Request for Proposals

For

Klickitat County Website

Issued by
Klickitat County
September 29, 2015
A. Purpose: The purpose of soliciting proposals is to identify a provider for replacing, hosting and maintaining the website for Klickitat County. Klickitat County currently uses a website developed in-house years ago and hosted by GorgeNet in Hood River, Oregon. The successful proposer will be invited to work with the Technical Services Division to develop a final proposal and contract that will be presented to the Board of County Commissioners for final review and approval.

B. Deadline for Submittal: To be considered, proposals shall be received no later than Noon, 12:00 p.m. on Tuesday, November 3, 2015 at the address shown below:

Glen Chipman
Klickitat County Budget and Technical Services
205 S Columbus Room 103
MS-CH-28
Goldendale WA 98620

C. Proposal Opening: All proposals shall be opened before the public by the Board of County Commissioners during their regular business meeting of November 3, 2015 at 1:30 p.m. in their Chambers in Goldendale, Washington. All Proposers are welcome to attend said opening.

D. Proposals shall be clearly marked on the outside: “SEALED PROPOSAL – Klickitat County Website”. All copies shall be delivered in a sealed envelop or package.

Late proposals are ineligible and will not be considered. Timeliness shall be the responsibility of the proposer. The County assumes no responsibility for proposals received late due to the US Postal Service or other delivery services.

E. Modifications of Proposal: In the event that a proposer desires to change any part(s) of a previous proposal, the entire proposal, including all required copies must be re-submitted prior to the closing date and time. After the closing date, no modification(s) including partial modifications will be considered. Only the last proposal submitted shall be considered as determined by the date of the authorizing signature of the proposer.

F. Copies of Proposal: Proposers shall submit one original and seven (7) copies of their complete proposal. Proposals which do not contain the prescribed number of copies will be deemed unacceptable and will not be considered.

G. Proposers Conference and Written Inquiries: A Proposers Conference will be held Wednesday, October 21, 2015 beginning at 10:00 a.m. The Conference will be held in Room 101 of the County Courthouse, 205 S Columbus, Goldendale, Washington. The purpose of the conference will be to explain the RFP process and answer general informational questions. All prospective proposers should attend.

Written inquiries concerning this RFP may also be submitted. Written inquiries must be received by Glen Chipman in Budget and Technical Services by the end of Wednesday,
October 21, 2015. Written inquiries may be sent to or delivered in person to the address under Section B above or via email to glenc@klickitatcounty.org.

Within five working days of the Proposers Conference, written responses to questions raised during the Proposers Conference and to written inquiries will be mailed or emailed to prospective proposers who have requested copies of this RFP. Proposers downloading this RFP from the County’s website shall send an email to Glen Chipman requesting to be included on the distribution of written responses. Oral explanations and/or instructions will not be binding.

H. Proposal Costs: The County is not liable for any costs incurred by a proposer prior to the full execution of a contract. All costs incurred in response to this RFP, including travel costs to attend meetings of the Proposal evaluators, or contract negotiation sessions, are solely the responsibility of the proposer.

I. Right to Reject, Negotiate, and/or Cancel: The County reserves the right to reject any and all proposals if such a rejection is in the County’s best interest. This RFP is a solicitation for offers and is not to be construed as an offer, guarantee or a promise that the solicited services will be purchased by the County. The County may withdraw this request for proposals at any time and for any reason without liability for damages, including, but not limited to, bid preparation costs. Additionally, the County reserves the right to negotiate with the apparently successful proposer and may request additional information or modification from a proposer.

J. Evaluation Process: The Proposal Evaluators will review the proposals based on the criteria described below. A recommendation for a successful proposer will be submitted to the Board of County Commissioners to consider before the public during their regular business meeting. The successful proposer will then be invited to meet and to develop a contract or contracts to present to the Board of County Commissioners for their review and consideration.

K. Proposal Evaluation Criteria: Proposals will be rated on service, price, vendor relations, and system quality. Awarding of a contract will not be solely on a low bid basis. Service will be evaluated on such things as timely responses, quality of work, and ability to cover Klickitat County. Pricing will be based on the bid sheet provided. Vendor relations will look at professionalism, honesty and history of the vendor and its staff. Evaluations may include contacts of references listed in the proposals.

