Update #2

Vendor Questions and Answers to Skagit County Website Design, Development, and Hosting RFP

1. Since the applications seem to be nested within the current site's file path, e.g. https://www.skagitcounty.net/Search/MarriageLicense/ will the county operate these applications either under a proxied sub-directory hosted elsewhere from the main website to be built (e.g. /Search/MarriageLicense/) or will these operate under a new sub-domain? E.g. **search.skagitcounty.net**? If the answer is neither, then it seems to indicate that this entire project must be delivered as a .NET solution as a requirement? If so, can you confirm?
   A. No applications will be built on the new hosted "content" website. They will be hosted and maintained on County servers with links and redirects. We do expect the new hosted platform to offer search capability.

2. Can you please share a sitemap and/or breakdown of the number of pages and page types on the current site
   A. Estimated 400 html pages to transfer.

3. Generally, what percentage of existing content do you anticipate will be migrated to the new site?
      i. Or, is this something you are expecting your vendor to advise on as a part of the engagement?
   A. We are hoping to get a bid based on 400 html page migration.

4. Will County staff be available to assist with content migration, website population, and finalizing web content prior to launch? If yes, approximately how many team members?
   A. We have a full-time web site admin that will be dedicated to this project. We'll also have a project manager assigned part time as well as a communications manager who will help oversee web content.

5. Does Skagit County anticipate producing new content categories, or undertake any new content initiatives, prior to the launch?
   A. No, and if we do, we will not expect the vendor to

6. Can you provide details regarding any third-party payment solutions that require integration, along with integration documentation or details?
   A. We currently work with Lexis Nexis, but no payments are being input "through" our site, but only through our current vended solutions.

7. Can you provide any further requirements regarding cross-domain requests for county data?
   A. We would like the ability to pass form information to another domain.

8. Please share more details around the scope of the "internal website for government employees only" that is listed in the minimum requirements. Is this a separate domain from skagitcounty.net?
   A. We would accept password protected areas on the public facing site that could be accessed with password authentication and/or AD integrated authentication.

9. How many design concepts are you expecting the vendor to deliver?
   A. Minimum of 2, this largely depends on if design concepts meet the project needs.

10. Do you have a preferred CMS for the project? Are you open to WordPress or Drupal?
    A. No preference, open to both.

11. What's your current CMS?
    A. None, needing to build the new website with a CMS.

12. Do you have a preference for local vendors? Are you willing to work with a Canadian vendor?
    A. Not sure of any requirement to have a US based vendor or not.

13. Can you share more insights about the makeup of your teams? What are your current in-house design resources and capabilities? Do you have dedicated web developers who will be involved in the project? Where do you primarily need support from a vendor versus handling the work in-house?
    A. We have an in-house development team and web admin/designer. We are looking to have the vendor design and build the new website then enable the in-house team to manage going forward.

14. Do you have existing brand and design guidelines?
    A. Yes, but very basic and somewhat dated. It covers the logo, fonts, photography, messaging, and colors.

15. Has your team recently completed any website content strategy or user experience research?
    A. No

16. Do you have a preferred CMS platform?
    A. None preferred. Open to Wordpress, Drupal or other solutions that fit our needs.

17. Does your team currently use any accessibility software, like Siteimprove, to manage accessibility?
    A. Only language translation, we will need to adhere to WCAG standards https://www.w3.org/WAI/standards-guidelines/wcag/

18. Has your team explored any Live Chat options, or are you leaning on the vendors to make recommendations as part of this RFP competition?
    A. Open to recommendations

19. Can your existing website perform eCommerce transactions? Do you need the new website to be able to do eCommerce?
    A. No, we don't do eCommerce directly on our site (we use third party vended solutions)

20. You request the ability to "Control the size of individual web pages." Can you provide more details to help us understand this requirement?
    A. This refers to the page layout and being able to have an agile set of page templates to work with.

21. One of your requirements is to "Report website maintenance activity and statistics on content type: Updates, downloadable documents, web pages, calendars, and broken links." Would a Google Analytics dashboard satisfy this request?
    A. Yes, Google Analytics will work for tracking. It would also be beneficial to see reports on which pages/docs/files are edited or changed so that the web admin can best track changes.

22. You request, "Vendor can provide both an internal website for government employees only and an external website for the public." Do you require the vendor to create multiple websites, including an intranet? Can you provide more details to help us understand this request?
    A. We would accept password protected areas on the public facing site that could be accessed with password authentication.

23. When you request, "Allow authorized staff that maintain a specific department's web pages to make some pages available only to visitors with usernames and passwords supplied by the department, " do you need the vendor to create an intranet for your staff or a password-protected section on your website?
    A. We would accept password protected areas on the public facing site that could be accessed with password authentication. As for editing specific parts of the site, we need the ability to grant access to particular pages to users.

