RFP P19001 – Website Redesign Consultant

Received Questions and posted responses

1. **Whether companies from Outside USA can apply for this?**

   Companies outside the USA may respond to the RFP

2. **Whether we need to come over there for meetings?**

   SHA will perform in-person interviews as part of the selection process. It is expected that additional in-person meetings will be required for this closely collaborative process.

3. **Can we perform the tasks (related to RFP) outside USA? (like, from India or Canada)**

   Please refer to the response for Question #1 & 2.

4. **Can we submit the proposals via email?**

   No, hard copies consisting of one original and two copies are required.

5. **Under Section 4.1 Scope of Work, item 2.6 indicates the possible integration of databases and ongoing support. In order to best account for this point, can you provide additional details regarding the types of databases that may be included and the functionality your agency is hoping to achieve with the integration(s)?**

   At this time the Authority does not have databases integrated into our website. However it will be a discussion with the selected consultant as to whether some of our public document content would be a custom searchable database within the website or a 3rd party product embedded into our site. Most of our current databases would be a link provided on the website to a separate client portal.

6. **Do you have any inspiration or favorite websites that you have in mind for the new SHA site?**

   Several websites have been reviewed however no specific favorite websites have been identified. A review of other medium to large Housing Authority's websites would be expected and recommended.

7. **We understand there are preference points available to businesses that reach certain criteria in line with housing developments etc. Will there be a general preference for contractors in WA state?**

   There is no general preference for contractors in WA state.

8. **How many people will you have involved for making approvals during the project on things like wireframes and designs?**

The Authority's executive team and IT staff will be the decision making body during the project and comprises of seven members. The team will solicit input from other staff as needed.

9. **Do you have a budget set aside for this project?**

   Yes a Board approved budget has been set aside for this project based upon an internal cost evaluation. The budgeted amount is not being disclosed as of this time.

10. **Ref. 4.1 scope of work -**
    a. **"Integrating publication and display of agency information and newsletters into the design as well as managed properties as sub-sites or mini-site" – Could you expand on this requirement and how you envision publications and newsletter existing within the website? Also what sub-sites/mini-sites you are referring to and how these need to exist within the website?**

       When it comes to publications/newsletters/policies. While we currently provide links to pdf's or doc files within our site, we are open to other means as long as internal staff would be able to easily add new publications.

       For sub-sites or mini-sites – this structure can be seen on our current site using www.spokanehousing/SUBSITENAME such as www.spokanehousing.org/SHAproperties or www.spokanehousing.org/about. At this time we do not have any password/members only sub-sites.

    b. **Hosting – does SHA already have a hosting provider in mind? Who is the provider?**

       No, the Authority will take recommendations from the consultant as well as research options on our own.

    c. **"Possible integration of databases into the website and ongoing support: - What data will need to be pulled in and from where? How often will data need to be updated?**

       At this time, the Authority does not have databases integrated into our website. However it will be a discussion with the selected consultant as to whether some of our public document content would be a custom searchable database within the website or a 3rd party product embedded into our site. Most of our current databases would be a link provided on the website to a separate client portal.

    d. **Searchability – Does the search function need to search PDFs/resources too?**

       Yes.

    e. **"Advising the agency on best practices in customer service" – Please confirm whether 'customer service' relates only to website architecture, design etc. or whether SHA requires advice on specific customer service tools or practices.**

Customer service would only relate to the website architecture, design etc. Advice on general customer services practices or tools will not be required.

f. **"Advising the agency on best practices in security" – Do you have any specific requirements or regulations we should be aware of here?**

The CSC requirements state only for "the Agency has the latest stable updates available on the vendor website for all network devices". Given that, we would require security based on standard accepted security practices.

g. **Templates – Do you already have a blog that we could refer to? If no, will SHA be producing all blog content? Does the community mini site already exist or will this be a requirement of this project? Please expand on the details if so.**

SHA does not currently have a blog. Yes, SHA staff would be producing the blog content. Community mini-sites currently exist and would be part of this project as outlined in the migration of current content; however, we also want to expand the content of these sites to potentially include things such as online work orders. Each community (property) has its' own sub-site such as www.spokanehousing.org/AgnesKehoePlace.