L. Proposal Requirements: Proposals shall include the following items:

1. Cover letter with authorized signature of proposer and date of submittal.
2. Bid sheet listed in Appendix B. Bids not utilizing this sheet will not be considered.
3. Detailed description of the services, implementation plan, and schedule. A copy of any proposed maintenance agreement(s).
4. Brief description of proposer’s business history, profile of key staff that will be working with the County, and a list of a minimum of three (3) references of other
similar governmental agencies or businesses that currently use the services and systems proposed.

Proposals not including all items above shall be deemed incomplete and will be rejected.

**M. County's Requirements:** See Appendix A for a description of the services to be provided under this RFP. See Appendix C for details of the existing website.

**N. Questions:** Inquiries regarding this RFP shall be directed Glen Chipman, Budget and Technical Services Director at (509) 773-2331 or via email at glenc@klickitatcounty.org.
Appendix A: Services Required

Klickitat County is looking to replace its website (goto www.klickitatcounty.org) with an up-to-date web design and user interface that allows departments to easily maintain their postings. Klickitat County has 25 departments with their own unique services and information they provide to the citizens, visitors and businesses of the County.

The current website was built in-house years ago and has served the County well. However, newer technologies no longer support its tried and true programming. The sole designer and keeper of the website is nearing retirement and it’s time to retire our website before he does.

Proposals at a minimum will need to include the following:

1. Pre-planning: meetings with all the departments to specify their needs and review their desires for their webpage(s) content, look and feel; their desires/abilities to maintain their content; and assess the amount of current content to be converted to the new website.

2. Installation: description of the installation phase including what services and goods will be provided by the vendor and which ones will be provided by Klickitat County technical staff and/or the departments. Any hardware, licensing, software and connectivity requirements for County equipment used to access and maintain the system shall be detailed.

3. Training: all departments shall be trained in maintaining their webpages including creation of new pages, modifying existing pages, retrieving pages for public records, etc. Technical staff will also receive training as applicable for assisting departments with troubleshooting issues with the vendor and/or contacting the vendor to report issues.

4. Licenses: listing of all licenses required for the website including technical specifications for County hardware and software to utilize said licenses.

5. Conversion: proposals shall include conversion of existing webpages and/or assisting departments with converting their existing web content. Proposals shall be clear as to how conversion of data will occur.

6. Travel: all costs for travel shall be at or below the Federal GSA rates for travel.

7. Hosting: the County desires to use an offsite party to host the website. The proposer may propose to host the site or coordinate hosting by a third party. Proposals shall include the 1st year with an optional pricing for a five years.

8. Maintenance: the 1st year of website maintenance shall be included in each proposal with an optional pricing for five years. The vendor shall provide a sample contract for maintenance.

All solutions shall meet all federal, state and local legal requirements for confidentiality and preservation of government records, including but not limited to those found in HIPAA (Health Insurance Portability and Accountability Act), Washington State Revised Code of Washington, Washington Administrative Code, etc.
**Appendix B: Bid Sheet**

Costs shall include all applicable licenses, taxes, permits, and fees.

<table>
<thead>
<tr>
<th>Item</th>
<th>Cost</th>
</tr>
</thead>
<tbody>
<tr>
<td>Pre-Planning</td>
<td></td>
</tr>
<tr>
<td>Installation</td>
<td></td>
</tr>
<tr>
<td>Training</td>
<td></td>
</tr>
<tr>
<td>Licenses</td>
<td></td>
</tr>
<tr>
<td>Conversion of existing web content</td>
<td></td>
</tr>
<tr>
<td>Travel</td>
<td></td>
</tr>
<tr>
<td>Hosting for 1st Year</td>
<td></td>
</tr>
<tr>
<td>Annual maintenance for 1st Year</td>
<td></td>
</tr>
<tr>
<td><strong>Total</strong></td>
<td></td>
</tr>
</tbody>
</table>

Optional Items:

<table>
<thead>
<tr>
<th>Item</th>
<th>Cost</th>
</tr>
</thead>
<tbody>
<tr>
<td>Hosting for 1st Five Years</td>
<td></td>
</tr>
<tr>
<td>Maintenance for 1st Five Years</td>
<td></td>
</tr>
</tbody>
</table>
Overview of Klickitat County Web Site

Features, Functionality and Components

prepared by John Longfellow

The county web site is a Content Management System (CMS) built using MS Access Databases to store content and deliver content. The database content is managed by designated individuals in each Department. The overall site is managed by a part time administrator.

