

Responses to Questions about Website Redesign RFP

Geauga County Job & Family Services

Updated as of August 8, 2017

- Q1. What is your budget max for this project?
A1. **\$20,000.**
- Q2. Is there a local preference policy?
A2. **No, there is no local preference policy.**
- Q3. Is there an incumbent and, if so, will that company be submitting a proposal?
A3. **No, there is no incumbent as our website was designed in-house.**
- Q4. We are very interested in preparing a response but before that wanted to check if this project can be done remotely with virtual weekly meetings.
A4. **Yes, the project can be completed remotely.**
- Q5. In the RFP it states questions regarding this RFP must be received no later than Friday, August 04, 2017 via e-mail and GCJFS will not accept questions received other than by these methods. Does that mean that you would not be interested in meeting to discuss this project as we are right around the corner from each other?
A5. **Out of fairness to all vendors we cannot have one-on-one discussions during the proposal phase. Some vendors will be asked to demonstrate their proposal/product after our evaluation team completes the initial review of the proposals. We will continue to post answers to submitted questions on this page until all questions received by the August 4th deadline are answered.**
- Q6. Does GCJFS have a Content Management Systems (CMS) or technology preference?
A6. **We do not have a technology preference, but we want our in-house IT staff to have the ability to easily update the redesigned website.**
- Q7. Will all existing content be migrated to the new website?
A7. **No. There is some outdated content that will need to be removed, but a majority of the content may be migrated to the redesigned website.**
- Q8. Page 3 of the RFP mentions that the new site will include forms that can be completed online. How many forms will site visitors be able to complete online?
A8. **At this time we do not know the number of forms, but we need the ability for some forms to be completed and submitted from the website. We would like the ability to create new forms in-house for the website as needed.**
- Q9. Can GCJFS provide copies of these forms for review? If not, what types of information is being collected on the form?
A9. **Forms that are currently on our website at <http://geaugajfs.org/> can be downloaded for your review. As one example, see our employment application form: <http://geaugajfs.org/downloads/JobPostings/GCJFS%20Application%20for%20Employment.pdf>**

- Q10. Page 3 of the RFP mentions that the new website should have the ability for customers to submit electronic documents through an upload utility. Will users need to create an account to submit documents? Or will they simply fill out a form, upload the document and submit the form?
- A10. We want clients to have the ability to transmit confidential documents securely, however that may be accomplished. We assume clients would need to create an account to be able to submit confidential documents through an encrypted transfer.**
- Q11. What types of documents will be uploaded for submissions through the website?
- A11. Pay stubs, medical bills, tax returns, W2s, completed forms, etc.**
- Q12. Page 7 of the RFP states that the new site must be designed to be manageable from the existing client infrastructure at GCJFS. Can you provide details on this infrastructure?
- A12. The redesigned website must be able to be accessed and updated from our employee desktops which run on the Ohio Department of Job & Family Services network, and are subject to the state's security restrictions. Some software applications may require the user to be a local administrator, but our desktop policy restrictions do not allow for that functionality.**
- Q13. Where is the website currently hosted?
- A13. The website is current hosted by a company in California.**
- Q14. Has GCJFS identified a budget or budget range for this project? If so, will that information be shared with vendors?
- A14. See the answer to question #1.**
- Q15. Has GCJFS identified a timeline for the launch of the new site?
- A15. A launch date will be determined once a vendor is selected.**
- Q16. Has GCJFS identified any websites it like the look and feel or looks to for inspiration?
- A16. While we have no preference, here are several example of existing Ohio county JFS websites:**
<https://www.hcjfs.org/>
<http://www.ashlandjfs.org/>
<http://www.mcjfs.us/>
- Q17. Are there any 3rd party or internal systems or databases that will be required to integrate with the new website? If so, can you please provide details?
- A17. No, there are no 3rd party, internal systems or databases to integrate with the redesigned website.**
- Q18. Our company works with both ColdFusion and WordPress development languages. We would like to confirm that either of these would be acceptable platforms for your redesign?
- A18. We do not have any preferences.**
- Q19. Can you provide more detail on the types of forms residents will be completing? If you have an example on site or an example of what is envisioned on another site that would be great.
- Q19. See the answer to question #9.**
- Q20. Do you know how many user visit the site per month?
- A20. We do not know the number of site visits.**

