

Website Redesign & Development Question and Answers

1. Whether companies from outside USA can apply for this? (like, from India or Canada)?
Companies outside the USA may apply for this project but in person meetings will be required.
2. Whether we need to come over there for meetings?
In person meetings will be required.
3. Can we perform the tasks (related to RFQ) outside USA?
The tasks may be performed outside the USA but in person meetings will be required.
4. Can we submit the proposals via email?
No, three hard copies of the proposals must be received prior to the submission date.
5. Do you have any specific hosting/CMS requirements? (the RFQ mentions using an older version of drupal, would you like to continue using that?)
We have no preference. We will be looking for recommendations and an explanation as to what benefits the recommended CMS brings to the website.
6. What features are you hoping to utilize with ESRI that are not available with google maps?
We will be embedding ESRI maps and applications on webpages with iframes, similar to embedding google maps.
7. For the website translation, do you hope to use a plugin/application that uses google translate, or to hire translators & create separately coded pages that you can toggle between?
Google translate will fulfill our needs.
8. Could you provide a budget for this project?
At this time we are requesting qualifications from perspective firms to redesign and possibly maintain the new website. Selection is based on qualifications only.
9. Could you provide a budget for monthly maintenance?
At this time we are requesting qualifications from perspective firms to redesign and possibly maintain the new website. Selection is based on qualifications only.
10. Can NVCOG indicate that on a scale of 1-10, how inclined they will be to use Drupal again as their cms?
NVCOG does not have a preferred CMS. We are open to all recommendations that will meet our needs.
11. How many in-person meetings are you expecting?
We expect to have several (3+) in-person meetings as needed. This will include an in-person interview, design coordination, and staff training.
12. Does the RFQ require us to propose the design idea in the proposal itself?
No. NVCOG staff expect to coordinate with the selected vendor on design elements. However, examples of creative and effective website options are encouraged.
13. What issues do you currently find with current host (Digital Ocean) that you would like solved by a new hosting service?
We have recently switched hosting services to Digital Ocean and have no issues. Ease of performing backups, security, capacity, and price are important considerations in selecting a host.
14. Is the Naugatuck Valley Council of Governments agreeable to working with a firm outside of Connecticut (we're located in the Midwest)?
Companies located outside of Connecticut can apply but we will require several in-person meetings.
15. Based on already submitted Q & A, it appears budget details are not being shared at this Time. To help determine a financial fit, can you share what the Naugatuck Valley Council of Governments paid for the redesign six years ago?

The budget for the redesign six years ago was between \$20,000 - \$30,000.

16. What is driving the February 2019 launch date: Is there any flexibility with the date?
The February launch date is flexible. We are just eager to move this along.
17. Will NVCOG staff provide a content inventory and indicate what content will need to be migrated to the new site?
NVCOG staff will provide a content inventory and identify content that will need to be migrated to the new site.
18. Will NVCOG need help writing new content?
NVCOG will supply all the writing.
19. What third-party applications/programs need to be integrated with the new website?
We are open to suggestions but we will need a translation program, a calendar, and the ability to embed video and web applications.
20. Are there any forms on the website besides the Subscribe to Mailing List? If so, please list and indicate how and where information submitted needs to be handled (emailed to staff, integrated into a database, or other.)
There are no other forms on the sight. However, we anticipate using some type of form to collect public comment at some point.
21. Will the due date be extended since Monday 9/3 is a holiday and questions can be asked up to August 31?
After some discussion we have decided to extend the due date to 4:00 p.m. Monday September 10, 2018.
22. This is listed as a Request for Qualifications but we can't locate explicitly where the RFQ is asking for pricing. Are you seeking quotes at this time as well, or just responses explaining our firm's qualifications to further discuss the project?
We are just looking for a firm's qualifications. Further discussions will be pursued with the vendor selected.
23. Is there any functionality not mentioned in the RFQ that NVCOG would describe as "nice to have" but not required? For example, the ability to track and monitor requests from constituents, or the functionality needed to send mass text messages or an e-newsletter?
We do not have any "nice to have" items but we are open to suggestions.
24. Are you looking to migrate to a different CMS, or would you rather stay on Drupal? If you want to migrate away, do you have any preferences about the new CMS? Is there an organizational preference for open source vs. a proprietary CMS?
NVCOG does not have a preferred CMS. We are open to all recommendations that will meet our needs.
25. Google has about 2500 URLs indexed for your site, of which about half are pdf files. Does this sound right? How much of this content do you expect to migrate to the new site?
I assume that count is correct. Much of that content is outdated (news items, RFPs, Agendas) but we do have a few hundred publications that we will need to migrate as well as a few hundred web pages.
26. How will the winning vendor be selected? Is there a scoring matrix or something similar?
The winning vendor will be selected based on qualifications as outlined in the RFQ "Selection Process". There will be a scoring matrix based on those criteria.
27. We see similar RFPs with budgets ranging from \$10K to \$75K+. Is there a target budget or range we can use as a sanity check against our vision for the site?