Public and Private Access

Access to the web site is controlled by use of a server component called Authentix. Authentix allows the use of user names and passwords to restrict access to the manager functions by designated individuals. A manager may be granted access to one or more department level manager function web pages.

Databases

There are 32 databases behind the web site.

- 28 department level databases
- 1 general Public information database
- 1 Public Works Survey Map and Road Guide database
- 1 county fair board database
- 1 Web Manager Help Information database

Site-wide Default Web Page Content Templates

Content is delivered through the use of templates that are filled with content from the database. There are two basic templates. One is primarily for showing lists of available content available in a specific user defined category. The other template will display selected content.
Optional Web Content Components

In addition to the basic templates there are a few components that provide added functionality. These are optional. Not all departments use them.

- Agenda and Minutes: BoCC
- Press Release
- Public Notice
- Photo Gallery: Fair Board, Solid Waste, West End Services
- Economic Development: Tax Incentives
- Tourism: Activities, Accommodations, Calendar of Events
- Public Information: Searchable Index of Documents and Services
- Public Information: Department Contact Information
- Solid Waste: Online Signup for Curbside Recycling Service

Departments with Off-Site Hosted Web Content

Some departments’ primary content is hosted off site on individually contracted web servers. Links to these off-site web sites are provided through the default structure of the county web site.

- Auditor: wei.sos.wa.gov/county/Klickitat
- Fair Board: www.klickitatcountyfair.com
- Sheriff Department: www.KlickitatSheriff.com
- Treasurer’s Office: www.klickitatcountytreasurer.org
- WSU Extension: www.klickitat.wsu.edu
- WSU Learning Center: www.learningcenters.wsu.edu/klickitat

Departments with Partial Off-Site Hosted Functions

Some departments add functionality by incorporating services provided by off-site providers.

- Clerk’s Office: Official Payments Corporation used for payment of fees and fines
Appendix C – Details of Current Website

- East District Court: Official Payments Corporation used for payment of fees and fines
- West District Court: Official Payments Corporation used for payment of fees and fines
- Public Works: GIS Interactive Mapping Service
- Treasurer: Official Payments Corporation used for payment of taxes

Site-wide Style Sheets

The basic content templates use a single commonly accessed style sheet intended to give the site a consistent look. Changes to this style sheet affect all content delivered through the default web page templates.

Style sheets do not control content hosted on other servers so departments using off-site services control their own appearance. Some off-site content providers have attempted to duplicate the default appearance of the county web site and others have applied their own independent style.

Site Wide Page Features

Page Headers:

All page headers embed a Klickitat County Logo graphic in the upper left hand corner. The logo is a link to the home page of the county web site. The County Logo graphic is generated from the same file used in printed communications on county letterhead used by all departments.

All page headers embed a stylized Klickitat County Text graphic to the right of the logo graphic.

All page headers have a space for a department level graphic logo and department name on the right margin. Department level graphic logos are generated from the same files used on County letterhead. Not all departments have or use a department level graphic logo and for those cases a graphic is generated that includes the department name only.

Bread Crumb Line

Below the header is a navigation aid called a bread crumb that shows the path from the site home page to the current page being viewed. A visitor to the page can click on any of the listed web page links to return to that page. This feature helps visitors understand their location within the structure of the web site. A typical example shown below is from the page listing the
meeting agenda and minutes for the previous 12 months within the Board of County Commissioners web pages.

