

Inquiry #1, April 2, 2018:

1. Whether companies from Outside USA can apply for this?

(like, from India or Canada)

Yes, anyone can submit a proposal in response to our RFP.

2. Whether we need to come over there for meetings?

At this time, there is no requirement to travel to Inyo County; however, if we need a face-to-face meeting to finalize design and function, the contractor would be required to travel to Inyo County.

3. Can we perform the tasks (related to RFP) outside USA?

(like, from India or Canada)

Most tasks will be performed at the contractor's location; however, on-site training in Inyo County may be required and would be preferable.

4. Can we submit the proposals via email?

Yes.

Inquiry #2, April 2, 2018:

Is there an organizational preference for open source vs. a proprietary CMS?

No.

From the RFP: "The new website will be fully owned by the County of Inyo and cannot be proprietary to the respondent, the respondent's subcontractors, or third party entities. The County or its contractors must be able to modify the product without needing to obtain permission or pay fees to another organization."

If open source, do you have a preference for any particular CMS (Wordpress, Drupal, etc.)

No.

Google has about 2300 pages and 3000 PDF documents indexed for your website. Do those numbers sound right?

No. The number of individual pages is approximately 100. The number of PDF documents is over 4,000, but we will evaluate in May which PDF files need to be moved to the new website.

The RFP mentions much of the current site is obsolete. Do you have a feel for what percentage of the content will need to migrate to the new site?

We are requesting pages with content, migrated or created, for the following pages:

- County Website Homepage
- 28 departmental home pages
- 40 informational web pages subordinate to departmental home pages

Do you expect the vendor to migrate content, or will your team do it?

We expect the vendor to migrate the content for the pages identified in response to the previous question.

Is there a target launch date? Is it tied to an event or some sort of date deadline for a fiscal year?

There is no target launch date.

We see county website RFPs with budgets ranging from \$20K to \$250K. Is there a target budget or range we can scale our solution to?

No.

The Contract award will be based on "best value." The County's evaluation team will evaluate all of the relevant factors, including responsiveness to the proposal requirements, qualifications of the proposer, the proposer's history in providing the service and any other reasonably established factor necessary to determine what proposer will provide the "best value" to the county.

Does the county want to employ a user-centered design approach, which would involve research into potential site users and their preferences, with documented user personas being developed and used to

drive site design? This is a more time-consuming (and costly) approach that can yield better design results. Put another way, does the budget support an in-depth design process, or would the agency be happy with an approach based on design best-practices and our experience designing for government entities, in the interest of time and budget?

The county has already conducted group collaboration exercises to identify design and function concepts for the new website. We have a list of more than 30 government sites that we used as examples and have identified the features and functions from those that we feel will best suit our needs.

Please describe the desired publishing workflow for the site. How many user levels are you expecting to need?

One or more content creators per department for the department-specific pages with one or more content approvers per department, as well as at least two content approvers for all pages on the site.

Does search need to index the contents pdf / Doc files that are attached to the site?

Yes.

Please describe all integrations with other sites or data sources more complex than an iFrame or embed code.

There are no integrations with other sites or data sources in our current website.

Can you provide data storage and estimate expected traffic to the site to enable us to scope hosting requirements properly?

The County will arrange for hosting and the related data storage and traffic expectations.

Where is the site currently hosted?

InMotionHosting.com

Would you describe the content as structured, with consistent separation of content and code?

The content on the current website is not structured or consistent. We expect the content on the new website to be structured and consistent.

Do you expect copywriting or editing services as part of engagement?

Only as part of the migration of data from old the website to the new website.

Do you have high-quality photography/media assets available for the new site?

Yes.

How do you envision the post site launch relationship with the developer? Do you need a support contract for ongoing updates and development?

This RFP is for the development, design and delivery of the website only and does not include a commitment for ongoing costs.

Inquiry #3, April 2, 2018:

What level of accessibility does the site need to meet? (i.e. level A, level AA, or level AAA)

The new site should meet WCAG Accessibility Conformance Level A at a minimum.

What database does the site need to integrate with? (This is mentioned under "Technical Requirements")

The database supporting the website should be SQL compliant.

Will you accept emailed proposals?

Yes.

Is providing the code from a past project a requirement? Or optional?

Yes. We don't require that you share proprietary algorithms or solutions. A few blocks of code from a past project that demonstrate that the code is readable and well documented is sufficient.

What's the project's budget?

The Contract award will be based on "best value." The County's evaluation team will evaluate all of the relevant factors, including responsiveness to the proposal requirements, qualifications of the proposer, the proposer's history in providing the service and any other reasonably established factor necessary to determine what proposer will provide the "best value" to the county.

