Questions and Answers for Scott County Requisition No. 19108
Scott County Drupal Setup and Website Redesign

Can the entire Project of Drupal Implementation & On-Call Support activities – ALL be performed & handled remotely from Proposer's Office premises?

> We hope to find a consultant to be an active partner with the County in the implementation and re design. We expect most communications will be by conference calls and webinars but aren't closing the door on face to face meetings such as the kick-off meeting. We hope that the development process is in a shared environment but does not have to be on-site. We do not expect the work to be done on the premises either.

Proposers are required to quote the Cost for 1 year of support Post-Implementation. Please confirm whether this support is Full-Time OR only is on an "On-Call As-Needed" basis?

> Between those choices, follow up support will be on an "on-call as-needed" basis.

Can the county let us know the maximum Budget separately for (i) Drupal Setup/Redesign and (ii) 1 yr of Support?

> Sorry, we are cannot release the amount of budget for this project. However per (1.16) price is only one of six selection criteria not equally weighted

> We have adequate funding available for the scope items requested. I acknowledge that it can be very helpful to know the amount of money available for the project in terms of choosing appropriate methodologies and cost alternatives in order to meet the budget goal. However, we wish to avoid the tendency of respondents to "work backwards" from a particular budget figure.

You list that you have about 77k page views a day, or roughly 2.3M page views a month. Is that the number of unique page views?

> According to Google, Pageviews is the total number of pages viewed. Repeated views of a single page are counted.

On page 1 it appears that they will maintain & support the new website, but on page 7 they ask for prices for ongoing support. Can you clarify what you are looking for with regard to ongoing support?

> Yes the webmaster will maintain and support the new website. Most consultants have an hourly rate for any technical support after the completion of the project. We don't know what questions may surface after the project is completed, but if they do, we'd like to know what it would cost for that assistance.

Can companies from Outside USA apply for this? (From India or Canada)

We don't have any reason to prohibit such a bid from outside the country. Any contract we sign is going to comply with Iowa law and any legal disputes to take place here. We'll also look for successful projects done in the USA per the reference checks.

Do we need to come over there for meetings?

While we expect meetings to occur by conference call or webinar, we're not closing the door on face to face visits such as the kickoff meeting. Costs of such visits could be itemized in the RFP to allow us to consider that option.

Can we perform the tasks (related to RFP) outside USA? (From India or Canada)

Section 2.8.1 of the RFP asks for project team and subcontractor disclosure. There is not a restriction on where these tasks can be performed.

Can we submit our proposals via email?

Email proposals are not accepted. Proposals shall be submitted electronically through our third party service PublicPurchase.com prior to the Monday, June 23rd, 2014, 2:30 p.m. CST deadline. (Section 1.3)

1. *What criteria are important to you in selecting a firm? How would you rank the criteria?*

   The criteria are listed in section 1.16 of the RFP. They include Implementation Schedule, Price, Project Experience, Project Scope (§ 4) Response, References, and RFP Completeness. They will be weighed by the Selection Committee however that information is not part of this RFP.

2. *What would you need to see in our response for us to gain an opportunity to work with you?*

   Attachment C of the RFP lists all of the items to prepare and include with the RFP that we need to see for the opportunity to be considered by the Selection Committee. The merits and strengths of your RFP response to these items is our primary means of evaluating your contention for the project.

3. *Do you have a budget in mind for the project?*

   Sorry, we are cannot release the amount of budget for this project. However per (1.16) price is only one of six selection criteria not equally weighted

   We have adequate funding available for the scope items requested. I acknowledge that it can be very helpful to know the amount of money available for the project in terms of choosing appropriate methodologies and cost alternatives in order to meet the budget goal. However, we wish to avoid the tendency of respondents to "work backwards" from a particular budget figure.

1) Budget guidance is not provided within the RFP. Is the County looking for something within the $50,000-$100,000 range? If the pricing goes beyond that planned range, would you prefer that we prioritize what we can do within the given budget, or provide the full request even if it's outside the budget range?

Sorry, we are cannot release the amount of budget for this project. However per (1.16) price is only one of six selection criteria not equally weighted

We have adequate funding available for the scope items requested. I acknowledge that it can be very helpful to know the amount of money available for the project in terms of choosing appropriate methodologies and cost alternatives in order to meet the budget goal. However, we wish to avoid the tendency of respondents to "work backwards" from a particular budget figure.