HOME > Commissioner Home > Meeting Agenda and Minutes > Select One

Content Index

Category Page View: Below the bread crumb, in the right column is a list of content categories. There is one default category which is the default home page for the department. Department level managers can add more categories to this list. Links to additional components such as the Meeting Agenda and Minutes or Press Releases appear in this list.

Content Page View: The list of categories appears below the selected content to allow full use of the width of the page for presenting the content. The “list” is not vertically aligned but is presented horizontally, on one or more lines, depending on how many categories there are.

Contact Information

Every page has the contact information for the department. Department web managers can edit the text of the contact information from the manager pages.

Category Page View: The contact information appears in the right hand column below the Category Index.

Content Page View: the contact information appears below the Category Index at the bottom of the page.

Content Page Date and Source

On pages showing content the date the content was created is immediately below the content. The source of the content is also displayed. The source may be a name, a link to a web site or an email address. Date and source have default values but may be edited by the department manager.

Manager Pages

Manager pages allow the manager to create, edit or delete Categories.

Manager pages allow the manager to create, edit or delete Content Pages.

Manager pages allow manager to add or delete folders in the designated file structure of the department web site.
Manager pages allow the manager to rename or delete previously uploaded files within the designated file structure of the department website.

Manager pages allow the manager to edit a text or html page that has been previously uploaded to the website.

Manager pages allow the manager to upload a text, html, pdf or jpg files within the designated file structure of the department website.

The manager pages allow designated individuals to upload content to the department database or upload files to program defined locations. Uploaded files can be linked to directly, like a JPEG image or a PDF file, or included as the body text of a content page.

When a block of text is uploaded to the database the text is filtered for non-web compatible ASCII characters, style sheet code and sequences that may corrupt the display when reloaded into the default templates. When a file is uploaded it is not filtered at that time. It is filtered before it is included in a page being viewed. If the uploaded file is edited using the online text editor feature the filter is applied to the saved file.

The editor is not “what you see is what you get” It is more like the old Word Star/Word Perfect embedded print codes from the 1980’s. Formatting codes must be embedded in the text, saved and then previewed to see the formatting effect. This is a major obstacle for many managers who are not familiar with formatting codes and expect to format text and see the results immediately.

Manager pages allow a manager to create a page that is not viewable by the public. The new content can be previewed by the manager and after they are satisfied with the appearance they can make it public.

The manager pages provide controls to set the order in which content titles appear in lists. Both categories and content pages have this feature.

The manager pages provide controls that edit meta-data key words that are not visual to the visitor of a given page but are used by search engines.

Additional Functions and Features:

Public Notices

The public notice page defaults to a list of the current active public notices. There is also an archive of expired public notices. The default view of the archive is to list public notices for the previous 12 months. There are options to view public notices for previous years.

There is also an optional public notice feature implemented at the department level that will list only public notices from a specific department.
Appendix C – Details of Current Website

Department Contact Information Page

A database maintained by the Personnel department containing phone numbers, name of department director/manager, street address, email and link to department web page.

Searchable Index of Documents and Services

The Searchable Index of Documents and Services is a collectively maintained database. The purpose of this feature is to provide a visitor with a means to locate publicly available documents, such as birth or death certificates, even if they are not currently available on the web site. A listing guides the visitor to the department responsible for maintaining records of the requested type of document or it may also link to a web page where the document can be accessed. The feature also allows a department manager to list a service provided by their department.

In its current implementation it is less than perfect and could be improved if a listing had to be approved by the department director/manager before appearing on the publicly viewed web page. Some kind of enforced periodic review would also improve the quality of the information.

Press Releases

The Press Release page defaults to a list of the press releases made in the past 12 months. There are options to view press releases for previous years.

There is also an optional press release feature implemented at the department level that will list only press releases from a specific department.

Economic Development:

Business Incentives

A department level database that provides a standard format for a manager to define the federal, state and local government incentives available to businesses located in the county looking to expand or for businesses interested in relocating to Klickitat County.

Resident - Visitor - Business - Department portal pages

The Economic Development web pages have a default interface template which is different from the default template for most other departments. The organization was recommended by a consultant. The template provides direct links to portal pages limiting content most likely of interest to a specific type of visitor. The portal pages offer content prioritized for the specific interest of the three most common types of visitors; a resident of the county, a tourist or a business.

