

Update #1

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

1. Is there an incumbent agency?
A- Yes, Skagit County Central Services
2. Is the maximum budget for this project under \$75k?
A- No
3. Have you used Drupal as a website CMS before?
A- Skagit County has not used Drupal
4. Have you worked with digital agencies that specialize in Drupal before?
A- No
5. Will you have a team member available for questions and feedback during the project who can respond in the same day?
A- Yes, the assigned Project Manager along with Functional Lead and Technical Lead will all be available and should be included in all communications.
6. Does your organization have an overall digital strategy?
A- Yes, our high-level digital strategy as providing helpful online tools and content to our staff and community members. As pertaining to this project, it's elevating that experience for users while streamlining things on the backend.
7. Is this website a key part of the digital strategy?
A- Yes
8. To ensure we can provide the most appropriate recommendations and align with your expectations, is the County able to provide the anticipated/approximate budget for the project?
A- \$250,000.00 in 2025 - ideally less than \$200,000k in 2026 with anticipated continuing annual costs no more than \$150,000.00 estimated costs will be part of the evaluation process for both initial implementation and ongoing annual.

9. What is your anticipated/approximate budget for annual hosting/licensing?

A- No more than \$150,000.

10. To better understand your business needs and requirements, would the County be open to a 10–15-minute discovery call with us to ensure the proposal fully meets your expectations?

A- No, we can answer questions regarding the RFP via email, but calls/demos will have to wait until after the proposals are submitted.

11. Can you please share the approximate number of customer support phone calls and emails each month from the public (residents, businesses)? What are the most common support requests?

A- Support will be provided in-house and no calls from the public will be sent to the vendor. Any support calls regarding the technical aspects of the website would come from the County to the vendor directly

12. Is the County able to provide the approximate number of pages that will need to be migrated?

A- 400

13. For the requirement/s of [**“Vendor can provide both an internal website for government employees only and an external website for the public.”**] and [**“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.”**], could you please confirm if you are looking for a full staff intranet, or just the ability to password-protect a group of pages on the main public site?

A- MFA Protected pages on the public website, depending on functionality would be preferred, rather than an entire separate intranet. If the new platform has intranet capabilities, we would like to see those options, but they are not required. Example use case: employee only access to our contracts document repository via the County website.

14. The site has a number of record and other search types that retrieve & display data. For each of these we need to understand the current workflow for how each system gets its data and any admin-facing process required for entering or maintaining this data.

E.g. does a staff member need to login to the new site to add/edit/delete this data or is it consumed from another source or database that does not need to be rebuilt in the new site.

Please detail whether any of these uses an API to get its data or if it is a direct database connection to its source.

We're trying to identify whether the RFP estimates need to include a rebuild for each of these critical functions, including new databases, processes and how their data will be managed in the future.

A- All applications will be hosted in house, managed, and maintained by Skagit developers. They will not be part of the new website but hosted outside of the content provided by departments. It would be beneficial if the new website platform has the capability to utilize APIs in the future.

15. <https://www.skagitcounty.net/Search/MarriageLicense/> - where does this get its data and how are new marriage license records currently added to this system?

A- See answer provided with question #19

16. <https://www.skagitcounty.net/Search/Permits/> - Where does this feature retrieve its data from? We see that PDF links go out to a TylerTech resource (e.g.

<https://skagitcountywaenergovweb.tylerhost.net/apps/selfservice#/permit/10F00A62-9673-4268-AE3F-D8C42B1879EE>) . Does the search for permits happen on a local database or an externally hosted resource like TylerTech?

A- See answer provided with question #19

17. <https://www.skagitcounty.net/Search/Recording/> - where does this get its data and how are recorded documents currently added to this system?

A- See answer provided with question #19

18. <https://www.skagitcounty.net/Search/Property/> - where does this get its data and how do these results assemble each of the other items contained in a record? For some it looks as simple as a preloaded query to another system. Mainly we are trying to understand what systems this in turn pulls from to assemble the first record that the public sees.

E.g. This seems to be the most complex search feature as it returns records that seem to assemble from multiple sources of data or link to dynamic URLs to pull additional information, historical records, recorded documents and so on.

What systems does this feature currently access and how does this system get its data? Is some of it loaded from a source annually (e.g. assessed values or annual tax amounts). Is this a manual process or automated? How does staff edit these values as a year goes on. Are there CMS controls currently or does this require a new import process?

We're trying to understand what is fully contained in a single database, versus what is pulled together from multiple databases and sources.

A- See answer provided with question #19

19. <https://www.skagitcounty.net/Search/ContractAmendment/> - where does this get its data and how are new contract records currently added to this system?

A- Questions 15-19 will be hosted and managed internally as mentioned above. The new website will simply need to be able to iFrame or embed these items onto pages in the CMS.

B- #16 is EPL by Tyler, which will also be hosted on its own.

20. Integration with Power BI is mentioned in the RFP. How is Power BI used on the current website?

A- Internal reporting for staff, which will also only need to be iframed, embedded, code snippet or otherwise integrated with the new website.

21. The RFP mentions both internal and external website capabilities. Would this mean staff would log into the main website in order to access private content, either globally or dept by dept, or does this mean the development of a separate intranet with its own unique location and navigation?

A login for internal use only on the same website would be acceptable, we envision one website with a login for internal information.

E.g. It is understood that each department would have sections they would access and maintain. Our question is more about whether additional content exists solely for these users, or whether there would be more users (general staff) than just admins logging in to the site to see privileged content.

A- Yes, our goal is to enable all departments to access and manage their own online content through a GUI.

We have approximately ten departments that require “internal only” content that all employees within the county can access, so a portal (for example) for that content would be a good solution

It is critical that we have an “internal website” that is only accessible by County employees. How this is done is less important than the functionality. There are certain document repositories, forms, and links that should only be available to County employees. AD integration for authentication would be preferred so they don’t need to login separately. Or some sort of connection with certification to confirm it.

22. The county's current website has 7 languages to translate to through google. Will these languages be required for your new website?

A- Spanish is the minimum requirement but all 7 is preferred.

23. Are there requirements around content administration approaches, including inline page editing/visual component-based editing?

A- A content management system is needed for non-tech savvy staff.

24. Can the state (County) provide any data or information regarding the level of support that will be required? For example, the average number of tickets, dedicated resources, or expected number of hours a month?

A- Unless there are tech issues with the way the site functions (assuming it will function as described when purchased)...there should be little to no tickets as all content will be managed by our team.

25. Who does SCDE consider the target audience for this website? Are there any audiences you feel your current website fails to reach that you're looking to better reach with the new website?

A- Skagit County Employees, Skagit County businesses, residents, and owners of property and those that use County services are our main audience.

26. How many pages in total are your website(s) <http://www.skagitcounty.net/> ?

A- Estimated 400 to migrate

27. How many sessions does each of the websites that are proposed to be rebuilt receive daily/weekly (average numbers are suitable)?

A- Average 780,000 page views per month, 275,000 sessions per month