When would you like to launch the new site?

We do not have a launch date.

Is there an incumbent vendor (i.e. an agency you're already working with)?

No.

How many pages are on the current website?

Approximately 100.

How many online forms are on the website?

There are no forms on the current website.

Who will be in charge of content migration?

A representative from each County Department.

Who will be in charge of copywriting?

A representative from each County Department.

Who will host the site?

The site will be hosted at InMotionHosting.com.

Do you have a preferred CMS for the new site? Are you open to using WordPress?

We do not have a preferred CMS. Yes.

Are on-site meetings a requirement for this project?

At this time, there is no requirement to travel to Inyo County; however, if we need a face-to-face meeting to finalize design and function, the contractor would be required to travel to Inyo County.

Is there a preference for agencies located in California?

No.

Inquiry #4, April 3, 2018:

The submittal deadline for this RFP is April 27, 2018, 4:30 p.m. Would you please clarify which time zone?

Pacific Daylight Time.

Inquiry #5, April 3, 2018:

Question 1. What is the website launch date?

We do not have a launch date.

Question 2. What is the estimated budget for this project

The Contract award will be based on "best value." The County's evaluation team will evaluate all of the relevant factors, including responsiveness to the proposal requirements, qualifications of the proposer, the proposer's history in providing the service and any other reasonably established factor necessary to determine what proposer will provide the "best value" to the county.

Inquiry #6, April 4, 2018:

1. We are assuming you need to use the Active Directory users & roles to access the system. Can you please provide some more details on this? What roles you currently have in the system?

We do not currently have AD groups or roles associated with website access. We will develop those groups or roles to support the solution that we select.

2. Are you looking for Multi-website mapping of websites. For example: If you have Departments A, B then system should have a. inyocounty.us & b.inyocounty.us? Or inyocounty.us/a & inyocounty.us/b

We expect the website URL mapping for different departments to be in the form of inyocouty.us/a, inyocounty.us/b, etc.

3. Can you please provide some detail on how all departmental pages will look? Does all have common layout?

We expect a common page template to be used for all departmental home pages. Developing the final design of that template will be part of the Scope of Work.

4. Do we also need to work on migration of the existing website?

Migration of current content, in collaboration with the various departments, is part of the Scope of Work.

5. Can you please elaborate the working features of Board Assignments & Calendar as per existing system? Clarification: Our question is how you want to book appointments/meetings and how they will notify the attendees for every meeting. Is it something that is pre-decided or we have to develop a module for this; that will be managed by admin and he will setup all the meetings and appointments by himself?

All processes associated with the Board Meetings, agendas, calendar of meetings are currently managed either through a hosted Board Agenda system or manually by the Board Clerk. There is no requirement to develop a module to support the Board Meeting, agenda and calendar processes.

6. Is there any payment system linked up with the system? If yes, Please share the approach.

No payment systems are integrated with our current website. Online payments are facilitated by linking to the County-branded page on the payment system vendor's website.

7. Can you please elaborate codebook as per existing website feature? Do we need to take of that?

The Inyo County Codebook link on the Board_of_Supervisors (Board Meetings) page is a link to a County-branded page on a vendor's website that presents the County Codes and Ordinances. The link will need to exist on the new website, but at this time, we're not expecting the County Codes stored on that site to be integrated into our website.

Inquiry #7, April 11, 2018:

1. Does the county have a brand and brand standards that will be used for this project?

The County does not currently have brand standards or a style guide.

2. Who is writing content?

Content migration from the current website to the new website will be done by the vendor in collaboration with the departments. The department representatives will be responsible for decisions on what gets migrated to their pages as well as any new content.

3. Will you be providing photography and other assets necessary for this project?

We have digital photos and other assets available.

4. Who is responsible for content entry on the new site?

At the conclusion of the project, department page owners must be able to easily manage and update the content on their pages, change the inline and background pictures on their pages, and create new pages from templates in the CMS.

As part of the project, the content migration will be done by the vendor in collaboration with the departments.

5. Do you have a preference on a CMS?

No.

6. Where will the site be hosted?

InMotionHosting.com

7. Are you wanting the new site to interact with the other county sites referenced in the RFP? If so, please define expectations?

At a minimum, the home page should include a section for links to other county sites.

8. If an open source CMS is used, you will not own it. Are you ok with this?

“The County or its contractors must be able to modify the product without needing to obtain permission or pay fees to another organization. “

9. Provide the credentials of the county lead of this project?

County Project Lead: Scott Armstrong, Information Services Director.

