

## ALL QUESTIONS AND ANSWERS REGARDING PARK COUNTY WEB SITE RFP

Questions in Black – Answers in Red

What goals will the website help the county reach? Any specific growth goals?

Goals are pretty well defined in the RFP. No specific growth goals have been set.

Does the county have a preferred timeline for this project?

Not at this time.

Is there a go-live date we'll be working towards?

None has been set yet.

Are there any sites the County would like to you as inspiration for the new site?

No.

Is your existing vendor bidding on this project?

We have no existing vendor. The site is currently maintained and managed by internal I.T. Staff using DreamWeaver.

Are there preferred vendors?

No preferred vendors. We MAY lean toward a local vendor IF they can fulfill all the RFP requirement in a manner that we are comfortable with.

Does the vendor have to be based in Wyoming? Will scoring be based on location or preference given to local firms? We have offices in New York, London and San Francisco.

No, the vendor does not have to be based in Wyoming. But the vendor and the hosting must be based in the United States. We MAY lean toward a local firm IF they can fulfill all the RFP requirements in a manner that we are comfortable with.

Is there a not to exceed or a budget range that can help guide potential vendors with this RFP.

No budget range has been assigned. But, final cost will certainly enter into any final decision that is made.

What is the budget for this project?

No Budget has been set. But, final costs will certainly enter into any final decision that is made.

Has the county set an initial budget for this project? If so what is that?

No Budget range has been assigned. But final cost will certainly enter into any final decision that is made.

Can you share the budget allocated for this project?

No budget range has been assigned. But, final cost will certainly enter into any final decision that is made.

Do you have a projected overall budget for this project?

No budget range has been assigned. But final cost will certainly enter into any final decision that is made.

Does Park County have a desired/estimated budget for this project?

No budget range has been assigned. But final cost will certainly enter into any final decision that is made.

What is your current annual budget for hosting & maintenance? Could this annual budget be extended for more than one year?

Current budget for hosting and maintenance doesn't really apply. At this time, it is just hosted on GoDaddy and we maintain it. But we will consider other options. Budgets are typically yearly but extending beyond a year can be considered.

Has the county set an ongoing support budget for this project? If so how many years is the contract renewable for?

Not yet. Different vendors will probably have varying amounts and renewal options for any support. So, those budgets would not be set until we make a decision and know what they will be. But, again, final proposed support costs will certainly enter into any final decision that is made.

Content Migration. Is all content being migrated over from the current site to the new site? Will there be any pages that are new? Will there be any pages that will be rewritten? If any pages are to have completely new content or edited content who is responsible for this content?

Generally, most written content will be migrated. But it does not necessarily need to be laid out as it currently is. We will be open to any suggestions on how a different layout or content organization might work better. There might be new pages, new content, or edited content, depending on final layout or structuring of the site. Generally, we would be responsible for the written content, photos, or video contained within the various pages. A Content Management System will be a big part of this, allowing our departments to manage this on their own.

Is the plan to migrate all of the content over to the new designs within this budget? Or do you plan to write new content?

Generally, most written content will be migrated. But it does not necessarily need to be laid out as it currently is. We are open to any suggestions on how a different layout or content organization might work better. There may be new pages, new content, or edited content, depending on final layout or structuring of the site. A Content Management System will be a big part of this, allowing our departments to manage this on their own.

If migrating of content is required, do you plan on continuing with your current sitemap for the site?

See answer to previous question.

How many total pages will the website have? Will any current pages be discarded or will you look for advice on this?

Number of pages will depend on any final layout decided upon. Some pages may be added, some discarded. And Yes, we would welcome any advice that could be offered.

Will Park County be responsible for sourcing all photos and videos for the new site.

Generally - YES

Is there a need for multiple language support?

It is not required but may be offered as an option.

What is your traffic like on a monthly basis for each site?

We have never employed any Analytics to report those stats.

