REQUEST FOR QUOTES #2018-21
Website Design and Development
RESPONSE TO CLARIFYING QUESTIONS #1
March 12, 2018

Note that these are questions submitted by interested firms to the above referenced solicitation. The below answers are for clarification purposes only and in no way alter or amend the RFQ as published.

1. Scope : Website Content:
   The RFQ sites the site maintains 2,000 pages.
   a) Of those pages how many or what is the division of HTML/text pages, PDFs, and Excel/Word docs?

   Answer: All of those 2,000 pages are HTML/text pages. Our documents will be handled through a separate document hub.

2. Scope: Content Management System:
   a) What is the content management system (CMS) of the current site?

   Answer: There is currently no CMS.

   b) May we have access to the current CMS to review the content and configuration?

   Answer: Not applicable.

   c) May we have access to the analytics of the current site?

   Answer: We will give access to the analytics to the selected vendor.

3. Scope: Third Party Applications
   a) Are there any third-party applications or APIs that push and/pull content from an external database?

   Answer: All third-party applications are handled on another server and will not be part of this project.

   b.) Will the websites be fed content or data from another website or resource?

   Answer: We would be open to hearing solutions and recommendations, such as a Twitter or Facebook feed, but currently have none.

   c.) For example; pulling in a Twitter, or Facebook feed of content can also be considered an integration?

   Answer: See above

4. Scope: Third Party Applications
   a) Are there any e-commerce/ Payments made through the site?

   Answer: No

   b) If so, what is the payment application used to process the transactions?

   Answer: Not applicable

5. Scope: Plugins/Modules
   The RFQ mentions Module Selection in the Scope of Work.
   a) Are there any plugins or modules in the current CMS that Clackamas County would like to be migrated or a similar application discovered?

   Answer: No

   b) May we have access to the list of plugins/modules and their current versions as they stand right now?

   Answer: Not applicable

6. Scope: WCAG 2.0
   a) How much of the site's content is already 508 compliant?

   Answer: We would like help building a site that is compliant, and don't know what level we're at right now.

   b) Are all PDFs, forms, images, HTML pages fully compliant?

   Answer: No

   c) If not all the content is 508 compliant, how much of the content will need 508 work in terms of number of PDFs, HTML pages, Images, and other documents? Video and/or Media files?

   Answer: We will mostly be seeking help with compliance regarding HTML pages, however best practices and guidance will always be welcomed.

   d.) What level of 508 compliance does Clackamas County want to achieve?

   Answer: It is very important for us to be compliant. We are not familiar with the levels of compliance and would need recommendations on this.

7. Scope: Online Forms
   a) How many online forms are contained in the current site?

   Answer: Forms are currently on another server

   b) Are all these forms 508 compliant? If not, will you need the vendor to make them compliant?

Answer: We would like to put some forms into Drupal moving forward and yes, we would want them to be compliant. This will mostly be contact forms.

c) Where are the forms hosted or stored?

Answer: Most existing forms are not a part of the scope of this project.

8. Scope: Translation
a) Will there need to be any need for translation services for any of the migrated content?

Answer: No

9. Scope: CMS Training
a) How many content owners shall assume to be trained in the Drupal CMS implementation?

Answer: 5 to 10

10. Evaluation: Not-to-Exceed
Clackamas County states the evaluation criteria, "not-to-exceed price for services."
a.) Is there a set budget for this project that this project should not exceed?

Answer: We are looking for the best value of services offered and would be happy to review various packages or a la carte options to make sure we stay within our allotted budget.

b.) Does this statement mean Clackamas County is looking for a fixed-fee price?

Answer Yes

c.) Could Clackamas County please explain this statement further?

Answer: We want someone who will be mindful of all the resources needed to complete a project of this size and scope, and will be thoughtful in the planning to make sure we don't incur overages.

11. Section IV. Compliance with Solicitation
a.) Does this section of the RFQ need to be attached to the proposal?

Answer: Please follow the Request for Quotes Section 4 indicating the information requested for this solicitation.

b.) Does this section need to be signed and filled out to confirm vendor's intent to bid?

Answer: Please follow the Request for Quotes Section 4 indicating the information requested for this solicitation.

12. Section IV. Compliance with Solicitation.
a.) Does the vendor need to be registered with the state of Oregon or the County of Clackamas to be considered for the award?

