

**Responses to Questions received thru 5/13/2022**

Q21 - How important is the UX design process in your website strategy?

A. UX is the most important aspect of the design goals.

Q22 - Is a beautiful website design the top priority for your organization or is functionality also a goal?

A. The County's design priorities are: [1] Intuitiveness, [2] Functionality, [3] Aesthetics, [4] Security

Q23 - How do you plan to handle security and accessibility updates?

A. Either vendor applied if hosted or internal IT staff if in on-site.

Q24 - How many content editors are you expecting for the new website?

A. Approximately, 30.

Q25 - How many subscribers do you have today for your email and text notification system? What system are you currently using (if any)?

A. We do not currently have any subscriber-based systems for email, notifications or information feeds.

Q26 - How many county employees would be using the intranet?

A. Approximately, 350.

Q27 - Re: **7.2.6. Project Schedule** – what is the assumed start date or project kickoff date?

A. Shortly after contract award, to be specifically negotiated with awarded vendor(s).  
{\*Estimated Fall 2022}

Q28 - Re: your data migration requirement *“Data Migration: Data and file migration from existing site and integration into new site: Understanding that this RFP provides the County with the opportunity to restructure and update its content, the County has a significant investment in the existing content and files. Proposals should include the necessary process for migrating the data and files from the existing site into any new or upgraded CMS. This includes indexing and integrating existing content into the new design and navigation structure.”*

Can you elaborate or provide additional insight to the volume of content from the current website expected to be migrated to the new environment, i.e.:

- number of unique pages?  
A. 135
- number of unique documents?  
A. 200

Please describe the below:

1. Monthly Total Bandwidth?  
A. 2.4 GIG
2. Monthly Page Views?  
A. 12,535
3. Monthly Hits (e.g. html, css, js, images, docs)?  
A. 54,748
4. CMS Number of content pages?  
A. 155
5. CMS Database size?  
A. 1.2GB
6. CMS File asset size?  
A. Unkown

\*Above totals are both internal and external traffic.

Q29 - Since we are building a website from scratch, is content creation part of project?

- A. The County will provide all needed text, files, links and required images during production and deployment. It is the expectation that vendor provides all backend programming, design, architecture and content management solutions.

Q30 - Will all vendors be given the opportunity to deliver a presentation, or just finalists?

- A. Certainly, finalist will have the opportunity to deliver a presentation. But we may also make presentation requests of any vendor during the proposal evaluation process.

**Responses to Questions received thru 5/10/2022**

Q1 - Who built your current site, and when was the last refresh?

- A. Our current website was an in-house build created in 2013, using Umbraco as a CMS and written in Visual Basic and C#. (See **RFP Section 2.1** for further detail.)

Q2 - How much has the County spent on the previous website?

- A. Only the cost of personnel and necessary software.

Q3 - What is the County's current annual spend on CMS software, hosting, maintenance, and support?

- A. Only the cost of personnel and necessary software.

Q4 - Who currently provides you with ongoing support services?

- A. In-house staff.

Q5 - Are you looking for ongoing maintenance and developer support?

- A. Yes.

Q6 - Does this contract also include ongoing maintenance support of the website?

- A. Yes, and should be listed separately as an option with annualized cost breakdown.

Q7 - Please describe your current hosting setup?

- A. Website is hosted on-premises.

Q8 - Are you interested in cloud hosting for this project?

- A. Yes, and should be listed separately as an option with annualized cost breakdown as applicable.

Q9 - What is the budget for this project?

- A. We are not disclosing budgets for this RFP process. However, we are quite confident in our cost projections and ability to fund this project.

Q10 - Do you already have money set aside?

A. Yes.

Q11 - Do you have a separate budget for hosting and ongoing support and maintenance?

A. Yes. Hosting and/or on-going support and maintenance is funded out of a separate budget which is why these proposal costs should be listed separately and/or optionally as applicable.

Q12 - Is migration part of this project? If yes, what is the total file count with format?

A. No, this will be a new website.

Q14 - What are the challenges that you are facing with the current website that you want to address with this contract?

A. (Please refer to preproposal meeting recording)

Q15 - Are there any specific CMS solutions that you have in mind?

A. No, as long as the CMS meets the RFP requirements

Q16 - Do you have a preference for a highly secure, open-source CMS like Drupal?

A. No, as long as the CMS meets the RFP requirements

Q17 - Please describe your technical / IT staff? How many members do you have and what is their level of experience, particularly with Drupal and/or PHP?

A. Limited staff and has no Drupal or PHP experience.

Q18 - Is the project expected to be performed onsite or can it be performed from a remote location?

A. Onsite, Hybrid and or Remote is acceptable.

Q19 - Is the main executive sponsor for this project from Information Technology, Communications, or another department?

A. Yes. The sponsor for this project is the County's Administration Department which includes Information Technology, Communications, and Executive Officials.

Q20 - Who will be responsible for evaluating responses (people and/or roles)?

A. A team of staff members with technological, operational and administrative expertise, including but not limited to: I.T. Director, Technology Administrators, Media Systems Coordinator, Programmers.

**Responses to questions from 5/2/2022 Preproposal Meeting:**

Q1 – We are a private company and do not release our financials. Are the requested financial statements mandatory for the proposal submittal, and if so, will the County sign an NDA to ensure that they remain confidential and will not be released to the public?

- A) See RFP **Sections 6.3 Evaluation Criteria & 7.2.7 Vendor Qualifications and Experience** - Financial stability is a part of the proposal evaluation criteria. The County's RFP's are subject to FOIA request as a public record. **“Public records are broadly defined under the Delaware Freedom of Information Act. However, there are many exceptions where records submitted to a governmental entity are able to be withheld from disclosure including, but not limited to, personnel files, trade secrets and commercial or financial information, records exempted by another statute or common law, records involving labor negotiations or collective bargaining, records pertaining to pending or potential litigation (which are not court records), military service discharge documents and others.”** Financial or any of the other indicated information categories as listed above submitted as part of the proposal can be marked confidential as desired.

Q2 – Our company provides bonds for construction builds but does not provide bonds for web design/development “services,” is this type of bond mandatory for the project?

- A) Please see **RFP Section 5.5 - Performance Guarantee**. The first line states that it is “At the option of the County” and it also states that the vendor is **required** to state the cost of the performance bond.

Q3 – What is the estimated of number of self-service forms needed to be generated for the new website?

- A) We estimate the initial number to be in the range of 20 forms we would like to have fillable and submittable from the website. We would also like the ability to create and eliminate forms in the future. If possible, we would desire to have costs associated with building this feature itemized on a time & materials basis.