11. **Ref. Table 2 Row 7 – How many client listings are your looking for?**

SHA has not determined how many client listings are needed. The proposer should list client information in which they have performed similar services within the last five years. Emphasis should be placed on similar services and/or similar type clients.

12. **The proposal submittal return deadline on page 3 of the RFP is listed at 3pm EST. Is this supposed to read 3 pm PST?**

We apologize for the error. The proposal submittal return deadline should be listed at 3 pm PST.

13. **What is the most important problem that you would like to solve with this redesign project?**

Provide a user friendly website for our clients to access Authority information, resources, forms and applications. Ideally this will reduce the amount of client walk-ins and telephone contact by providing a platform where information is easily found and accessible on the website to include mobile accessibility. We would also like to find out what options there are for online fillable forms that can be sent to internal staff. Some of the forms would require a secure connection. Some specific ideas include an online work order form for each property, and an online change of circumstance form.

14. **The RFP mentions many users for your website, such as public, potential and current clients, tenants, employees and community partners. Which groups of website users is this problem affecting, how is this problem affecting them and what would a successful outcome look like for you?**

Please refer to the response for Question #13. This problem is affecting all of our website users.

15. **Will agencies outside of Washington be considered? Will scoring be based on location or preference given to local candidates?**

    Please refer to the response for Question #7.

16. **For this project do you more highly value a company that has fresh ideas from the outside or someone who has a proven track record in this niche?**

    There is no preference regarding this. A proven track record should be demonstrated, but not necessarily with Housing Authority's or non-profits.

17. **Is SHA looking for a long-term partner of simple delivery of a site that meets the stated goals?**

    SHA is looking for a long-term collaborative partnership.

18. **Do you have a list of inspiration sites you like the style of?**

    Please refer to the response for Question #6.

19. **Do you have a rough budget in mind or specific budget constraints for this project?**
    Please refer to the response for Question #9.

20. **What are the most frequent tasks that need to be completed by groups of users?**

    General public – basic program information, property information, waiting list status, unit availability, fraud or complaints, other local resources

    Other housing authorities – staff contact information, information on portability status

    Landlords/Property Owners – where to find their rental statements, general information about inspections, change of ownership information

    Housing Program Clients – change of circumstance forms, utility and payment standards information, portability processes

    Property tenants – work order form, how to submit a complaint

    Community Partners – waiting list information, unit availability information, utility and payment standards information, staff contact information

21. **Do you currently have Google analytics or other tracking enabled on the site? Will that data be available as part of the discovery process?**

    There are no analytics enabled on our site at this time.

22. **What items have been most troublesome to update/change with the current site?**

    Most of what we have online is fairly simple to update or change; it is the actual process of

ensuring the changes are correct and that new links to pdf's or doc's work properly are the most troublesome and time consuming.

23. **Does SHA have any CMS preferences? Are you looking to receive a recommendation for this in the RFP reply or work through the CMS selection during the discovery phase of the process?**

    SHA does not have a CMS preference. We are looking to select a CMS during in collaboration with the selected consultant.

24. **To assist in scoping the content migration and strategy will SHA staff be available to assist with the content removal/update decisions? Besides the 10-15 pages mentioned for content migration, will SHA staff migrate all other content?**

    SHA staff will determine content removal/update decisions. 10-15 pages is an estimate of content that will be the responsibility of the website developer to migrate. Please include this on Tab 5 of the RFP response.

25. **Is part of the desired solution to have assistance with system/plug-in upgrades, code fixes following upgrades, & creation of additional features either through an on-going maintenance agreement or additional scoped projects on an on-going basis? If so, how and where should this be listed in the tabs?**

    Yes, SHA will require an ongoing support/maintenance agreement to be in place for content maintenance and development of website with the acknowledgement of potentially additional scoped projects on an on-going basis. This should be in Tab 4.