10. Will approval be run through a committee?

Yes.

11. On a scale of 1-5 (5 being the most aggressive), rate your desire to be pushed creatively.

The aggressiveness of design creativity is not part of the evaluation criteria for this RFP.

12. What is the budget for this project?

The Contract award will be based on “best value.” The County’s evaluation team will evaluate all of the relevant factors, including responsiveness to the proposal requirements, qualifications of the proposer, the proposer’s history in providing the service and any other reasonably established factor necessary to determine what proposer will provide the “best value” to the county.

13. How will success be measured? By whom?

Success metrics will be measured by satisfying the Deliverables, Technical Requirements and Functional Requirements listed in the RFP. Most of the success metrics for deliverables or requirements listed can be measured directly (exists or does not exist, functions or does not function, etc.). The success metrics for functional requirements listed that are subjective in nature will be “based on pre- and post-project survey results. Survey questions will be developed in collaboration with the County.”

Inquiry #8, April 13, 2018:

1.) Is there a local-vendor preference for this project?

No.

2.) Have the county set a pre-determined budget for this project? If so, could you kindly share us the same.

No.

The Contract award will be based on “best value.” The County’s evaluation team will evaluate all of the relevant factors, including responsiveness to the proposal requirements, qualifications of the proposer, the proposer’s history in providing the service and any other reasonably established factor necessary to determine what proposer will provide the “best value” to the county.

Inquiry #9, April 16, 2018:

1) Please specify the qualification & experience of the candidate and the contractor

- To demonstrate qualifications and experience:
 - Include examples of three different website designs created for other customers that demonstrate an understanding of, and the ability to implement a database-driven website, customer-specific website design concepts, website usability concepts, responsive design concepts, and website accessibility concepts.
 - Include an example of code and inline documentation from a website created for a customer.
 - Include at least 3 customer references with email addresses and phone numbers.

2) Is there a specific number of candidates that you are expecting to work on this project

No.

Inquiry #10, April 18, 2018:

1. What is the proposed completion date of this website redesign project?

We do not have a proposed completion date for the Website Redesign Project.

2. Does the County of Inyo have a specific budget amount set aside for this work?

The Contract award will be based on “best value.” The County’s evaluation team will evaluate all of the relevant factors, including responsiveness to the proposal requirements, qualifications of the proposer, the proposer’s history in providing the service and any other reasonably established factor necessary to determine what proposer will provide the “best value” to the county.

Inquiry #11, April 18, 2018:

• Where would hosting of the new site take place? Would you like any recommendations and options included in the proposal?

• InMotionHosting.com. You are welcome to make recommendations.

• Will there be a content migration from the current old site? Would you like this included in the proposal?

• Yes. Migration of current content, in collaboration with the various departments, is part of the Scope of Work.

• What is the allocated budget range for this project?

• The Contract award will be based on “best value.” The County’s evaluation team will evaluate all of the relevant factors, including responsiveness to the proposal requirements, qualifications of the proposer, the proposer’s history in providing the service and any other reasonably established factor necessary to determine what proposer will provide the “best value” to the county.

• What technologies do you currently have for your website? Which platform?

• The current website is plain HTML, manually updated.

- Will you be doing ADA compliance testing yourselves or looking for Vendor to provide that service?
 - We expect the Vendor to be able to demonstrate ADA compliance of the deliverables. Post-delivery testing of new content and functionality will be done by the County.
- Are you looking for recommendations on Content updates in addition to the Visual and Technical refresh?
 - Content Migration and Page Templates are part of the scope of work. As these activities will be in collaboration with the Departments, needed updates to content may be obvious to the Departments and the Vendor, but recommendations on updated content are not a requirement.
- Usability Success: Do you have access to Pre-Project Survey responses already and will those be shared with the winning Vendor?
 - Pre-Project and Post-project surveys will be developed collaboratively between the Vendor and the County in the very early stages of the website project.
- Usability Success: Do you have any other measurements of usability aside from Surveys?
 - The measurable criteria are specified in the the Scope of Work.
- Metrics and Analytics: Are you looking for recommendations around measurements in the future as well?
 - No.

Inquiry #12, April 18, 2018:

- Would you require content migration from the current website to the new website?
 - Yes. Migration of current content, in collaboration with the various departments, is part of the Scope of Work.
- What is the approved budget?
 - The Contract award will be based on “best value.” The County’s evaluation team will evaluate all of the relevant factors, including responsiveness to the proposal requirements, qualifications of the proposer, the proposer’s history in providing the service and any other reasonably established factor necessary to determine what proposer will provide the “best value” to the county.