2) How many users administer the website currently? How many are anticipated for the new site?

About one or two per department. I would estimate less than 25 content contributors. The development process will decide the final number.

3) Would the County expect to maintain the new site from both a development and theming perspective?

Yes, when all is said and done, we will want some edit control over the theme. It should be developed in a way that allows us to affect it over time.

4) p.1, section 1.3: For clarity: is the County looking for both a paper copy (delivered by 6.23.14) as well as a digital copy? verifying because of the "signed in ink" requirement. (See also p.6, section 2.1.; Attachment C)

Regarding section 1.3 disregard "must be signed in ink". Proposals shall be submitted electronically through our third party service PublicPurchase.com prior to the deadline.

5) p. 4, section 1.16: are these evaluation criteria listed in priority order?

The criteria are listed in section 1.16 of the RFP in no particular order. They include Implementation Schedule, Price, Project Experience, Project Scope (§ 4) Response, References, and RFP Completeness. They will be weighed by the Selection Committee however that information is not part of this RFP.

6) p.9, section 4: will the County be doing the website designs ("10-member design team")?

We don't have any in-house design resources. The team will primarily provide design expectations, guidance, feedback and approval.

7) p. 9, section 4.1.4: Is the County anticipating multi-site? domain access?

We hope the development process will reveal if we need multi-site or not. We don't expect to need domain access

8) p.9, section 4.2.3: is the County looking for a full ticketing/tracking system within Drupal? what is the current 3rd party solution? are other systems an option?

We currently use a third party service called the Action Center provided by eGov Strategies. We setup a form that we integrate on our webpages. It is used more like a CRM or helpdesk ticketing system. The message is stored online. Our staff log in and reply through the Action Center. If no reply after a certain number of days, the item is escalated and emails sent to supervisors. We look for it to ensure accountability. Other systems are an option.

9) p.9, section 4.3.6: Is there more detail behind this? perhaps an example?

It's an option we wanted to talk about in the development process. Of course we'd like to use existing services of a database driven CMS to help create a dynamic site. For any user that chooses to register and log-in, perhaps it knows what is "new" based on how recent they logged in before. We don't have much of a preconceived notion and open to suggestions by the consultant.

10) p.9, section 4.3.7: Is there more detail behind this? perhaps an example of what's desired?

Enhanced search means something better than we have now. Currently we interface with a free government search service called search.usa.gov. The development process will outline better what search capabilities we'd like. I don't expect we'd need to search within documents, but would like more control with weights, metadata and keywords.

11) p.9, section 4.3.8: has the County identified exactly which content would be made available via RSS? via XML?

Our expectation would be standard content types that are already set up for this or that make sense for our needs

12) p.10, section 4.5.2: what portions of HIPPA would apply to what sections of the site?

No expectation of HIPPA. Just know when to spot HIPPA issues to bring back to the committee to find another resolution.

13) Are either/both the Intranet and Extranet part of this project scope for redevelopment? or are they mentioned as additional background for the full digital ecosystem which the main website is part of? are they separate websites, or sections of the main website (what are their current domains)?

Yes, we would like the intranet to be part of this development. We have yet to determine the best location for the intranet to be accessed. At a minimum, it is a restricted area and would have a slight design difference from the main theme. I'd consider it like another department to the main website. The domain is currently an internal only domain of intranet.scottcountyiowa.com and routes to an IIS server.

14) If the Intranet is part of this project: Active Directory authentication is mentioned, but if this is hosted externally, is the County able to support network access to its AD?

Active Directory access has yet to be determined. This must be worked out with our Infrastructure Team and may or may not be possible. If it can't work out then we're open to other methods of authentication.

15) Are the 2 other domains (www.scottcountyiowa.us, www2.scottcountyiowa.com) part of this scope? or are they mentioned as additional background for the full digital ecosystem which the main website is part of? are they just "storage" for backups? static assets (images, files), or something else?

The other two domains will not be part of the scope. They are just there for information and are primarily used for image and file storage.