The Tourism web pages have this same portal page organization.
Appendix C – Details of Current Website

This model for organizing content is implemented on many city, county and state level
government web sites. The idea is to restrict the content to the information most likely
relevant to a given visitor. For example: a business person looking to relocate a
manufacturing facility, or a tourist planning a trip, is not likely to be looking for
information on who to contact at the health department about a confidential test for a
sexually transmitted disease, even if that happens to be one of the more popular pages
on the county website.

The implementation on our web site also includes the generic department approach for
people somewhat familiar with the structure of county government.

This is an organization scheme we should consider for the entire website but should also
consider that it requires some extra effort to implement and maintain.

Photo Galleries (County Fair and Rodeo - Solid Waste)

Photo Galleries is a feature that allows for viewing a gallery of thumbnail images. Clicking on a
thumbnail displays a larger image. The feature also includes a slideshow option.

Full Department Directory Listing: (Natural Resources)

Full Department Directory Listing is an optional directory feature that allows a one click view of
a page listing all content pages for a given department. Without this feature a visitor must click
on each category in the directory to view the list of content under each separate category but
can not view all listed content on one page.

This feature is only implemented in the Natural Resources web pages but should be considered
as a site wide default feature.

Nested Directory Structure (Natural Resources and Public Health)

The original default web page template is 2 dimensional. There are directories and each
directory has content specific to that directory.

The Natural Resources and Health Department templates allow for sub directories within a
category. This structure was initially implemented for Public Health to allow for the separation
of content between Environmental Health, which includes topics like food safety, septic systems
and solid waste, from Personal Health, which includes topics like maternity support,
immunization and substance abuse.

Subdirectories allow for more specific organization of content but may also restrict a visitor to a
tunnel vision like navigation experience if used too often or with poorly worded category titles.

Road Guide Search (Public Works)
Appendix C – Details of Current Website

Public Works publishes a road guide, over 100 pages, available to purchase or download as a PDF file from their web page. Alternatively, from the website, an individual page for a specific area can be selected from a list and viewed in PDF format from the web site. A visitor may also search a database of road names using a string of characters, not necessarily the complete name of the road, to generate a list of pages in which a road name appears containing the character string. The database contains every road name that appears on each page of the road guide. A road name may appear on more than one page so it may have multiple entries in the database. There are thousands of results that can possibly be generated. The search tool usually returns only 4 or 5 options for the viewer to choose from.

Compost Mix Calculator (Solid Waste)

The Solid Waste website has a specific page dedicated to a resource called the Compost Mix Calculator. The calculator is a JavaScript program using complex calculations to generate a simple, 1 part this and 2 parts that, answer. The calculator requires page/program specific code to load prior to execution and will not load properly within the generic department template.

Tourism:

The Tourism website was originally implemented with databases to record and list information about public and commercial recreational activities, restaurants, hotels, bed and breakfast accommodations, camping facilities and public events of interest to visitors to Klickitat County. The databases, hosted by the county, were accessible for updates to the county Tourism Department web manager and to the Chamber of Commerce staff in Bingen and Goldendale.

Output from the database was configured for simultaneous use on the websites of each of the three agencies with content filtered to reflect relevant local events. Over time the two chambers have stopped using the county database and information on public events is pretty much not available. A tourist looking to visit the county can no longer look in one location to find activities, events, food or lodging information from the county website.

These features should be discontinued if they are not maintained to provide useful information.

Activities

Accommodations

Calendar of Events

Off Site Content/Features

Online Payment Service (County Clerk, East District Court)

Public Works Interactive Map

RFP for Klickitat County Website
Issued September 29, 2015
Appendix C – Details of Current Website

Auditor Web Site (hosted by State of Washington)

Klickitat County Fair Board Web Site

Sheriff Department Web Site

Treasurer Web Site

WSU Extension Office Web Site: (Hosted by WSU) Hosting:

The County web site is hosted by Gorge Networks located in Hood River, Oregon. The current hosting cost is $2,300 per year.

