

CSCPBC.org Website Design and Development
RFP# 19-002
Questions & Answers

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1	4/2/2019	Do you have preferences with respect to the content management system for the website?	No. CSC is open to suggestions and will rely on the vendor for recommendations.
2	4/2/2019	We analyzed that everyparentpbc.org has been developed in Sitefinity CMS. Are you looking to develop cscpbc.org website in Sitefinity CMS?	We are open to the Sitefinity CMS, but do not require it. We will rely on the vendor for recommendations.
3	4/2/2019	After the proposed RFP contract approval, do you have a target new website launch date?	Our target would be the first quarter of 2020, but we are flexible and will rely on the vendor to provide a reasonable timeline.
4	4/2/2019	Have you estimated a budget for this contract?	We are looking to the vendor to provide guidance related to cost. A budget range is sufficient, and the final budget, within this range, will be determined through contract negotiations.
5	4/11/2019	Regarding the item listed for capturing search behavior, we would like to clarify if this is in regards to the in-website searches? If yes, you also mention the need for other relevant data to be captured, is there specific data you would like reporting on?	Yes. Capturing the search behavior is specific to the searches within the CSCPBC.org website. We are looking to measure what keywords have been searched and what keywords returned with no results. We are open to other metrics the vendor feels can help us to better understand our audiences' needs and ensure search is an effective tool for our users.
6	4/11/2019	Currently the CSCPBC.org website has content on three subdomains. Do you envision the content on those subdomains living entirely within the new website?	The content from the Providers subdomain, providers.cscpbc.org may be a part of the new site as either a subdomain or special section. The families.cscpbc.org and safety.cscpbc.org subdomains are expected to sunset.
7	4/11/2019	Language translation is mentioned within the RFP. Is CSCPBC looking to utilize an automated translation tool like Google Translate for this or are you looking to have a true multilingual site? A multilingual site would have manually translated content or the option to have unique pages in specific languages. If you are seeking a multilingual site, which languages are you looking to have available? Will CSC be providing the translated content or would they need assistance with this?	While we may use Google Translate initially, we would like the vendor to build a site that can support unique pages in specific languages. In addition to English, we would be seeking Spanish and Haitian-Creole, with the option for other languages as needed. CSC would provide translated content, where needed.
8	4/11/2018	Will CSCPBC provide all copy/ content for the website?	CSC expects vendor will provide all graphical elements for website design and placeholders of images/videos (where needed) for main content areas as a part of mockup/design phase. These mockups

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			would be for presentation and review purposes. Prior to launch, CSC will work with vendor to upload original content including photos, videos and text. Original content for final site (both copy and content) will be provided by CSC.
9	4/11/2019	Will CSCPBC staff be loading all content into the new website or should the vendor include content migration/loading services? If content migration is needed, how many pages, news articles, etc. should the vendor anticipate moving?	CSC will be loading content into the site and we do not anticipate needing content migration/loading services at this time.
10	4/11/2019	Does CSCPBC have an email service provider (ESP e.g. ConstantContact, Mailchimp, etc...) that they would want to integrate into the website?	Yes. CSC would like to integrate with Constant Contact.
11	4/11/2019	Referencing Section 6: Submittal Documents, can we write "see attached" in the boxes provided and attach our submission behind each form's section?	Yes.
12	4/11/2019	What should be submitted regarding confirmation of Availability to Participate in the Interview?	Submission of your proposal indicates your availability to participate in an Interview during May 21, 2019 – May 22, 2019. You can further substantiate your availability by returning the required checklist document listed within the RFP#19-002 Forms, with the last box checked.
13	4/15/2019	Can you tell us more about the need for such a complex search feature? Would better information architecture solve some concerns here?	CSC's intent is to make finding content as quick and easy as possible. We are looking to measure what keywords have been searched and what keyword searches returned no results. We are open to other suggestions the vendor feels can help us to better understand our audiences' needs and ensure search is an effective tool for our users.
14	4/15/2019	Are you using any tracking/Google Analytics now? Can we have access to review?	Yes. CSC uses Google Analytics for its current family of sites. CSC will share access to Google Analytics with selected vendor.
15	4/15/2019	Is your in-house website administrator familiar with advanced styling tools like SASS?	Vendor is encouraged to use advanced styling tools and techniques. CSC's website administrator will skill up, if needed, to meet the needs of the site.