At this time we are requesting qualifications from perspective firms to redesign and possibly maintain the new website. Selection is based on qualifications only. The budget for the redesign six years ago was between \$20,000 - \$30,000.

28. Does the Council want to employ a user-centered design approach, which would involve research in to potential site users and their preferences, with documented user personas being developed and used to drive site design? This is a more time-consuming (and costly) approach, but would yield better design results. Put another way, does the budget support an in-depth design process, or would the council be happy with an approach based on design best-practices, in the interest of time and budget?

The Council has already identified their audience so design based on best- practices is fine.

29. Does search need to index the contents of PDF or Doc files on the site? (It does not appear to do so currently.)

Search needs to index the document title only. Other suggestions are welcome.

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

We do not have complex data integration.

31. Can you provide data storage requirements for hosting, usage data, or estimate expected traffic to the site?

We currently have a hosting plan with 2 GB Ram and 50 GB storage, of which we use very little. At present we see about 1000 users per month, but we would like to increase the traffic.

32. Please confirm that one design theme will carry across the entire site. If we need sub-themes of any type please specify.

One design theme will carry across the entire site. We do not need sub-themes at this time.

33. Please confirm that awarded vendor will primarily work remotely, after the initial round of onsite discovery workshops and meetings.

The vendor will primarily work remotely except for the in-person interview, design coordination, and staff training.

34. We are a U.S. company with some remote employees working from outside of the U.S. Is there any restriction on their ability to contribute to the project?

There is no restriction on remote employees contributing to the project.

35. How do you envision the post site launch relationship with the developer? Do you need a support contract for ongoing updates and development?

We are open to exploring maintenance services. We certainly want an easy to use CMS that will allow staff to update the site and make some structural changes, but recommendations for hosting, backups, security and upgrades are welcome.

36. Could you please advise at which stage will NVCOG like the shortlisted vendors to furnish their estimated cost? For instance, will shortlisted vendors be given more detail so another write-up and costs can be furnished, provide during estimated costs during the interview/presentation or at some other point?

Selection is based on qualifications only. We will conduct interviews with shortlisted vendors and make our selection. We will then negotiate the services, scope and fee.

37. We found essential part of requirement was able to search (old and new content, videos, any other document). If we refer to these are assets, can you give us the size of current contents to be used in new design? This would help us to size the environment.

This is a request for qualifications. The details will be worked out during the design phase.

38. However do you have indication on number of templates currently used?
I think there are only three or four.
39. How many authors you see will be involved in design decisions and to be trained subsequently?
Four people will be involved in design decisions and 8 to 14 will need to be trained in the CMS.
40. The RFP includes accessibility requirements for the website (Section 508). True government compliant accessibility often costs over \$20K a year. Is NVCOG aware of this cost and prepared to absorb it, or are you looking to demonstrate a best-faith effort at basic accessibility?
This is a request for qualifications. The details will be worked out during the design phase.
41. The current Q&A document states that NVCOG is requesting qualifications only. Does this mean that you in fact do not want pricing included with the submission, or should we feel free to include it?
We do not want pricing included with the submission.
42. Is there a defined budget for this project that you can disclose?
This is a request for qualifications. The budget will be negotiated after the vendor is selected.
43. When is the anticipated launch date of the new web property?
We are aiming for early February 2019 but we are flexible.
44. How many pieces of content (web pages, images, files, etc.) do you anticipate needing migration and what source(s) will these be migrated from?
This is a request for qualifications. The details will be worked out during the design phase.
45. How many content editors do you anticipate using this system?
To varying degrees there will be 8 to 14 editors.