What is your traffic like on a monthly basis by device? (mobile, tablet, desktop)

We have never employed any Analytics to report those stats, either.

For the current site can you provide the number of page views per month?

We have never employed any analytics to report those stats.

What is the average bandwidth usage per month?

We have never employed any analytics to report those stats, either.

Looks like you have between 2500 and 3000 visitors each month to your site. Is this your typical traffic?

We have never employed any analytics to report those stats so we really do not know.

Can you provide current storage requirements?

Currently around 2803 MB. But, that could certainly grow, once our departments start managing their own pages.

What is your Total database size of your current site?

Not specifically databases, but the current site size is approximately 2803 MB.

What no. of pages will be there in website approximately? as per functionality I can assume around 35-40 pages

The current site has approximately 280-290 html pages, and probably several hundred other pdf pages hyper-linked to many of them. The number of pages for any new site could easily vary and could depend on any new site layout. Pages could be added, removed, or modified depending on that layout.

Is there an event or campaign that happens each year that can impact site traffic? If so - what's expected peak concurrency and for how long?

Nothing that comes to mind. We suspect there are periodic increases in traffic; typically toward the end of a month when people might be renewing vehicle registrations or perhaps paying taxes.

Is there a brand book or brand guidelines that need to be adhered to?

No

Are there existing Branding guidelines?

No.

What level of WCAG 2.1 compliance is expected? (A/AA/AAA)

At this point, we are only expecting Level A.

Is WCAG compliance required for the back end / admin or for public-facing pages only?

Only for the Public Facing Pages.

Who is your payment processor?

We assume you mean for on-line payment processes; Ultimately, GovTel/IntelliPay. But the process is started with initial pages on our site that are defined by our software vendor.

Is there any payment gateway preference?

Current payment gateway being used is GovTel/Intellipay and is mandated by our County Business Software provider.

What is the county currently using for "Online Payments"?

Currently, GovTel/Intellipay. But the process is started with initial pages on our site that are defined to land on external pages by our software vendor.

Do you have a need for an e-commerce or a shopping cart for selling swag or any type of premium content? Memberships? Subscriptions?

Not specifically but are open to suggestions as part of any possible changes or improvements to the site.

Does the CMS need to be a custom solution, or is an existing open source CMS acceptable?

It really makes no difference to us. We just want the best usable solution.

What CMS is the current site built with?

No CMS currently exists. Current site has been maintained and managed by the IT Department staff, using DreamWeaver.

What is the current Content Management System (CMS) used?

All content is currently managed by Internal I.T. Department staff using DreamWeaver.

Do you have a preference for a certain CMS, as we are planning to use A Specific Management System? From a technical perspective, do you have any concerns if the site is developed using that Specific Management system?

No preference for any certain CMS and we are not familiar with that system. The CMS just needs to comfortably meet the requirements of the RFP.

Are there any preferences for platform / tools on which website is required? If open source is preference the we would suggest a specific system and for licenced product we would suggest another specific system.

We have no preference for platform / tools.

What is the size of your team that will need access to the admin side of the sites?

Admin is a broad term; At the top end is our IT Team consisting of 5 members. But, each department may need certain admin rights to their individual pages.

How many content administrators is there expected to be within your organization after site launch?

“Administrators” is a relative term. On the High End, we have our IT Department as overall, internal administrators (there are 5 of us). But, the whole idea of this is to let our different departments manage their own portions/pages within the site. IT may manage some department pages on their behalf. Other departments will probably want to do it themselves.

Admin section of site is required to be handled globally or at departmental level?

Internal I.T. Department staff needs Admin Access to everything. Pages dedicated to individual departments need Admin access to just their own content.

Are there any preferences for hosting providers?

No preferences for hosting, but as per RFP, hosting must be located in U.S.

Does the new website also function as the county's intranet, or does it need to integrate with an existing instance?

