Website Redesign Questions and Answers

Answers in red

1. Whether companies from Outside USA can apply for this?
    (like,from India or Canada)
2. Whether we need to come over there for meetings?
3. Can we perform the tasks (related to RFP) outside USA?
    (like, from India or Canada)
4. Can we submit the proposals via email?

Yes you can apply.
Meetings might indeed be necessary.
Unsure.
The RFP states "Emailed, hand delivery or mail submissions"

- Regarding the "mirror site," we understand this will be a duplicate of the main stew build. Will there be any differences between the main site and the mirror site?
- Under Technical Requirements, where "Point of Sales" is mentioned - will this be e-commerce functionality or something else?
- How do you see Legistar/Granicus working with the new site and what aspects do you expect to be integrated?
- Regarding request for postings, we are going to include in our build a custom content management system that will allow you to make any changes required. This helps with speed of updates as well as reduce costs. Do you want us to include pricing for an optional monthly maintenance fee as well? The system will come with 90 days free training, and we always fix anything that may be broken on any site we build for free.
- 2 minutes video on website functionality, are you seeking for us to explain, on camera, the functionality, or are you looking for an example of the functionality of the site we propose to build?

   - The mirror site is the one to be up if the main one fails, so their should be no difference between them. But the mirror site will be used for testing functionality before it goes into production.
   - e-commerce
   - Legistar is an AMI, that displays content that is uploaded- agendas, minutes, etc.
   - Monthly maintenance fee- sure! All costs up front are preferred.
   - Example of functionally.

1. Does the County have a preference in terms of Content Management System for the new site?
2. Regarding content updates, are you anticipating the web developer will be responsible for regular ongoing content updates? Or, will regular updates be completed by the web master, with the web developer handling requests on an as needed basis?
3. Are you able to disclose a budget for this project?
4. For hard-copy submissions, how may copies of the proposal document would you like?
- No preference.
- We are anticipating a new hire of a web master in house. But until that time, we would need someone at the winning company to be able to post items for us- news updates and such. When a web

developer is hired, we would like someone to show the person how they did the website, so as not to mess up someone's hard work to create this new site.
• No I cannot.
• 5 copies.

1) Can you brief us on the below point
"Availability to accommodate any requests for postings for the County on an almost daily basis within a 2 hour turnaround time"
2) What do you mean by posting? Do the vendors need to do it?
3) Does point of sales includes (County tax, ecommerce etc..)
4) Is there a payment portal attached to the website?
5) Can you please provide the evaluation criteria?
6) What is the budget for this project?
• Self-explanatory
• News updates, content to website
• E-commerce
• There are two or three departments that have credit card processing
• Quality Based Selection- the paperwork explaining that is on our website
• Non-disclosure

I just noticed this requirement in your RFP:"Please submit a small video of website functionality (2 minutes in length)." Could you please provide any clarification on this requirement? What information is the County seeking in video format - a demo? an overview of the proposed functionality? Your insight is greatly appreciated.
The RFP has been updated -that part has been listed as 'optional', but yes, we were looking for website functionality, more so, my IT Director was.

Usually the Clients provide a format/order on how they want the proposal to be arranged and submitted. We were hoping if you'd be kind enough to help us with the same. Please let us know if you want the response material to be arranged in a particular format (if so, request you to please share that format) or you're okay with any format proposed by the Vendors
no any format is fine.

Is there a target launch date? Is it tied to an event or some sort of date deadlines like a fiscal year or event?
How will the winning vendor be selected? Is there a scoring matrix or something similar
Is there any preference for local vendors?
We see similar RFPS with budgets ranging from 50K-250K. Where in that range are you expecting to fall?
Is the current CMS WordPress? What shortcomings of the current CMS do you hope to remedy with this effort?
How many user accounts need to be migrated? How many levels of users?

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How many files (PDF/Word /Etc.) need to be migrated?
Please describe media entities (videos, etc) that need to be migrated.
Are there multi-lingual requirements? Is Google Translate or similar sufficient?
What are the workflow needs
Are the following desired:
- •   Survey/voting tools
- •   Photo/video galleries
- •   Document library
- •   Personalization features

Does search need to index the contents of pdf/Doc files?
Does the site search need to index content from other domains?
Will single-sign-on be used to control administrative access to the site? If yes, please elaborate.
Is accessibility a desired or mandated requirement? Is the accessibility target WCAG 2.1 A or AA?
Can you provide usage data, or estimate expected traffic to the site?
What percentage of the current content is obsolete and won't be migrated to the new site?
What is your plan for editing/creating content during the redesign?
Do you expect copywriting or editing services as part of engagement?
Do you need us to conduct an extensive discovery process that includes extensive research into user persona development - or a more streamlined discovery based on the web team's input and best practices?
How detailed are the existing branding guidelines?
Do you have high-quality photography/media assets available for the new site
Please confirm that one design theme will carry across the entire site. If we need sub-themes of any type please specify.

The answers will be updated today on the website. No additional time- it will be due July 30th.
Launch date- as soon as possible.
We select based on the Quality Based Selection Process- detailed on our website.
Local is always good, but no preference.
Budget is N/A.
Many of your other questions would be discussed during the interview proicess, after propasls are received, if the firm is selected to be interviewed.

I am currently doing a proposal for your website redesign RFP and have a question regarding the point of sales. Could you give a deeper description on the point of sales? What is the specific purpose for the point of sales and how do you wish for it to be implemented?
My IT Director stated he is looking for e-commerce. I am not necessarily sure we need that, but he wanted to put that in there.

1) Can you please share what has triggered this website redesign request?
   Outdated- can't find anything!
2) Is there a need to redesign any of the other County branded assets such as logo, business cards, business letters, brochure, etc.? If so, identify what is needed.

Not at this time

3) Does the County have an existing brand guideline?

3) Can you please identify what is considered the top attributes of the current website?

5) Can you please identify the biggest issues/opportunities of improvement with the current website?

Desperately need a change. Can't find anything, in need of a fresh look, with easy access for the public.

6) Can you please either identify the approximate number of basic website pages on the current website or share the rough number of basic web pages envisioned that will be on the new website (25 – 50, 50-75, 75-100. Etc.)? This information will help us better establish need labor and scope.

I think that would be discussed in the interview process. Most of the pages need to be transferred over, since this is a government, just refreshed.

 7) If applicable, what are the technical challenges of the current CMS/website infrastructure?

8) Given that the County will be hosting the new website, what are the server environment specs? This information will help us determined what CMS and other technologies we should propose.

9) Given that e-commerce is referenced in the Q&A document, and this can vary greatly in scope and technologies, we kindly ask for the following to be addressed:

i. What items will be transacted on the website?
ii. How are transactions currently be handled?
iii. Will users be purchasing be a one-time or recurring transaction?
iv. Please provide how many item/product types will be transacted on the website and any other details that would help us better meet the County's need?

Honestly, I am not really sure we need e-commerce. My IT Director wanted that in the RFP. We do not currently handle transactions, but may look to in the future.

10) In addition to what has been expressed in the RFP, are there any operational bottlenecks, marketing, stakeholder interaction, etc. challenges/opportunities of improvement that are being faced which we may factor in our proposed solution?

11) Based on what has been requested in the RFP, should we offer recommendations or stick to what is explicitly referenced in the RFP?

please offer recommendations

12) Are there any project related timeline milestones we should be aware of?

13) In term of the proposal selection process, will the County's criterion be lowest cost or best value?
A little bit of both!