Section 1.15: Scott County Standard Requirements
Q: Is there an oppty for us to cite exceptions to some portions of your "Attachment A – Scott County Requirements".

>You can cite any exceptions you want. However, per section 1.16, RFP Completeness is one of the evaluation criteria set by the Selection committee who reserves the right whether to accept the exception

Section 2.6: Project Fees
Q: Does our pricing have to be a Fixed Cost or is a Time & Materials Estimate acceptable?

>At a minimum, we like to see a total cost itemized into three categories. From there you can further itemize the cost. You can also provide an alternative Time & Material Estimate.

Section 4.1.3: Content types.
Q: Can you provide a list of anticipated content types?

>We expect to discover what those will be during the development of the site. I would expect they would be standard content types

Section 4.1.6: Secure intranet and extranet platforms or pages that are both restricted and credentialed.
Q: Do you anticipate using Drupal for user authentication, or will a 3rd party service be used? If the latter, can you provide additional details about this service?

>If integration with our Active Directory doesn't work, It's most likely we would use Drupal for user authentication but that will be determined by the development process. We don't have a 3rd party service in mind.

Section 4.1.8: Hosting
Q: Will you be hosting the new Drupal site internally, or is the plan to use Hostway

>We're open to hear the hosting solutions presented by the consultant. Our preference is not to host the production site internally and to use a hosting platform that gives us the best performance, customization and security. Costs for the hosting can be itemized separately from the other costs of the RFP.

Section 4.2: Drupal Modules
Q: You suggest several modules performing various functions. Do you have experience with, or a preference for certain Modules (so we can include those in our quote)

>We don't have any module preferences. We are open to those recommendations from the consultant that best meet our needs.

Section 4.2.3: A form module that allows constituents to generate form messages. Assigned staff is alerted and logs into the system to generate reply or forward to another department. Can be reassigned to others. Managers can see questions and answers. Mobile friendly for staff. Replaces current third party solution. Module should allow setting up workflows.
Q: What 3rd party solution is being replaced? Is it being wholly replaced, or will the 3rd party

solution continue to provide other functionality?

Currently we used a feature from eGov Strategies called the Action Center. It is our intention to fully replace this.

Section 4.5.2: Follow HIPPA where necessary
Q: Where is HIPPA compliance required?

I don't expect to have HIPPA issues. It's good to have developers who recognize HIPPA issues to bring to our attention so we avoid them or find other solutions. I don't expect the selected vendor to be doing HIPPA.

Section 4.5.6: Analytics:
Q: What other Analytics Tool do you prefer, other than Google Analytics?

We're not closed to using Google Analtyics, just open to alternatives that may be presented such as built in Drupal analytic tools or server logs.

General Question: Is it a goal of this project to effectively replace the intranet and extranet described on page 23?

Yes, we would like the intranet to be part of this development. We have yet to determine the best location for the intranet to be accessed. At a minimum, it is a restricted area and would have a slight design difference from the main theme. I'd consider it like another department to the main website.

The first paragraph of the Scope of Services section states that "Consultant will work with the Scott County webmaster and 10-member design team to develop a new successful Drupal setup and website redesign. Can you clarify to what extent the selected Consultant will work with the aforementioned team? Are you looking for rates? Are you looking for design work? Are you looking for architecture? Is this RFP strictly for consulting work, or will the selected consultant be doing all of the work?

We don't have any in-house design resources. The team will primarily provide design expectations, guidance, feedback and approval.

Section 4.2, line item 3 – What current 3rd party solution will the requested form module replace? What is a "form message?"

We currently use a module called the Action Center provided by eGov Strategies. We setup a form that we integrate on our webpages. It is used more like a CRM or helpdesk ticketing system. The "form message" is stored online. Our staff log in and reply through the Action Center. If no reply after a certain number of days, the item is escalated and emails sent to supervisors. It doesn't have to have parity. We look for it to ensure accountability.

Section 4.5, line item 6 – Is there a reason that Scott County does not wish to utilize Google Analytics? What features are required to be developed for the website alternative analytics?

As for Analytics, we're open to alternatives to Google Analytics but if there are not ones, we'll either continue to use Google or do without. Nothing needs to be developed from scratch.

Approximately how many Active Directory accounts will we be dealing with for the Intranet?