26. **The RFP says that the CMS will need to be installed on an Agency-hosted server. Can you provide information about the type of server the new system needs to go on? Will the selected Vendor have access to complete the installation or will SHA IT staff be responsible for this? Is this server able to be accessed remotely or is it on-premises?**

    If the vendor is capable of housing and maintaining the CMS and offer SHA access to the server, this would be preferred.

    If not, it would be a development server that would be housed onsite at SHA. SHA would be responsible for the installation of the core server, and the vendor would be responsible for the CMS installation and maintenance. Remote access would be given to the vendor.

    Regardless, SHA would need the capability to edit content and post it at any given time should a critical posting be required.

27. **We typically provide a library of video trainings to our clients. Would an in-person training also be helpful? Do you require training in any particular format to meet your needs?**

    A library of video trainings should suffice.

28. **The RFP mentions that SHA will need integration of community satellite sites. Can you explain what these sites are or provide an example? How many sites are there? Are these the same sub-sites and mini-sites you mentioned elsewhere in the RFP?**

> *Yes, the term "community satellite sites" and sub-sites or mini-sites are all the same thing. Please refer to responses for Questions #10a and #10g.*

29. **The RFP mentions "possible integration of databases into the website and ongoing support." What types of databases are you thinking of integrating? What information would be made available from these databases on the site? Do you have ideas about how this information would be displayed? Since this is a possible need, should costs for this work be listed hourly, noted as optional or otherwise be separated?**

> *Please refer to the response for Question #5.*

30. **For testing and development, what devices and browsers does SHA need to support? For browsers, what versions?**

> *All major browsers would need to be tested and supported within reason. This would include embedded mobile device browsers.*

31. **For the project's timeline, is there a target launch date we should aim for?**

> *SHA has not established a target launch date at this time, however it is expected that after initial meetings and draft design(s), the Authority would expect the new website to be up and available for public use within 6 months of the accepted design.*

32. **Will a document be provided to all companies/posted online, with answers to questions?**

> *Yes.*

33. **Does the SHA want to go with a new hosting environment? If a new host in needed, can the purchase be done by SHA?**

> *Yes, we are looking for a new hosting environment. Recommendations from the consultant will be taken as well as research options on our own. Purchasing will be further discussed with the consultant depending on the hosting environment decision.*

34. **The selection and installation of CMS is only requested in the RFP. Will the CMS purchase be performed by SHA?**

> *SHA is prepared to purchase the CMS upon advisement of the consultant.*

35. **For the integration of agency newsletters and other publications, is there any API's or other applications used previously?**

> *No API's have been used.*

36. **Need more clarification on the integration of community satellite sites into the main website (links of community satellite sites needed)?**

    Please refer to the response for Question #10a, #10b, and #28.

37. What kind of database is used in the current website and what is the size of that?

    Please refer to the response for Question #5.

38. **How many members are subscribed to the SHA website now?**

    There are no current ways for members to subscribe.

39. **Is maintenance needed or not? If yes, how long is it required for?**

    Please refer to the response for Question #25.

40. **Did the SHA want us to bid separately for content migration?**

    Yes, please refer to Line 5 of Table 2 of the RFP.

41. **Is there any new modules needed other than the previous website's design?**

    Our site currently does not have modern modular tools in use. Some examples of what we would like to incorporate include Staff Directory, Forms, and File Manager modules.

42. **Is there any training sessions needed?**

    Some training will be necessary; however, the amount of training will depend on the platform and what resources/tools are readily available.

43. **Does SHA have any reference websites for design?**

    Please refer to the response for Question #6.

44. **Does SHA want to go with a new hosting environment or keep existing one?**

    Yes, we are looking for a new hosting environment.

45. **Can this project be perform from outside the US?**

    Please refer to the response for Question #1 & #2.

46. **Any budget plan for the project?**

    Please refer to the response for Question #9.

47. **What is the minimum team size you are expecting to set up?**

    Please refer to the response for Question #8.