This does not include the cost of off site services such as the interactive mapping application available through the Public Works web pages.

Administration Cost

Administration hours have been tracked since 2001 when they were 20% of the time of a full time employee. They reached a peak of 27% of a FTE in 2006 and have been in the neighborhood of 10% for the past 3 years.

Further notes:

The Klickitat County web site design was based on Jakob Nielsen’s book, published in the year 2000, “Designing Web Usability - the practice of simplicity”. His one sentence summary, “Relish simplicity, and focus on the users’ goals rather than glitzy design.”

My personal view has been that nobody goes to a government website to be entertained. They just want information.

Now you know why our website looks so funky.

Jakob Nielsen is one of the founders of the Nielsen Norman Group, a software usability consulting firm that is still looked to as a leader in software and hardware design in 2014. Jakob Nielsen was the lead engineer for Sun Corporation’s software usability before joining with Don Norman to establish the Nielsen Norman Group. Don Norman was the chief usability engineer on the design team for the original Apple Macintosh Computer.

Features not currently available (the County may or may not wish to deploy these options)

Some kind of vehicle for interactive feedback with the public through the internet. We currently have only email and telephones. Options?: forum discussion

Streaming video of public meetings. Followed up with video replay and linked subject index.

RFP for Klickitat County Website
Issued September 29, 2015
Calendar of public meetings and county government sponsored workshops.

Central web location for emergency management information during local emergencies such as wildfire, flood, manhunt.

Cell phone applications... like...?

Public Notice

Press Release

Local emergency management alerts and status updates

Compost Mix Calculator

Personalized permit application process status updates

Building code, Health Dept related permit site inspection coordination

BoCC meeting agenda/minutes

Planning Board of Adjustment agenda/minutes

Calendar of Meeting/Workshops Update

Intranet for county employee information network

The current share drive file depository, intra departmental email and the infamous email post "to All" are the current equivalent of the county's intranet.

An intranet web application would make the share drive information more easily accessible and allow communicating useful information beyond just documents.

Rule of thumb: If you answer the same question 10 times per month maybe the answer should be available on an FAQ page on the intra-net. Not having to answer the same question frees up time for other activities.

Cell phone/Pad viewing compatibility of web site layout.

Accessibility of web site to the disabled
Questions and Answers

Klickitat County Website RFP 2015

Responses to written inquiries are provided below in no particular order.

Q. 1. Can you please provide the scale to which the proposal will be evaluated on?
A. 1. Proposals will be evaluated based on the criteria on page 3, “K. Proposal Evaluation Criteria.” There is no set scale or weighting established yet for this RFP.

Q. 2. Do you have a silence period after proposal submission? If so, when does this time frame end?
A. 2. There is no ‘silence period’ for this RFP. However, as stated on page 2 under “G. Proposers Conference and Written Inquiries”, “oral explanations and/or instructions will not be binding.”

Q. 3. When do you plan on making your final decision?
A. 3. After bids have been opened the review committee will begin the process of reviewing and rating the proposals. Depending on the number of proposals received and the amount of follow-up that is required (i.e., reference checks, site visits, formal presentations, etc.), a recommendation to the Board of County Commissioners should be made in late November or December. The contract negotiation period typically takes four to six weeks. Implementation is expected to begin in the first quarter of 2016.

Q. 4. What key factors are important to you that may not be clearly outlined in your proposal?
A. 4. The RFP documents outlines our expectations.

Q. 5. What are your overall goals with the website project?
A. 5. The RFP document outlines our expectations.

Q. 6. Are you open to receiving additional information within the proposal that may be outside of your current scope outlined in the RFP?
A. 6. Optional items may be submitted and clearly shown on the bid sheet as long as all required items have been addressed.

Q. 7. How important is security in your evaluations?
A. 7. Security is of ever increasing importance in any technology project. There is no set scale or weighting for this RFP.