Answer: Yes vendors are require to be registered with the State of Oregon Secretary of State in order to be awarded a contract with Clackamas County.

b.) Will the vendor need to register for anything within the state of Oregon prior to sending the proposal/quote?

Answer: No

14. Does the County have website development staff or vendors currently engaged for similar work?

    Answer: The County has technology services staff, who have done the work of building initial views and content types.

15. Does the County anticipate the integration of any APIs or third-party platforms (e.g., ESRI)?

    Answer: Not at this time, though we are always open to recommendations. Most of our applications are on a separate server and we will link to them.

16. If so, can the County share a list of current and desired third-party platforms?

    Answer: Not applicable.

17. Does the County anticipate having different permissions for content administrators enabled on the new website?

    Answer: Yes. Eventually there may be a need for departments to have access to their pages only. There will likely be two or three admins, and then most people will be content editors.

18. Would the County like to have content migration work included in the scope of this project?

    Answer: Some migration assistance may be needed, especially best practices and/or suggestions as far as automation.

19. Has the County already purchased Acquia cloud hosting, or should this be included in the RFQ?

    Answer: Yes, we have purchased it. No, it shouldn't be included in the RFQ.

20. Does the County have a budget range in mind for this engagement?

    Answer: We are looking for the best value of services offered and would be happy to review various packages or a la carte options to make sure we stay within our allotted budget.

21. Is the work-related to RFQ 2017-47 completed? Is the website currently running on Drupal 8 on Acquia Cloud?

    Answer: No, the last RFQ was a failed search. Since then, our internal technology services department has begun work implementing Drupal and plans to start migrating content soon. By the time the vendor is on board, we imagine having a working foundation of Drupal 8 with Acquia Cloud hosting. We will look to our vendor to review the work that has been done and make recommendations about how we should proceed according to best practices.

22. If the answer to the above question is no, what is the status of that work and how does it impact the work for this RFQ?

Answer: See above.

23. If the website is currently on Drupal, please provide the following.
    - Can you confirm that core and contributed modules are all unmodified at the code level?
    - Please provide a list of modules in use on the site.
    - Please describe the functionality of any custom modules in use on the site.
    - How many content types are currently in use on the site?
    - How many views?
    - How many nodes?

    Answer: The website is not currently on Drupal, so we can't answer these questions. We will be open to suggestions and recommendations for best practices on all these elements.

24. How is the decision being made? Is there a scoring matrix? What are the top 3 factors, in order of importance?

    Answer: Evaluation of quotes submitted is outlined in Section 5 of the RFQ #2018-21, page 3.

25. Is there a target budget or range we can scale our solution to?

    Answer: We are looking for the best value of services offered and would be happy to review various packages or a la carte options to make sure we stay within our allotted budget.

26. Does the county want to employ a user-centered design approach, which would involve research into potential site users and their preferences? This is potentially a more time-consuming approach but would yield better design results. Put another way, does the budget support an in-depth design process, or would the county be happy with an approach that simply follows design best-practices, in the interest of time and budget?

    Answer: We will provide the vendor with some research – the results of a community survey, as well as a staff survey; observations from our analytics review, a wish list of functions and features, some competitive analysis and a project plan. Any additional research into user needs would be welcome, assuming it can fit within our budget.

27. Please describe the publishing workflow approval process. Do you expect it to change significantly with the new site?

    Answer: There will be a team of 10 or so staff members in Technology Services and in Public and Government Affairs that have access to make changes. Eventually there may be a need for departments to have access -- to their pages only.

28. Does search need to index the contents of Word or PDF documents on the site?

    Answer: We are currently adding meta data and tags to our documents, which are being uploaded to a separate document hub, so no that is not in the scope of this project.

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

Answer: All third-party applications are part of a separate server and will be linked to from our site. We do not anticipate any other integrations.

30. Is SSO in scope? If yes, what is the authentication technology?

    Answer: No, we do not plan to utilize single sign on.

31. Have you conducted any sort of content audit? How much of the existing site needs to move to the new site?

    Answer: We are currently eliminating outdated documents. Our staff will engage in a more thorough audit of existing pages during this redesign process. Best practices, processes, etc. that would help us edit our content would be welcomed.

32. Are you open to other CMS solutions? Kentico, Ingeniux or other ASP.Net solutions?

    Answer: Not at this time.

End of Clarifying Questions