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16	4/15/2019	What level of ADA compliance are you asking for? WCAG AA? WCAG AAA? How will ADA compliance be evaluated?	CSC is a government agency and will rely on vendor for recommendations in compliance with the law. CSC intends to use software to continually evaluate and maintain ADA compliance.
17	4/15/2019	What would be a scenario where a design from the site would need to be repurposed in an external system? How are you doing that now?	CSC uses third-party systems for some of its business needs, including accepting employment applications. In those cases the system may allow for CSS styling and graphics to mirror the look and feel of the CSC website.
18	4/15/2019	What would be a scenario where the site admin would need to change the design? Would selecting from a set of templates meet this need?	CSC is open to the use of templates; however, if templates are used, a blank template will need to be created that can be populated by the website administrator.
19	4/15/2019	Please provide more details on this request: "Ways to view and export data from searches, other areas TBD"	This will depend on the search engine proposed, its capabilities for data capture and the reports it can generate.
20	4/15/2019	What other areas would one need to export data from?	This will depend on the search engine proposed, its capabilities for data capture and the reports it can generate.
21	4/15/2019	What kind of data export are you looking for in relation to search data?	CSC is looking to capture keywords searched, keywords that return poor or no results, top keywords and any other analytics the vendor feels can help CSC enhance the search experience through the site.
22	4/15/2019	Will CSC be releasing budget information to vendors? If so, what is it?	Please refer to Q4 above.
23	4/15/2019	How many vendors have been included in the CSC RFP process?	The process is open to any and all interested vendors. RFP proposals are not opened until 2:30 p.m. on April 30.
24	4/15/2019	Does CSC have a CMS or technology preference?	No. CSC is open to suggestions and will rely on the vendor for recommendations.
25	4/15/2019	Does CSC prefer an open source or licensed solution? a. If open sourced, are you opened to a theme solution vs. a unique custom design?	CSC is open to either open source or licensed solutions. If open sourced is proposed by the vendor, a custom design would be preferred.
26	4/15/2019	How many staff members will be using the CMS? How often per day, week, or month will these users be updating content? Will they all be in the CMS at the same time?	Ideally, the content management system should provide CSC's super admin the ability to add an unlimited number of editors. The CSC designated super admin will be responsible for adding users

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			(based on email address) and should have total control over what rights the users have/modules they can access. If the system has limitations on concurrent access, or on the number of seats available for the CMS, please provide tiered options and associated costs.
27	4/15/2019	Will your web development require any type of integration with a 3rd party? If so, please list and provide details such as integration points and integration documentation.	At this point in time we do not anticipate integration with any 3 rd parties that would impact the functionality or technical needs of the site. We will require external links and skinning of platforms, such as our employment module, but this is provided through a third-party company.
28	4/15/2019	What percentage of the existing content will need to be migrated to the new website? Or will you be performing a content audit? Based on your site map there are currently (roughly) 72 pages to be migrated.	CSC will be performing a content audit and will handle migration.
29	4/15/2019	In regards to your publication, I can't view the publication unless I download a flash player – can you provide an example of your publication. Is this still necessary for new development? The page I'm looking at has a publication from 2010 (https://www.cscpbc.org/state-of-the-child-reports).	CSC will perform a content audit and determine what materials will be migrated to the new site. Most publications (if being migrated) will be converted to or uploaded as PDF publications.
30	4/15/2019	Will the "Journey to Evidence-based programs" continue to link out? (https://www.cscpbc.org/the-journey-to-evidence-based-programs)	Please refer to Q29 above.
31	4/15/2019	Will 'who's at risk' continue to link out? https://www.cscpbc.org/whosatrisk	Please refer to Q29 above.
32	4/15/2019	There are many link outs – please identify any URLs that will not continue to link out, and instead live on your website.	Please refer to Q29 above.
33	4/15/2019	Other than Contact Us, are there any other forms on your website? Will the contact us still require captcha?	TBD with vendor, currently CSC also has forms for email subscriptions. Forms will require CAPTCHA or as similar approach to avoid spam.