Q. 8. What, if any, 3rd party pieces might we need to accommodate?
A. 8. Appendix C provides details of the current website and links to other websites from the County website. Consideration will be needed for (a) use of the domain name
and Google Apps if the host changes; (b) hosting of the map files for Public Works; and (c) an Access database used to upload data from the Assessor’s property records to the GIS system and a Survey, Plats and Short Plats database search and a road guide. Keeping these features functional will require some coordination.

Q.9. Have you done a page count of your site recently? How many pages did you come up with? Do you need a partner to help you trim the fat?

A.9. There are 3,051 page records (see attached page count document) in the department databases that are active today. About half of them are archived public notices or BoCC agenda/minutes files. Some of the individual pages link to multiple PDF document files, PDF map files or photo files. The number of files linked to far exceed the number of actual pages on the website. One should not count the files as pages because the only thing required is to recreate the page that links to the files. Content is up to each department to manage and keep current. Proposals should include method(s) to simplify the management of content.

Q.10. Can you tell me about your mobile strategy? We’d be glad to partner with you in that.

A.10. The County has no specific mobile strategy for county use nor for mobile accessibility by the public. Currently, each department determines their own benefits/use of mobile technology. And would be responsible as well for determining any benefits for the public to access their particular services/information.

Q.11. How many would we be training?

A.11. For the RFP response, the County has 25 departments. Each department would have one main contact to be trained as their ‘web manager’. Some departments may elect to have a couple representatives once we get into fine tuning the services required under this RFP.

Q.12. Do you have a preference for onsite vs remote training?

A.12. Remote training is acceptable. If two proposals are otherwise equal, preference will be given to onsite training.

Q.13. Can you tell us what you estimate as your page count?

A.13. See A.9 above.

Q.14. Is there a preferred technology platform? (i.e. .NET, PHP, etc.)

A.14. There is no preferred technology.

Q.15. Is there a CMS preference? (i.e. Drupal, Wordpress, Joomla, SharePoint, EpiServer and SiteCore...etc.)
A.15. There is no CMS preference.

Q.16. Can the work be performed off-site with some onsite meetings?

A.16. This is an acceptable method. If all other factors are equal, a proposal with onsite meetings will of course be preferential over a proposal based on remote meetings.

Q.17. Is the current website integrated with any other third party applications?

A.17. Appendix C provides details of the current website and links to other websites from the County website.

Q.18. Are you open to any other 3rd party integrations recommended by the selected vendor?

A.18. 3rd party integrations are acceptable. Preference would be given to those that are managed by the vendor as opposed to requiring the County to be in the position of potential finger-pointing between vendors when solutions have issues.

Q.19. Any site examples that you intend the website that is to be developed to look like?

A.19. The County has no pre-conceived look or feel to the new website. The County is relying on the proposer to guide us through what makes the most sense for a county website in today’s web world.

Q.20. What features from the current website would you like to retain?

A.20. Appendix C details our current website. The County is relying on the proposer to guide us through what makes the most sense for a county website in today’s web world.

The County would like to retain the following: (a) integration of the GIS mapping program and the survey files on the Public Works website; (b) the road guide on the Public Works website; (c) the Survey, Plat and Short Plat search on the Public Works website; (d) the organization of BoCC agenda/minutes by date; (e) functionality of the public notice feature; and (f) ability to restrict each department to only having to deal with and manage their own content.

Q.21. Also, what are the issues that you think is with the current website or that which is constantly complained about by the site visitors?

A.21. The main issue is the website is based on older technology and recent server upgrades by the host site have resulted in downtimes. The second issue is the site was built and maintained by a single employee who is nearing retirement. The new site needs to have sustainability over time for its maintenance and upgrades. See also
Appendix C for details of the current website.

Q.22. Are there any additional features that you feel is absolutely imperative for the new website, apart from the ones mentioned in the RFP?

A.22. No additional features at this time. Proposers are free to list other features in their proposals. The contract negotiation phase will identify which additional features will be included in the contract.

Q.23. Any surveys that you have undertaken to understand customer preferences in terms of the current website’s usability? If so, can you share it?

A.23. No surveys have been conducted.

Q.24. In the current website, what are the features that site visitors use the most?

