Project Budget

- What is the estimated budget for this RFP? We have not finalized a budget for this project yet and are looking for your experience in pricing a project of this size.
- Do you have a not to exceed budget for this project? No
- What is the current annual spend on CMS, hosting, support, etc.? The current website is hosted "in-House" and is managed by IT staff. We have no annual costs other than staff time.

Project Timeline

- What's the project timeline you are targeting (launch date, etc.)? The project is anticipated to be completed in Q1 2025.

Website Weaknesses

- What are the weakness points you face on your current website? Design, Content organization and editing are only available to IT staff.

Hosting Services

- Are hosting services required? It is preferred.

Content Migration

- How many pages will be migrated? The website consists of approximately 1300 URLs and 18,000 supporting assets (PDF, images, video, etc.).

Content Creation

- Is there any content creation (copywriting, editing, photography, video) included in the scope of this project? Will your writer/editor be providing all content that will be included in the launch of the site? All Content will be migrated from the current site with minor edits as needed due to navigational changes.

Support and Maintenance

- Does the County require support and maintenance? If so, for how long? What type of support and maintenance does the County expect from the vendor? Is it on an as-needed basis, 24/7, or 5 days a week support? Ongoing maintenance/support and development for two years with a minimum 10 hours per month retainer with a month-to-month roll over plan.
- What are the specific service level agreements (SLAs) for ongoing support and system uptime post-deployment? SLA's – Critical 1 Hour, Major 2 hours, Minor 8 hour, low 24 hour. Uptime is expected to meet or exceed 99.9%.

Content Management System (CMS)

- Do you have any preferred CMS to be used? No
- What is the (CMS) platform preference? Is the County amenable to using open-source technologies such as Drupal or WordPress? We are open to any CMS capable of meeting the requirements outlined in the RFP.
- Are there any preferred or prohibited technology stacks for the CMS platform? Not currently
- Does the County have other programming language skills other than HTML, CSS, and PHP? No

Design Concepts

- How many design concepts are you expecting the vendor to deliver? Upon selection we would expect 3-5 initial concepts.

Website Functionality

- What functionalities/tools are you looking for in your new website? Please reference item C. on page 15 of the RFP.
- Can you provide specific examples of content and services that should be prioritized on the new website? Priorities are – New look at feel, content organization and multiuser editing with defined permissions per user or group.
- Can the county please define content lifecycle management as indicated in section 2.b.i.p: We would like a way to expire some information on a schedule
- How many subsites are currently in use at the County, what are they used for, and will all or some be migrated with this project? two that we are interested in migrating, the rest are link away

Training and User Adoption

- What is the expected number of county staff who will need training on the new CMS? 20 - 30
- Does the county require customized training materials or sessions specifically tailored to different user roles? Yes, more advanced training for IT staff and basic editing training for other county staff.
- Onsite training or equivalent? Virtual is acceptable.

Vendor Requirements

- Could you please confirm if there are any geographical restrictions for out-of-state vendors like us? We are fully prepared to meet all local requirements. There is no Geographical restriction if you can meet all state and local requirements outlined in the RFP.
- Will local or in-state agencies be given preference? No

- Will the County consider accepting e-signatures on proposal forms? (Section 1.09) Yes
- Will the County consider accepting e-signatures on proposal forms? (Section 1.09) Yes
- Is the County open to considering subscription-based pricing (broken down as to implementation and annual subscription costs) as opposed to "hours, hourly rates and expenses for each task and subtask" as indicated in Section 3.04 Cost Requirements? Yes
- Is the County open to considering proposals with a target project completion date/website launch beyond Q1 2025? We are open to it but would like it to be completed by Q1 2025

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Current Website Information

- What Content Management System (CMS) is being used on the current website? None
- How many pages from the current website, if any, will be migrated to the new website? All content will be migrated.
- What are the key performance indicators (KPIs) in use today for the current website? None
- How much bandwidth is currently used on a monthly basis? The County's website averages more than 100,000 page views per month.
- Where is the website currently hosted? If in a cloud, which one? Hosted onsite.
- What are the expected uptime requirements for the new site? I.e. 99.9%, 99.999% 99.9%
- What are the current maintenance windows in use for performing maintenance on the existing website? Nights and Weekends for short outages
- What auditing procedures are in place for the current website? Content is user reviewed; accessibility is audited yearly.
- When was the County's current website last updated/refreshed/redesigned? 4 years ago

Third-Party Integrations

- Will there be any 3rd party applications that need to be integrated into the website? If so, please provide which applications will be integrated? Please reference the RFP on page 14 for a list of third-party applications
- Are there specific requirements for the site's integration capabilities with third-party services? Primarily link aways, some services require the passing of URL variables.

- Can the County provide details on the security protocols that must be integrated into the new website? Follow best practices such as NIST or ISO 27001. MFA is required for editing.
- The RFP mentions interviews taking place on June 5 - will these be held onsite at Mason County or virtually? Both are acceptable.
- Can the County clarify if NeoGov for job applicants and the custom developed applications mentioned in the RFP ("Tax and Property information, Employee Directory, etc.") are all link-aways? The other option would be a more complex/custom integration? Primarily link aways, some services require the passing of URL variables.

Accessibility

- Beyond basic ADA compliance, are there additional accessibility standards or certifications that Mason County requires for the redesigned website, such as WCAG 2.1 AA or higher? ADA compliant - WAI, WCAG level AA, Section 508, including interactive content (e.g. videos)