ticket count, issue types, and severity levels?

A: Unknown.

221. If a dedicated resource model is expected, can DKPH clarify the anticipated number of resources, roles, and utilization expectations?

A: DKPH does not require a dedicated resource model for ongoing support.

222. If Azure or cloud infrastructure is utilized, should vendors include dedicated infrastructure support resources, or is shared DevOps support acceptable?

A: DKPH is procuring a fully hosted (SaaS) intranet solution and does not require vendors to provide dedicated infrastructure support resources. A shared DevOps or cloud operations support model is acceptable, provided it meets the Service Level Agreement (SLA), availability, security, and performance requirements defined in the RFP. Vendors are responsible for managing and maintaining the hosting infrastructure, including platform availability, monitoring, security patching, backups, disaster recovery, and infrastructure updates. Vendors should describe their cloud operations model, including monitoring, incident response, maintenance procedures, and how they ensure high availability and business continuity.

223. Will DKPH IT retain any responsibility for infrastructure monitoring, security operations, or backup management?

A: No. Because DKPH is procuring a fully hosted (SaaS) intranet solution, the selected vendor will be responsible for infrastructure monitoring, hosting operations, platform security, backup management, disaster recovery, and overall platform availability. DKPH Information Technology will retain responsibility for identity and access management (e.g., Active Directory), user administration, governance, and coordination with the vendor regarding incidents, security events, and service requests. Vendors should clearly define the shared responsibility model and identify any customer responsibilities required to support the solution.

224. Should vendors provide a single support model or present multiple options (e.g., base support, enhanced SLA, dedicated team) as part of the cost proposal?

A: Vendors should provide a base support model that meets all minimum requirements and Service Level Agreements (SLAs) defined in the RFP. In addition, vendors are encouraged to include optional enhanced support offerings, such as extended support hours, enhanced SLAs, premium support, or dedicated support resources, as separately priced options. Providing optional support tiers

ADDENDUM NO. 2
RFQ No. 26-1001-RFP13
DKPH Intranet Development Project

will allow DKPH to evaluate additional service offerings without affecting the evaluation of the required base proposal.

- 225.** Does DKPH anticipate future phases or enhancements such as workflow automation, advanced search, or additional integrations that should be considered in the proposal?

A: Any future phases or enhancements, should the need arise, will be addressed separately from this proposal.

- 226.** Can we assume that we need to provide pricing that does not include infrastructure and all licensing and fees for server will be handled by DKPH.

A: No. Because DKPH is soliciting a fully hosted (SaaS) intranet solution, vendors should include all costs necessary to provide, host, operate, maintain, and support the proposed solution.

- 227.** Access: Would you like the intranet to be accessible only from your physical work locations/network, or can it be accessible from anywhere as long as it's restricted to authorized government employees?

A: DKPH expects the intranet to be accessible from any location by authorized users. Access should not be limited to the organization's internal network.

- 228.** Hosting: Can you confirm your current hosting environment, whether that's on-premises or hosted externally? If it's external, could you state the platform?

A: The current DKPH intranet is a SharePoint site, hosted on premises. DKPH currently utilizes Kinsta to house its current internet site. With that said, to allow centralized hosting for internet and intranet, the contractor will need to utilize/provide hosting via Kinsta.

- 229.** The RFP references developing the intranet on the organization's existing WordPress platform. Interact works with many healthcare and government organizations to deliver a modern intranet, and many of the requirements in the Scope of Work (Microsoft 365 and Entra ID SSO, group-based permissions, interactive org charts, content migration from SharePoint) are delivered natively within a single purpose-built intranet platform, rather than through custom WordPress development.

Would DKPH consider proposals based on an alternative, purpose-built employee intranet platform that meets or exceeds all functional, security, and integration requirements outlined in the Scope of Work, or is the solution required to be built on the existing WordPress environment?

A: While a WordPress-based site is ideally preferred for ease of use for front-end users and back-end content creation and editing, vendors are free to propose an

ADDENDUM NO. 2
RFQ No. 26-1001-RFP13
DKPH Intranet Development Project

alternative CMS, given that it fully satisfies all functional, technical, security, and integration requirements outlined in the solicitation. There is not an existing WordPress environment, as the current intranet is a SharePoint site.

- 230.** Clarify if the evaluation sub-factors listed under Approach (25 points), Qualifications (30 points), and Key Staff (20 points) are equally weighted or if specific sub-factors carry higher point values toward the final score. (Ref: RFP No. 26-1001-RFP13, Section 2.0.3, Pages 8-9) (Ref: RFP No. 26-1001-RFP13, 2.0.3 Evaluation and Selection Criteria, p. 8).

A: The evaluation committee will score proposals based on the total point value assigned to each major evaluation criterion (Approach – 25 points, Qualifications – 30 points, Key Staff – 20 points, and Cost – 25 points). The sub-factors listed under each criterion are based on the Scope of Work and are provided as evaluation guidelines to ensure the committee consistently evaluates the same required elements of each proposal. No separate point values are assigned to the individual sub-factors. Offerors should address all applicable sub-factors, as they will be considered collectively in the committee's evaluation of the corresponding criterion.

- 231.** Define the estimated volume of 'high-priority content' required for migration, including the approximate number of pages, documents, and total data size currently residing in the SharePoint environment. (Ref: RFP No. 26-1001-RFP13, Section 3.4, Page 4) (Ref: RFP No. 26-1001-RFP13, 3.4 Content Migration, p. 4)

A: TBD

- 232.** Identify the current hosting provider for the existing WordPress environment and confirm if the contractor will be granted full administrative and server-level access (e.g., SFTP, SSH, or Database access) required for the migration and AD integration. (Ref: RFP No. 26-1001-RFP13, Section 5, Page 6) (Ref: RFP No. 26-1001-RFP13, 5. Key Technical Requirements, p. 6)

A: WordPress is not currently used for the DKPH Intranet. It is a SharePoint site. DKPH currently utilizes Kinsta to house its current internet site.