A.24. Historically, the top 5 most visited pages are the Commissioners agenda/minutes; Public Works Maps and Surveys; Public Health; Solid Waste; and Public Notices.

Q.25. Presuming that most of the contents in the existing site would be reused, do you anticipate that new contents would be added before the site is being launched. If so, how many?

A.25. Given some departments currently have their own websites with links from the County site and that some departments will find it easier to post information, additional content can be expected. At the same time, some older/out-of-date content may be discarded as well.

Q.26. Would you want the front end design to be structured from scratch or would you be open to use predefined customizable themes that are available in the market? Cost implications vary based on the response provided. A 'design from scratch' approach is usually costlier (8k to 12k $) vis-a-vis the 'theme customization' approach.

A.26. Proposers may propose either method based on their experience. Preference will be given to whichever is easier for County staff to manage their departmental web content initially and over time.

Q.27. For updating contents via the CMS backend, are there any role based workflows that you envision? i.e. Do you have a desired workflow for content publication with roles like content creators, content approvers etc. Would you like to have an approval chain set up?

A.27. Typically, each department will have a ‘web manager’ to post their department’s content. No formal chain of approval is necessary. Each department ‘web manager’ should only be allowed to change her/his department’s content.
Q.28. Would you be open to share GA (Google Analytics) reports with us in order to analyze traffic flow and trends?

A.28. This may arranged for the successful proposer.

Q.29. Is there a Style or branding guide available based on which the site needs to be designed?

A.29. The County has no ‘style or branding’ guide. Appendix C details our current website. The County is relying on the proposer to guide us through what makes the most sense for a county website in today’s web world.

Q.30. Do you have any responsive framework in mind to use? Any recommendations needed?

A.30. The County has no ‘responsive framework’ in mind. The County is relying on the proposer to guide us through what makes the most sense for a county website in today’s web world.

Q.31. We see that the current tourism website hosts approximately 5,390 pages. Do you want proposer to migrate all of those pages?

A.31. Tourism does not actually have 5,390 pages. See response above to A.9 and the attached page count document.

Q.32. County wants training to be onsite or remote?

A.32. Remote training is acceptable. If two proposals are otherwise equal, preference will be given to onsite training.

Q.33. Approximately how many users would need to be trained from the county?

A.33. For the RFP response, the County has 25 departments. Each department would have one main contact to be trained as their ‘web manager’. Some departments may elect to have a couple representatives once we get into fine tuning the services required under this RFP.

Q.34. Is there a budget range you are open to disclose?

A.34. The budget for this project is not set yet as it is anticipated to begin in the first quarter of 2016.

Q.35. Do you have any preferred Hosting provider or Do you need some recommendations from us?
A.35. The County has no preferred hosting provider.

Q.36. What is the proposed budget for the web project?

A.36. The budget for this project is not set yet as it is anticipated to begin in the first quarter of 2016.

Q.37. Whether companies from Outside USA can apply for this? (From India or Canada)

A.37. Any business authorized to conduct business in the State of Washington is welcome to submit a proposal.

Q.38. Whether we need to come over there for meetings?

A.38. Remote meetings are acceptable. If two proposals are otherwise equal, preference will be given to onsite meetings.

Q.39. Can we perform the tasks (related to RFP) outside USA? (From India or CANADA)

A.39. Any business authorized to conduct business in the State of Washington is welcome to submit a proposal. This RFP does not limit where such work may be performed.

Q.40. Can we submit our proposals via email?

A.40. No. On page 2 under “D. Proposals shall be clearly marked on the outside” proposals shall be delivered in a ‘sealed envelope or package’. Please note that timeliness is the proposer’s responsibility.

Q.41. Are you open to an out of state vendor?

A.41. Any business authorized to conduct business in the State of Washington is welcome to submit a proposal. This RFP does not limit where such work may be performed.

Q.42. Also, would the required meetings be live or would video conferences, such as Go To Meetings, be acceptable?

A.42. Remote meetings are acceptable. If two proposals are otherwise equal, preference will be given to onsite meetings.

This is the end of the questions and answers. A single page document follows with the current page counts for the Klickitat County website.