We do want it to function as the County’s Intranet, as well, probably on the same hosting site, with some method of separate access for our users. Our existing Intranet site only has a few pages and documents on it. Adding it to this project would make it more usable and expandable for our users and departments.

What items have been most troublesome to manage, update or change with the current site?

Nothing specific.

What are the current issues you have with your existing website?

No specific issues.

Who is your email newsletter service provider? Is there an interest in changing this provider?  
We do not have a service defined for that specific purpose. Generally, all email processes are performed through our Internal Exchange Server. Again, open to any suggestions.

We noticed that you need a burst bandwidth of at least 22 Gb/s - could you tell us more about this requirement and what's driving this need?  
Since most solutions are hosted in data centers, this is a fairly common standard that many data centers use when hosting many different sites at the same time.

Will frontend have a functionality of login, register etc.? will there be any area in front end which will be accessible to only authorized users?  
With the Intranet/Extranet requirement, and ability for departments to control their individual page content, it was presumed that some type of login would be required to accomplish those things. Whether that be done via the frontend or some other mechanism would probably be best presented or recommended by the vendor.

Departmental home pages are required to be dedicated, so all other pages will be common for all departments?  
The Main, Common pages for the site will most likely be administered and content managed by the Internal I.T. Department staff. The dedicated, individual pages for departments will be administered and content managed by individuals from those departments, with Internal I.T. staff also being able to administer/control content on those pages, if/when necessary.

Is text messages (SMS) integration required in site for any notification?  
As per the RFP, Alerts & Message notification – alerts posted on website and public notifications sent out through email and/or text messages. So, not necessarily required.

Are there any mockups available for website? will design (psd / html) be provided by client or to be taken care of by vendor?  
No mockups are available. Overall, general design to be provided by the vendor.

Are you comfortable working with a remote small business, Veteran-owned agency?  
Yes, as long as they can meet our needs.

We noticed your RFP is written identical to a template offered by one of our competitors. Is there something keeping Park County from purchasing directly from that competitor? And, is Park County open to other govt website providers other than that competitor.?  
Might be similar to one of their templates, but not identical. We looked at several templates from different sources and this one just happened to be closest to our preferences for layout. There is nothing preventing us from purchasing directly from that competitor.  
We wanted to see what different vendors had to offer. Hence the Request for Proposals.  
All proposals will be evaluated, and a decision made on which vendor (if any) will best suit our needs.

When will a Q&A be issued on your current site?

Not exactly sure what you are asking, here. If you could maybe elaborate.

" When will a Q&A be issued on your current " the question means will your agency issue an official Q&A on questions other potential vendors have asked relating to this RFP. In addition, I know you mentioned that a budget range has not been set however would you have a general idea of what you're expecting to spend when it comes to price for the initial build-out?

Up to this point, we had no plans to issue a Q&A as you describe and no other vendor has asked about it. Most questions have been pretty similar to what you have asked. We may re-consider that, depending and what else we see. On the budget range; sorry—we don't really have any particular amount in mind. But, meeting the RFP requirements in a cost effective manner will surely have some influence on any final decisions.

I'm reading a lot of security-related requirements such as bandwidth for hosting, and disaster recovery for the level of say, Fort Knox. I am curious as to what this level of security is actually being used for when you're not housing HIPAA compliant items, processing millions of dollars in transactions on a daily basis, or anything super secure. Please advise?

While we want any Data Hosting to be secure, these requirements are not so much for Security as they are for "Reliability". We want the site to be readily accessible, with a reasonable recovery time if something does go wrong. In hosted Data Centers, these Bandwidths and Recovery Options are fairly common, simply because they are hosting many different sites at the same time. Our individual Bandwidth might be relatively low; but it could be among many other hosted sites that are using high bandwidth through the host. And, nowadays, 4 days recovery time with no more than 24 hour recovery point is nothing unusual. (When serving the public, a web site outage of 4 days is pretty substantial). Many businesses require much higher standards than that.