24. Can you clarify this request, "The ability to use current interactive and social networking mediums such as Facebook, Instagram, X, as well as the flexibility to add these types of features at a later date in the future?" Will the ability to share pages through social media satisfy this requirement, or do you want the vendor to integrate content from your social media accounts onto your website?
    A. More so be able to embed and display social feeds onto the website.

25. Please clarify this request: "Any provision for payment mechanisms on the site will require collaboration with third-party vendor solutions. The host is expected to work with any subcontracted company and ensure that the online payment service is available, secure, and reliable for the public." Do you want the vendor to create an eCommerce section on your website, or do you want to create a marketplace where third-party vendors can sell on your website?
    A. We are not an ecommerce site or selling products. We just need to be able to operate our 3rd party payment processors. The site needs to be secure to ensure data is protected.

26. Can you clarify this request, "Able to integrate with County merchant accounts?"
    A. We need to embed a widget/app or implement an iFrame where eCommerce is concerned so we are not handling Credit Card numbers or transactions directly

27. Can you clarify this request, "Vendor shall provide a sample proposed training plan that covers onsite and/or remote training." Is onsite training a requirement?
    A. Onsite is not required.

28. Why is now the right time to consider this project?
    A. The website code base is dated and not supported. This is outlined in the RFP.

29. What are the biggest pain points and problems you want to overcome with this project?
    A. Answered in the RFP:
       https://www.skagitcounty.net/Rfp/Documents/2025website/RFP-Skagitcounty.net.pdf

30. Are there specific KPIs or measurable metrics you will use to evaluate the redesigned website's performance after launch?
    A. Improvement in time spent maintaining website. Improved staff experience with using the website. Increase in on-site search result link clicks. Improved page load times.

31. What internal approval processes or key stakeholders (by role or department) must we engage with or consider during project planning and approvals?
    A. We have a project executive team composed of 3 department stakeholders that you'll interact with regularly. We also have a steering committee that interacts with our County Commissioners who have ultimate authority.

32. Could you clarify the approximate scale of the content migration? Specifically:
    i. Approximately how many total pages currently exist?
    ii. Approximately how many pages are expected to migrate?
    iii. How many downloadable files (PDFs, images, PPTs, MP3s) are expected to migrate, and what's the estimated total size?

    A. i. 1000+
    ii. 400
    iii. 10,000+ files, 40+ GB

33. Is there an existing content audit outlining redundant or outdated content available for review prior to bidding?
    A. No, this will need to be executed as part of the project.

34. Are current files and website content organized or structured (e.g., CSV export, structured content management system) to facilitate efficient migration?
    A. They are organized in file folders and static files, not database driven or housed in a CMS.

35. Does Skagit County have existing brand guidelines or design standards vendors must adhere to, or is the County open to design recommendations and evolution from the vendor?
    A. Yes, but very basic and somewhat dated. It covers the logo, fonts, photography, messaging, and colors. We are open to recommendations and evolution to improve our web presence.

36. Can you provide any user-data that will help inform the project approach?
    A. We cannot share user data until we have a proposal approved. We will gladly share once a vendor is selected.

37. Are there multilingual or translation requirements we should factor into our proposal?
    A. Yes, we currently use Google Translate. Something similar will need to be implemented along with meeting WCAG standards https://www.w3.org/WAI/standards-guidelines/wcag/

38. Can you provide examples of other government or municipal websites that Skagit County views as benchmarks for design, usability, or functionality?
    A. https://www.ebparks.org/
       https://www.minneapolismn.gov/
       https://www.utah.gov/index.html
       https://www.hamilton.ca/
       https://www.ms.gov/

39. Do you have a preferred content management system (CMS) or specific technology stack that vendors must utilize, or are you looking for vendor recommendations?
    A. None preferred are open to recommendations.

40. Does your current website include gated content or sections requiring login authentication? If so, what user groups require this type of access (e.g., residents, businesses, county employees)?
    A. Yes, mostly employee's vs non-staff/public. Other required logins are hosted by 3rd parties.

41. Beyond ADA and SOC 2, are there additional compliance requirements we should be aware of, such as HIPAA or CJIS compliance?
    A. Yes, we will need to adhere to WCAG standards
       https://www.w3.org/WAI/standards-guidelines/wcag/

42. Regarding website hosting preferences, does Skagit County prefer cloud-based or on-premise hosting solutions? Are there specific approved cloud providers or internal policies vendors should know about?
    A. Cloud-based, security details are in the RFP:
       https://www.skagitcounty.net/Rfp/Documents/2025website/RFP-Skagitcounty.net.pdf. No preferred hosting vendors.

43. Are there specific data sovereignty or encryption standards (beyond SOC 2 requirements) for cloud-based data hosting/storage?
    A. Outlined in the RFP and security questionnaire towards the end
       https://www.skagitcounty.net/Rfp/Documents/2025website/RFP-Skagitcounty.net.pdf

44. Can you specify the third-party providers currently used by Skagit County for payment processing or other essential integrations?
    A. We use Lexis Nexis as our go-to eCommerce vendor. (Stripe may be coming on board soon though)