Kitsap 911 Request for Qualifications – Website Design

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Addendum 1 – Questions and Answers

Q - Are you only accepting bids from companies that are registered through this service? https://mrscrosters.org/

A – We are only accepting bids from companies registered with the Municipal Research and Services Center (MRSC) or part of the Department of Enterprise Services (DES) contract # 20422 per Kitsap 911 Governing Directive 60 – Purchasing and Contracting. Companies who wish to submit can easily join the MRSC in just minutes and can find out more information here: MRSC Rosters - Businesses. Their phone number is 260-625-1300x14 for any questions you may have.

Q: Will the remediation of existing documents (PDFs, images, etc.) be part of the project scope, or will Kitsap 911 handle document-level accessibility updates internally?

A: We want to keep an accessible archive of existing documents on the new website such as prior year Board agenda, minutes and recordings or RFQs, etc, however, we do not have a clear understand yet of what level of remediation is required by WCAG2.1. Please information about including this work in your proposal as an option.

Q: Does Kitsap 911 intend for the redesigned website to remain on WordPress (but developed in a more easy to use way), or are they hoping to move to an alternative CMS platform?

A: We are open to all options whether it be a fresh, clean start on WordPress (using the most up to date version) or a new platform.

Q: What system is currently used to submit and process public records requests, and is the intention to improve the existing process or to implement a new records request workflow/tool?

A: We encourage requests to be submitted through an online form on the website (PDR Form) which results in an email being sent to a specific email account and an acknowledgement email sent to the requestor. The Public Records Specialist then must manually enter the data into an Excel spreadsheet "Log". The priority

improvement we hope for would be that the form automatically enters the data into a database or similar logging tool and assigns a unique number to the request.

Q: Will Kitsap 911 provide all revised content for the new site, or is content rewriting, and site restructuring and expected from the consultant?

A: Kitsap 911 will provide revisions to current content, new content writing, and a proposed site structure to the consultant. We will also provide graphic content specific to Kitsap 911 or the page content but the consultant may be asked to provide some general graphic content that enhances the design.

Q: Should the consultant plan to migrate content, or only provide the templates/framework/training while Kitsap 911 staff migrate content?

A: Please plan to migrate the content. We do want training on how to update the content.

Q: What internal roles and decision-makers will be assigned to this project, and what level of access or availability should the consultant expect?

A: Kitsap 911 has assigned a Project Manager, IT Lead, and Testing/User Experience Lead. Kitsap 911's Project Manager will coordinate with additional roles as well: Content Contributors, a Content Editor, and a Public Content Expert.

Q: Does Kitsap 911 expect ongoing support or maintenance services after launch, and if so, what level of support is anticipated?

A: At the time of contract negotiations, we will ask for information about providing maintenance services or on-going support after the project is closed. The consultant should provide a limited period of support after cut-over as part of this project.

Q: Should the SOQ include optional pricing for post-launch enhancements or annual accessibility monitoring?

A: Yes, providing that information would be helpful as well as any other recurring costs that we might have for the website.

Q: Is there an allocated budget this project should stay within?

A: The project budget is approximately $25,000.

Q: Exhibit A Insurance Requirements: The policies noted are not ones a web development agency would carry. Generally, we have liability policies for around $350,000. I've worked with many local and federal agencies and have never been required to carry such

insurance. If this is a requirement for the project, then we will not be able to submit a proposal.

> A: We encourage you to include your insurance coverage information with your Statement of Qualifications and we will do a risk assessment of any lower coverages but lower coverages would not be an automatic failure of the SOQ.

Q: There's a lot of gray area with WCAG and the upcoming federal mandate for government agencies. Even the ADA's website doesn't clear some checks, depending on the tool. Do you know what tool you will be using to verify and benchmark the site?

> A: The vendor chosen will be responsible for producing the WCAG 2.1 Level AA compliance report and Kitsap 911 will need to meet both AA and A requirements. It is very important that the vendor chosen is very familiar with the WCAG (Web Content Accessibility Guidelines (WCAG) 2.1). Kitsap 911 will compare the report provided by the vendor with a checklist such as Yale University's Checklist. The tool used to generate the report and the checklist can be mutually agreed upon as part of the contract scope of work.