



RFP #2014-011 ADA WEBSITE MITIGATION QUESTIONS & ANSWERS

Return to: Lumpkin County Board of Commissioners
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Proposal Closing Date: September 11, 2015

Proposal Issue Date: August 12, 2015

Addenda Issue Date: September 4, 2015, at 5:00 PM, EST

Pages: **04**

By: Patti Holder, Purchasing Agent

Vendor Name: _____
(A copy must be attached to the Addenda Acknowledgement)

Questions from Vendors

Q1. Whether companies from Outside USA can apply for this? (From India or Canada)

A1. Yes

Q2. Whether we need to come over there for meetings?

A2. If meetings are necessary a representative would need to be present.

Q3. Can we perform the tasks (related to RFP) outside USA? (From India or Canada)

A3. All tasks listed in the scope of work must meet with the specifications in the RFP document.

Q4. Can we submit our proposals via email?

A4. As per the RFP requirements "ELECTRONIC SUBMISSIONS VIA E-MAIL OR FAX WILL NOT BE ACCEPTED".



Q5. On page 4, the contract term is stated as ending at “completion of the project”. However, the Scope of Work on pages 5 and 6 specify annual re-implementation of all the 2-month project tasks. Is the contract term thus indefinite?

A5.No we have been informed by DOJ that the contract will conclude at the three year mark.

Q6. If website redesign is necessary, will Lumpkin County use its own web developers, or can the contractor provide web design services?

A6.Lumpkin County has its own web designer. No outside contractor will be able to provide web design.

Q7. If video captioning and descriptive audio is required, will Lumpkin County use its own video production staff, or can the contractor provide video editing and accessibility services?

A7.That is currently a service that Lumpkin County does not provide.

Q8. Can the contractor’s proposed hourly rate be divided into different pricing based on tasks (e.g., offsite consulting, web design, report generation, etc.)?

A8.It is the responsibility of the contractor to provide the cost breakdown as they determine.

Q9. What percentage of the contract work is required to be executed onsite (e.g., installation of assistive technology devices, training of county personnel)?

A9.There is not set percentage of time required by the agreement.

Q10. What is the name and version of the automated accessibility testing tool approved by the USDOJ the county will be using to determine WCAG 2.0 issues?

A10.The DOJ has not provided this information to Lumpkin County.

Q11.What would be the drawbacks of the current system or CMS ?

A11. We do not know that there are drawbacks. We only know that the agreement we signed with the DOJ says that we have to make our website WCAG compliant and that is our only goal. Our singular motivation is to become compliant per our agreement with the DOJ. Consultants and designers should be intimately familiar with what it takes to achieve compliance and should be prepared to make recommendations to achieve that goal as well as have a full understanding of how to supply multiple options with correct costing.

Q12. Do you have any creative company in mind to develop PSDs for the new website or the selected vendor will develop PSDs ? If yes, is there any Style or branding guide available based on which the site needs to be designed ?

A12. Services for PSDs should only be modified if they are contained in the agreement.



Q13. Are we going to have any payment gateway setup in this website? If yes, to which functionality Payment Gateway will be integrated?

A13. If additional gateways help us achieve compliance or benefit us in some other way we are willing to consider this.

Q14. Is there any Payment Gateway integrated with the current system? Can you specify which Payment Gateway is integrated?

A14. Currently the only payment link that is provided is our Water Authority.

Q15. Are you open to any other Payment Gateway integrations recommended by the selected vendor ?

A15. Possibly if that is an area that would correspond with the agreement that has been signed.

Q16. Are we going to use any third party vendor for Newsletter sign up like active campaign, constant contact? Do you need recommendations from the selected vendor?

A16. Only if this is required as listed in the agreement.

Q17. Do you need any recommendations from the selected vendor to host the assets in a separate CDN? (Ex: Amazon S3 Bucket)

A17. Only if the agreement requires it.

Q18. Is the current website integrated with any other third party applications?

A18. Yes

Q19. Are you open to any other 3rd party integrations recommended by the selected vendor?

A19. Yes, if the enhancements will assist us in meeting the requirements set forth in the agreement.

Q20. What features from the current website would you like to retain?

A20. This is not intended to be a total website redesign. We are only looking to change our current website to the point that it becomes compliant; otherwise, we wish to leave it as it is.

Q21. Also, what are the issues that you think are with the current website or that which is constantly complained about by the site visitors?



A21. We have not been made aware of any complaints. We only wish to make the website compliant under our DOJ agreement.

Q22. Are there any additional features that you feel is absolutely imperative for the new website, apart from the ones mentioned in the RFP?

A22. The only imperative features are the ones that help us achieve compliance. We want to achieve compliance in the simplest, most cost effective manner.

Q23. Would you want the front end design to be structured from scratch or would you be open to use predefined customizable themes that are available in the market?

A23. Lumpkin County would like to maintain the current platform.

Q24. Cost implications vary based on the response provided. A 'design from scratch' approach is usually costlier (8k to 12k \$) vis-a-vis the 'theme customization' approach.

A24. Lumpkin County would like to maintain the current platform.

Q25. For updating contents via the CMS backend, are there any role based workflows that you envision? I.e. Do you have a desired workflow for content publication with roles like content creators, content approvers etc. Would you like to have an approval chain set up?

A25. Only if that is required to satisfy the agreement.

Q26. Would you be open to share GA (Google Analytics) reports with us in order to analyze traffic flow and trends?

A26. The sharing of information would be granted if the outcome is to satisfy the requirements listed in the agreement.

Q27. Do you have any hosting provider in mind or you need recommendations for selecting a hosting provider?

A27. We would like to retain the current host provider.

Q28. Can the work be performed off-site with some on-site meetings?

A28. Yes

Q29. Do you have any budget limit for this project?

A29. No value has been placed on this project.