- Q21. How many active administration users would be in the site at the same time?
A21. Two
- Q22. To clarify are you looking for users to upload documents via a form on the site and be stored in the server?
A22. Yes, at least temporarily until the document/form is retrieved and saved locally. Reference answer #10 above for more information.
- Q23. Will these uploads contain sensitive customer data?
A23. Yes, reference answer #11 above for more information.
- Q24. The term "customer," is that considered to be the general public?
A24. Yes.
- Q25. How many forms are you expecting?
A25. Reference answer #8 above.
- Q26. Re: File Transfer Protocol (FTP) posting, can you provide more detail on the functionality and use case?
A26. Reference answer #10 above.
- Q27. Re: Website ADA Section 508, what level of compliance are you looking for A, AA, AAA?
A27. Level A (minimum) – the most basic web accessibility features For Level A conformance (the minimum level of conformance). The Web page satisfies all the Level A success criteria, or a conforming alternate version is provided.
- Q28. There's an assertion in your RFP "Intellectual property developed in conjunction will be owned solely by GCJFS." We are a WordPress Content Management Systems expert development agency. WordPress is open source and is released under the General Public License of the Free Software Foundation. Will your department be able to work within typical Open Source conventions like this?
A28. Yes, though the information within the website would be the intellectual property of GCJFS.
- Q29. "The site must be handed off in .html format." Are static (hard coded/fixed assets visible from a Windows folder explorer) HTML resources a requirement of this new website?
A29. Static HTML resources may not necessarily be a requirement, but we want the website design to have the ability to be transferred from one host provider to another provider if needed.
- Q30. Do the completed forms (we'll assume your plethora of PDFs) need to have a handler to determine specific recipient routing based on the form name?
A30. We do not know what capabilities may be available in a revised website for the routing of completed forms. Our current website does not have that capability.
- Q31. Are we correct to assume at least basic contact information needs to be accompanied with each form upload or can you rely on the contents of the form for all the details you need?
A31. We can rely on the content of the completed forms for the detail.

- Q32. There's mention of providing a unique design feel to achieve "Individuality per-department" - Please confirm the name of each of your departments which will be represented on the website.
- A32. We want to create a standardized format and enhanced user experience for all pages, establishing a unified theme but allowing some level of individuality and/or functionality between GCJFS departments. We are a quad-combine agency consisted of the following departments: Social Services; Public Assistance; Child Support; and Ohio Means Jobs – Geauga County.**
- Q33. Will you consider proposals from European countries or are you looking for collaboration from US firms?
- A33. Our preference is to work with a U.S. firm.**
- Q34. Do you have a preference for a certain CMS, as we are planning to use Drupal Content Management System?
- A34. We do not have any preference.**
- Q35. From a technical perspective, do you have any concerns if the site is developed using Drupal?
- A35. We are unfamiliar with that specific CMS.**
- Q36. What are the current issues you have with your existing content management system?
- A36. Our website requires full administrator access in order to make any changes. We would like the ability to create additional profiles to allow different levels of access per department.**
- Q37. Is the content migration of the current website part of the scope?
- A37. See answer to question #7 above.**
- Q38. Can you share the budget allocated for this project?
- A38. See answer to question #1 above.**
- Q39. Do we need to adhere to the current design branding for the new website?
- A39. No.**
- Q40. For hosting services, what are the specific requirements you have? Please elaborate.
- A40. We would like the flexibility to be able to change the host if needed, while keeping the website intact and fully functional. Also, see answer to question #29 above.**
- Q41. Is your existing vendor bidding on this project?
- A41. See answer to question #3 above.**

The RFP question deadline was at 4:30 PM on August 4, 2017.
Questions regarding the RFP will no longer be accepted nor answered.