



RFP 2021-14 - New SCC Corporate Website

Questions and Answers - Part 3

Question 1: The RFP states that "SCC has approximately 350 PDF documents that would need to be improved to make them"... WCAG 2.0 compliant. It appears that the site has both corporate documents like annual reports and standards docs for sale. Are these the documents you're referring to or are there others? Is SCC primarily interested in creating accessible PDFs or converting content into another format?

Answer: These 350 documents are Corporate documents and publications, not the standards. We are not tied to a particular format. SCC is interested in a recommendation from the Proponent on how best to approach this content.

Question 2: Approximately how many pages are contained in the 350 PDF documents that require accessibility upgrade?

Answer: We estimate there are roughly 10,000 pages in the document set.

Question 3: How often do you anticipate changes to the PDF documents that need to be made WCAG 2.0 compliant?

Answer: These are historical documents, and we would not expect additional changes going forward – any future changes would be part of a separate activity.

Question 4: What features of SCC's current Drupal website does the Council find limiting?

Answer: See page 9 for expected business objectives.

Question 5: What is your desired website launch date?

Answer: We expect this new website to be launched within 12 months – definitive schedule will be confirmed as part of design process.

Question 6 : Can you disclose a budget range or budget cap for this project?

Answer: SCC does not provide a budget. Bidders are asked to submit their best price for the solution by submitting their financial proposal as part of APPENDIX F – FINANCIAL PROPOSAL.

Question 7: Do you have a preference toward either cloud or on-site hosting?

Answer: Page 7 of RFP - Further driving the need to upgrade the SCC website are requirements to align all IT services with a cloud-first approach and to situate the Drupal platform in a position where support is provided by external service providers.



Question 8: What is the size of your website? How many page URLs and how many documents?

Answer: See page 8 of RFP

Question 9 : How many authenticated users are anticipated by SCC to be able to access the site?

Answer: We estimate roughly 4000 authenticated users – this number may change based on future growth and business changes.

Question 10: Do you expect the vendor to conduct public engagement to collect feedback or to inform the UX of the new site? Is there a preference for how this data would be collected?

Answer: Per page 12 – SCC will conduct usability and audience testing with deliverables provided by the Proponent

Question 11: Being already familiar with the Drupal CMS, what will be the expected level of training required to be delivered to both content creators and SCC internal IT Staff?

Answer: The level of experience in the content creators group varies a lot. The SCC IT Staff is very familiar with Drupal CMS 7. Training schedule and session agendas will be recommended and provided by the successful Proponent. SCC estimates having about 5 site administrators/approvers, and about 10 - 15 content publishers for the general website content.

Question 12: How does SCC currently measure the success of the website (beyond analytics)? Are there KPIs for UX or an existing framework that will be carried forward?

Answer: We do not currently have UX KPIs.

Question 13: Have you engaged with a firm in the past 12 months that provides the services requested? If yes, will this firm be bidding on the project?

Answer: No