- 233.** Clarify which review timeline governs the project to achieve the 8-week delivery: the 10-business-day review period specified in 'Deliverable Acceptance' or the 24-48 hour turnaround mentioned in 'Critical Success Factors.' (Ref: RFP No. 26-1001-RFP13, Section 3.7, Page 5 and Section 7, Page 6) (Ref: RFP No. 26-1001-RFP13, 3.7 Deployment & Go-Live and 7. Critical Success Factors, p. 6)

A: We do not anticipate expedited review during the active build phase. The timeline provide was only an estimated timeline.

ADDENDUM NO. 2
RFQ No. 26-1001-RFP13
DKPH Intranet Development Project

- 234.** Confirm whether the intranet solution must strictly adhere to WCAG 2.1 Level AA standards and if the contractor is required to provide a Voluntary Product Accessibility Template (VPAT) or an independent accessibility audit report as part of the final deliverables. (Ref: RFP No. 26-1001-RFP13, Article 9, Section C, Page 24) (Ref: RFP No. 26-1001-RFP13, Article 9: Non-Discrimination, p. 24)

A: Yes. The proposed intranet solution shall comply with WCAG 2.1 Level AA accessibility standards and all applicable Section 508 accessibility requirements. Vendors shall provide a current Voluntary Product Accessibility Template (VPAT®) or equivalent Accessibility Conformance Report (ACR) documenting the accessibility of the proposed solution. DKPH reserves the right to require an independent accessibility assessment or audit report prior to final acceptance, particularly if significant accessibility concerns are identified during implementation or User Acceptance Testing (UAT). Accessibility compliance will be validated as part of the project's acceptance criteria, and any identified accessibility deficiencies shall be remediated by the vendor prior to final project acceptance.

- 235.** Could you please confirm whether offshore development teams are permitted to participate under the umbrella of V Group for this project?

A: DKPH requires that all project resources performing implementation, configuration, migration, support, maintenance, or any work involving access to DKPH systems or data be U.S.-based. Offshore resources are not permitted for this project. Vendors shall identify the location of all personnel assigned to the project and disclose any subcontractors as part of their proposal.

- 236.** Who administers the DKPH SharePoint environment — is it managed by internal DKPH IT, the Georgia Department of Public Health at the state level, or a third-party managed service provider?

A: The DKPH SharePoint environment is managed internally by the Office of Communications and Media Relations (OCMR) and IT Department.

- 237.** Can a vendor be granted site collection administrator access to all division libraries for migration, or will access need to be provisioned library by library?

A: TBD

- 238.** BossDesk Integration: What specific BossDesk functionality must be surfaced in the intranet? Should this be link-only, or an embedded ticketing and service portal?

A: Link only.

ADDENDUM NO. 2
RFQ No. 26-1001-RFP13
DKPH Intranet Development Project

- 239.** Room Scheduling: What system is DKPH currently using for room scheduling, and what API or integration methods are available?

A: Microsoft Booking and SharePoint.

- 240.** WordPress Hosting: Is the existing WordPress site hosted on premises, via managed hosting, or through a cloud provider? Will we have access to the hosting environment or only the WordPress admin?

A: No. WordPress is not currently used for the DKPH Intranet. It is a SharePoint site. DKPH currently utilizes Kinsta to house its current internet site.

- 241.** AD Hygiene: How structured are the existing AD groups? Is pre-project cleanup the responsibility of the contractor or DKPH IT?

A: Pre-project responsibility is the responsible of the DKPH IT Department.

- 242.** Content Volume: Could you provide the approximate number of documents, pages, and media files currently in SharePoint that require triage and migration?

A: TBD

- 243.** Design Collaboration: Regarding the development of page templates with IT and the Office of Communications and Media Relations, what are the expected revision cycles and approval turnaround commitments from DKPH?

A: TBD

- 244.** Insurance (Exhibit C): The RFP coversheet marks the Certificate of Insurance (COI) as "Not Applicable," yet Exhibit C defines full requirements. Please confirm if a COI is required at the proposal stage or only upon contract execution.

A: No.

- 245.** Hypercare Duration: Is the 1–2 weeks of hypercare to be included in the Base Year pricing or listed as a separate line item?

A: The 1–2 week hypercare period shall be included in the Base Year pricing and should not be priced as a separate mandatory line item. Vendors may describe their proposed hypercare approach, including staffing, support hours, monitoring, issue resolution, and knowledge transfer activities. If vendors wish to offer an extended hypercare period or enhanced post-go-live support beyond the required 1–2 weeks, those services may be provided as optional, separately priced items.

ADDENDUM NO. 2
RFQ No. 26-1001-RFP13
DKPH Intranet Development Project

- 246.** Staffing Disclosure: We intend to provide a staffing model featuring domain-credentialed specialists confirmed prior to contract execution. Please let us know if this aligns with your requirements for named key personnel.

A: Yes. That approach is acceptable. DKPH recognizes that staffing assignments may change between proposal submission and contract execution. Vendors may propose a staffing model that identifies the key roles, required qualifications, certifications, and areas of expertise rather than naming specific individuals at the time of proposal. Prior to contract execution or project kickoff, the selected vendor shall identify the personnel assigned to the project and provide their qualifications and relevant experience. Any subsequent changes to key personnel shall require prior notification to and approval by DKPH, and replacement personnel must possess equivalent or greater qualifications and experience.