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34	4/15/2019	Do you require a more robust staff directory? If so, what kind of features would you like to see, please provide examples: https://www.cscpb.org/staff-directory <ol style="list-style-type: none"> a. How many staff members are listed on the site? b. Are they manageable through the CMS? c. Does a user see more information once they are logged in? 	CSC is open to a more robust staff directory and will rely on vendor for recommendations. <ol style="list-style-type: none"> a. Approximately 100 b. Yes. c. No.
35	4/15/2019	Events – do you require an events module, if so, what are the requirements? There are currently no events listed; https://www.cscpb.org/events	CSC does not anticipate a need for an events module at this time.
36	4/15/2019	Courses – Is this a feature you need on the new website? I couldn't get through the 'wall', are the courses paid courses? Are the payments taken online? Can we have access to them? https://www.cscpb.org/course-catalog	CSC intends to link to a third-party for its learning management system needs and is out of scope for this project.
37	4/15/2019	A robust staff module can be used for current council members as well: https://www.cscpb.org/council-members	CSC is open to this solution as long as the module can be used to create different groupings. Council members are not considered staff and would not appear in the staff directory. We are not anticipating providing more information on Council members than is currently provided.
38	4/15/2019	Are the bid results dynamic, or are they entered manually through the CMS? https://www.cscpb.org/proposal-outcomes	At this point in time, CSC intends to link to a third party for its competitive bid process.
39	4/15/2019	In Section 2.2.1, CSCPBC is not looking for redevelopment for EveryParent site, EveryParentPBC.org, what about these sites? Should they be part of the redevelopment? If so, will they be controlled from the same CMS – requiring a multi site solution? <ol style="list-style-type: none"> a. Providers.cscpb.org b. Families.cscpb.org c. Safety.cscpb.org 	Please refer to Q6.

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40	4/15/2019	<p>In Section 3.3.2, Responsive, creative design:</p> <ul style="list-style-type: none"> a. 2nd bullet point: Is your organization looking to rebrand? Reason I ask is because you are requesting wireframes and recommendations on color. Changing colors usually refers to rebranding of all marketing materials. Please clarify how in depth the rebranding will be if this is the case. b. 7th bullet point: Please advise if the connections to social media sites are linked out, or are you looking to display tweet and FB posts on the homepage? <p>Advanced Search Engine Featuring:</p> <ul style="list-style-type: none"> a. 1st bullet point: How important is this? We have two Search solutions; the more affordable solution does not include this feature. b. 2nd bullet point: Please clarify and provide example on your understanding of Animated placeholder text to give users terms/phrases they might search for. We interpret this as related searches or popular searches. c. 3rd bullet point: Please clarify and provide example on your understanding of simple and advanced search options to allow users to be as specific and granular as possible. In addition, for advanced will operators be expected? <p>Content Management System/Backend must have:</p> <ul style="list-style-type: none"> a. 1st bullet point: area to manage users – what is behind the “wall”. Is it possible to receive temporary credentials to see what the difference is when a user is logged in?. How many levels of permissions is required? And 	<p>Responsive, Creative Design</p> <ul style="list-style-type: none"> a. CSC is not looking to rebrand. CSC will provide selected vendor with brand guidelines, which includes several color choices available for use. b. CSCPBC.org currently links out to social media channels. CSC is open to suggestions and will rely on the vendor for recommendations. <p>Advanced Search Engine Featuring</p> <ul style="list-style-type: none"> a. Please provide cost options for both solutions. b. Please see: https://utah.gov/index.html c. Advanced search options would include the ability to use Boolean logic and its operators, as well as other filters to help a user refine the search criteria. <p>Content Management System/Backend</p> <ul style="list-style-type: none"> a. The CMS will vary based on the website designs proposed by the vendor. b. CSC currently uses YouTube to house its videos. c. CSC will work with the vendor selected to discuss current processes and opportunities for improvement. d. Yes. Please refer to Q10 above. <p>Language</p> <ul style="list-style-type: none"> a. Please refer to Q7 above.

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		<p>what is the difference between all of the levels?</p> <p>b. 2nd bullet point: Audio/video files – all videos must be hosted through a 3rd party, we do work with a partner if you need video hosting. If your videos are not hosting through a 3rd party such as Vimeo or YouTube, please provide example file of your video, how many videos you plan to upload to website, the length of the videos.</p> <p style="padding-left: 40px;">i. For example: this video is hosted by youtube and can be easily uploaded through the CMS: https://www.cscpbc.org/cscfacts</p> <p>c. 3rd bullet point: is this from the administrator perspective (workflow) or is this from front end. If front-end, can you provide a process flow of how this would work, or provide credentials and create it as a super user to see how this works on your existing website.</p> <p>d. 12th bullet point: Subscription sign up – will this need to be integrated with your 3rd party email marketing tool? If so, which marketing tool do you use?</p> <p>Language:</p> <p>a. Do you need the website to be in a different language at launch? If so, which language? And do you currently have translation services? We can recommend a 3rd party partner to translate text, we would put you in contact directly with the 3rd party.</p>	

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41	4/15/2019	Section 5.5.1: Submitting response to RFP, is the time stamp 2:00pm CST, or EST?	2:00pm EST.