Possibly 500 or less.

How many user access levels need to be accounted for on the Intranet?

Undetermined. This will be determined in the implementation and design plan process. Less than 50.

Can you provide bandwidth usage data for the current site?

According the hosting service for our main website, the month of May we had traffic of 35998374002 bytes. (33.5261 GB)

Do you want the public to have the ability to add events to the calendar (after approval from country staff)?

That option hasn't come up but I could see some value to that. Again the website committee will want to hear these ideas and determine if they should be part of the implementation

Can you point to site sections that are expected to have HIPPA issues?

I don't expect to have HIPPA issues. It's good to have developers who recognize HIPPA issues to bring to our attention so we avoid them or find other solutions. I don't expect the selected vendor to be doing HIPPA.

What are your reasons for not wanting to use Google Analytics?

Using Google comes with a price to privacy. We'd be open to alternatives but haven't made that decision yet. If no good alternative is available we'll keep it or do without.

Are you looking for another open source analytics solution, or are you willing to license a commercial product?

I'd like to look at server side analytic tools using the server logs. We would be willing to look at a third-party solution.

Are we correct in understanding that for the in-house web apps we can expect county personnel to integrate the app into the new website, with our help as needed with design / IA issues?

Yes.

Are we correct in understanding we won't be doing anything (other than linking or maybe iframing) with the data on the DMZ server?

Yes

How many unique, current Extranet users are there?

Access to the Extranet is for a handful of agencies that reside on the county campus so they have access to our phone directory and other site information.   Sign up for extranet with approved email addresses. There would probably be less than 500 extranet users.

Can you comment on the budget? It'll help us delineate what we can do versus what we should expect from the county on this project, as it will be a collaborative effort.

Sorry, we are cannot release the amount of budget for this project. However per (1.16) price is only one of six selection criteria not equally weighted

We have adequate funding available for the scope items requested. I acknowledge that it can be very helpful to know the amount of money available for the project in terms of choosing appropriate methodologies and cost alternatives in order to meet the budget goal. However, we wish to avoid the tendency of respondents to "work backwards" from a particular budget figure.

The county Webmaster has many years of experience with PHP and MySQL and has developed in Wordpress. There will be a lot of county support on this project.

What are your expectations with regards to hosting? Drupal really can't be hosted on a cheap shared hosting package if you want decent performance. Your hosting cost will go up dramatically if you are currently on an inexpensive shared hosting.

We're expecting a new hosting service. We're asking the consultant to work with us to find the best solution possible. The recurring expense of the hosting would be outside the scope of this RFP.

Is there a target budget for development of the new site that you can share?

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>
> We have adequate funding available for the scope items requested. I acknowledge that it can be very helpful to know the amount of money available for the project in terms of choosing appropriate methodologies and cost alternatives in order to meet the budget goal. However, we wish to avoid the tendency of respondents to "work backwards" from a particular budget figure.

For document management, what is the expected volume of documents to be managed by the system?

> Documents envisioned are primarily meeting related such as agendas, minutes and enclosure packets. The development process would outline the number of boards and commissions we would include in this system. On average there is one meeting a month. Currently we just upload these materials as PDF documents. We'd like to evolve to something better if possible.

Is the feedback forum an actual discussion forum (e.g., something like https://www.phpbb.com/ or Drupal Forums) or is this meant to represent a feedback collection form?

> The feedback collection form – It was a reference to the CRM- helpdesk ticketing system "Feedback Module" answered a few questions down.

Is customization of the user experience expected for site visitors or just administrators? You mention not expecting online registration but do mention customization based on frequency of visits. Put another way, are citizens expected to have accounts for which they can log in to the web site? What sort of customizations are envisioned tailored to each visitor?

> It's an option we wanted to talk about in the development process. Of course we'd like to use existing services of a database driven CMS to help create a dynamic site. For any user that chooses to register and log-in, perhaps it knows what is "new" based on how recent they logged in before. We don't have much of a preconceived notion and open to suggestions by the consultant.

Does the 10 member design team reflect those stakeholders with input into the design or is that the size of the design staff?

> This team is the team who will make the decisions about the design but not designers themselves. Yes, they represent the key stakeholders in the project.