Inquiry #13, April 19, 2018:

1. Are you accepting proposals from India? Basically, we can execute development work in India and if required we can visit your location during the development period.

Anyone can submit a proposal in response to our RFP.

2. Is there any budget set for new Website?

The Contract award will be based on “best value.” The County’s evaluation team will evaluate all of the relevant factors, including responsiveness to the proposal requirements, qualifications of the proposer, the proposer’s history in providing the service and any other reasonably established factor necessary to determine what proposer will provide the “best value” to the county.

Inquiry #14, April 19, 2018:

Q1. Will the website taxonomy be developed in collaboration with Information Services and other County departments?

Yes.

Q2. Will the function and design of the pages be developed in collaboration with Information services and County Departments?

Yes.

Inquiry #15, April 19, 2018:

I understand the two points refers to integration capability with Information Services such as SharePoint. We assume there's a development - API Integration (data flow) with such Information Services and other County departments and scope not limited to simple website redirection. Please confirm:

There is no API integration with our current website.

The website taxonomy must be developed in collaboration with Information Services and other County departments.

The collaborative development is to design the menu taxonomy to make navigation intuitive for the Public.

The function and design of the pages must be in collaboration with Information services and County Departments.

The collaborative development is to design the pages to present information on the web pages in a manner that makes sense to the Departments and the Public.

Inquiry #16, April 22, 2018:

1. What is your budget for this project?

The Contract award will be based on "best value." The County's evaluation team will evaluate all of the relevant factors, including responsiveness to the proposal requirements, qualifications of the proposer, the proposer's history in providing the service and any other reasonably established factor necessary to determine what proposer will provide the "best value" to the county.

2. We are based out of Ohio and do not have a presence in CA. Will that be a disqualifier or put us in a less than favorable situation?

No, anyone can submit a proposal in response to our RFP.

3. Will you sign a three year contract for the CMS license?

No. "The new website will be fully owned by the County of Inyo and cannot be proprietary to the respondent, the respondent's subcontractors, or third party entities. The County or its contractors must be able to modify the product without needing to obtain permission or pay fees to another organization."

4. How many content editors are needed for the site?

Potentially 30 different County employees will be content editors.

5. Are there any 3rd party plug ins for the current site. (Example is google maps)

No.

6. Do you want search functionality in the site? Search will allow a visitor to search for any information on your site based on the content in the pages.

Search functionality is not part of the stated Statement of Work.

7. What is the yearly total visits to the site?

Webalizer statistics for the past 12 months: 85 visits, 1341 pages, 54996 files, 54996 total hits.

8. What is the time frame for the completion of the new site?

We do not have an established completion date for the Website Redesign Project.

9. Do you have a current hosting environment? Is it Windows or Linux? Do you plan to use the same hosting environment? If your environment is Windows, do you have any version of SQL Server?

Yes, at InMotionHosting.com. Linux. Yes, we plan to use the same hosting environment.

10. Do we need to provide hosting services as part of this engagement? If so, what is your current configuration?

No.

11. Is there a company that will supply all the images and new content for the new site?

No. The County has a repository of high-quality images.

12. Is workflow needed for the site for the content editors?

Workflow for content editors is not part of the stated Statement of Work, but you are welcome to propose that functionality.

Inquiry #17, April 20, 2018:

1. Please clarify request for 5 webpage templates - what level of difference are you thinking of between the five templates? Color palette, layout, background, etc. (Please note that changing templates too much would interfere with site consistency.)

The level of difference will be primarily the layout and types of information blocks, web widgets, etc. For example, a template for Departmental home pages could have contact information, hours of operation, etc., a news or events section, possibly a highlights box, etc., and a page subordinate to a Departmental home page will probably not have a news or events section, but will probably include project lists, and "how to" documentation for the Public. The different page layouts should be designed in collaboration with the County.

2. What is the intent of "colors and general layout "skin" toggled change"? Would this need to be achieved by a user after launch or during the design of the site?

The ability to toggle different skins is part of the scope of work, but additional skins, primarily for holidays and special occasions, will be developed at a later date.

3. What are your interests and/or capabilities in managing a CMS website? Are you aware that most CMS websites require periodic updates, especially security updates?

We understand the need for periodic CMS updates and currently have staffing and expertise to do so.

4. Please clarify what you mean by "cycling through background" images for a page? Do you mean large photo slider images, or background photos that sit underneath the page content?

We mean background photos that are behind the page content.

5. What is the connector you will be using for Active Directory? SAML, SimpleSAML, OpenID, OpenID Connect, etc.

We do not have a requirement for a specific connector, as long as it uses a secure connection.