Does any of the Scott County team plan to participate actively in the design process, beyond requirements gathering, feedback and approval?

> No, not much more than that, other than the Webmaster from a technical perspective.

Are there authentication systems with which the new site must integrate?

> We don't have any authentication systems other than the possibility of integrating with Active Directory. This must be worked out with our Infrastructure Team and may or may not be possible. Otherwise we have not predefined system.

Is there a current chat feature in use? Is it acceptable to have the chat service provided through a SaaS system integrated with the Drupal system rather than through the Drupal system directly?

> We don't have a chat feature in use. We hope to weigh more of our options during the development process. We seek the best solution from our consultant that fits our needs however it may or may not be integrated with Drupal

Can you provide more detail about the workflow capabilities expected of the form module for collecting form messages? It is mentioned that this replaces a current third party solution, can you specify the current provider and if full feature parity is expected in the new solution?

> We currently use a third party service called the Action Center provided by eGov Strategies. We setup a form that we integrate on our webpages. It is used more like a CRM or helpdesk ticketing system. The message is stored online. Our staff log in and reply through the Action Center. If no reply after a certain number of days, the item is escalated and emails sent to supervisors. It doesn't have to have parity. We look for it to ensure accountability.

You mention both a secure intranet and extranet. Are either (or both) of these expected to be built as functionality of the new website? Is the only item which distinguishes whether an item belongs to the intranet or extranet where it is accessible from?

> Yes, we would like the intranet to be part of this development. We have yet to determine the best location for the intranet to be accessed. At a minimum, it is a restricted area and would have a slight design difference from the main theme. I'd consider it like another department to the main website.

> The extranet is very limited to agencies that share our buildings so they have access to a phone directory (that we develop), united way, and other facility information.

How many breakpoints are expected to be handled for responsive design?

> I'm not sure what this means but will be addressed and answered in the design process. I think we'd aim for what is a best common practice if that helps.

Does Scott County need to support deprecated user agents, such as IE8, or is this project focused on modern user agents?

> This is a good question and something to think about. We are a county government with a variety of users that have fast and slow access to the internet as well as modern and older computers. Our uses may not be using the most recent browsers.

The final answer will have to be up to the development committee, but I'd say we're OK of letting go of supporting deprecated user agents as long as the content displays in some fashion – graceful degradation or progressive enhancement. It may not look the prettiest but doesn't block them from the content.

Can you specify any policies surrounding use of analytics alternatives to Google Analytics? Are there general county policies that restrict use of 3rd party technologies that may affect planned implementations (ie, disallowed use of sharing and social media integration widgets like Share This or restrictions on font services, etc.)

I'm not aware of any county policies that restrict the use of 3rd party technologies. In most cases, we are open to 3rd party solutions. In the past, social media integrations have caused problems with our internal users of the website because of firewall issues so we don't integrate any social media other than a simple link.

As for Analytics, we're open to alternatives to Google Analytics but if there are not ones, we'll consider either continue to use Google or do without.

What functionality is expected to trigger the need for HIPPA compliance?

No expectation of HIPPA. Just know when to spot HIPPA issues to bring back to the committee to find another resolution.

How much, if any, development does the Scott County development staff expect or desire to do in conjunction with the vendor?

The Webmaster has extensive PHP and MySQL experience and expects to build modules and functions that allow existing database applications to sit inside Drupal webpages. We've asked form some consulting assistance on this. The Webmaster will also do all the content migration.

Will Scott County be able to accommodate search solutions that require additional infrastructure, (e.g. hosting something in addition to Drupal (e.g., SOLR)) to accommodate search needs?

We're most likely needed to host Drupal with a third party hosting provider. In this case, the consultant would be able to choose the hosting option that facilitates this request.

You mention that "End User Training" is not part of the proposal, but has a cost section on training. Is the cost principally intended for technical training and train-the-trainer?

Yes, train-the-trainer is right. The county Webmater will be the primary person trained and will in turn train and support the staff and end users.

The proposal implies that migration is not a part of the desired proposal. Is this because Scott County will be handling a content migration separately, or because you intend to re-write all content for the new system?

I expect the content migration will be using an existing content type to copy and paste or rewrite content found on the existing site.