

What is the current hosting environment for the website? Will the new site use the same hosting environment, or are you relying on the vendor to propose a new hosting environment? Would you like Elementor to be incorporated into the proposal?

Wordpress is the current hosting environment. Each bidder may propose the hosting environment that they intend to use. A bidder may use Wordpress or another if they prefer. Each bidder may incorporate into their proposals any tools they wish to include.

Section III lists HTA's Needs. However, it does not state a project goal. What is the reason for replacing the current website, and what are the specific things that must be added or improved on the new website?

The needs of the website can be found in Section III which delineates the website objectives, design requirements, and what is to be included on the website.

Section III lists HTA's Needs, which include security best practices. However, security is dependent on server configuration which is beyond the control of the website developer. Are you expecting vendors to address security configuration issues on the server?

Section III Website Objectives requires that the website complies with best-in-class security and U.S. Department of Labor cybersecurity best practices, available here: <https://www.dol.gov/sites/dolgov/files/ebsa/key-topics/retirement-benefits/cybersecurity/best-practices.pdf>

Section III lists HTA's Needs, which include Integrated Spanish Translation. The current website uses Google Translate to automatically translate content to Chinese, Korean, and Spanish. Is this requirement being relaxed to Spanish only?

Please include translation into Spanish, Korean and Chinese

What translation tool does the current website use? Is Google translate acceptable for the new website?

The current site uses Google translate for translation. Each bidder may incorporate into their proposals the translation tool which they wish to use.

Are you looking for "on-the-fly" translation or a tool that allows for human translators to maintain multiple languages

On the Fly translation is sufficient.

Section III requirements include "content forms." Is there a fixed number of forms, or a specific list of forms, including in the project scope? Are there additional requirements, such as conditional form logic, or multi-page forms?

There is not a fixed number of forms; there may be form logic required, and there may be multi-page forms. Feel free to submit your plan including a price per form or price per hour.

The RFP requires an events calendar. Are there specific goals or requirements for the calendar? Can you describe specific functionality the calendar should handle? Are these paid events and, if yes, do you want visitors to be able to sign up and pay for events using the website?

They are not paid events. The calendar should allow visitors to sign up to attend information sessions on specific dates and times.

How many pages and posts are there on the current website?

Please review the website for posts and pages.

Will the content of the website be substantially unchanged? If substantial changes are expected, how will the updated content be communicated to the vendor?

The content will be updated and revised as part of the website redesign. Communications with vendors occur via phone, conference calls, and emails.

How frequently is the website updated? If content changes while the new site is in development, what is the mechanism for communicating those changes to the vendor?

Website will be updated bi-weekly on average. Communications with vendors occur via phone, conference calls, and emails.

What is the target date for deployment of the new site?

To be determined based on project plan with selected vendor.

Is a project schedule required as part of the Proposal?

No project schedule is required as part of the proposal but a timeline should be included in your approach to redesigning.

Section IV specifies that proposals must meet specific requirements found in WIOA and Title 2 Code of Federal Regulations. Can you provide links to those requirements?

<https://www.ecfr.gov/current/title-2> and <https://www.congress.gov/bill/113th-congress/house-bill/803/text>

Section V states that vendor must be available for in-person meetings. This could potentially be a significant portion of the project budget, and greatly disadvantages vendors who are not located in Los Angeles. Is it possible to relax this requirement to allow for online meetings using Zoom, Google Meet, or similar teleconferencing software?

Section V states "The successful bidder must be available for monthly or as needed in-person meetings, at its expense"; therefore, the costs should not be included in the budget. Most of the meetings will be online.

Exhibit 2 asks about experience integrating Salesforce CRMs. Salesforce is not mentioned in the requirements. Is this part of the project? If so, please identify the specific Salesforce integrations that are required.

We are requesting experience but have not included it as a project requirement as part of the redesign.

Exhibit 2 also requests a sample redesigned HTA homepage. The web design process requires upfront research, including an analysis of site traffic patterns, interviews with stakeholders, a review of the organization's existing marketing materials, etc. Without this groundwork, any attempt to provide a design sample for the HTA homepage seems like a shot-in-the-dark. What is the reasoning behind this request, and is it possible to eliminate it?

The sample redesigned HTA homepage is required to be submitted. Redesign the current homepage based on your review of the website.

Exhibit 3 asks for the cost to update and maintain the website content. Are content changes the responsibility of the vendor as part of the support agreement, or are they the responsibility of HTA staff after training? If the vendor is responsible for content changes, what is the frequency and volume expected?

Some content may require the vendor to complete, and some may be completed by HTA. Frequency for vendor may be monthly on average, but it depends on the needs of HTA.

Regarding ADA/508-compliance, have you identified which level of WCAG conformance is required?

Each bidder may incorporate into their proposals the level of WCAG conformance which they suggest, so long as all bidders meet the minimum Section 508 requirements under the law.

Will you require a manual accessibility audit and/or ongoing accessibility monitoring?

A manual accessibility audit is outside of the scope of the RFP.

The RFP requires a resource library. Can you describe specific functionality the library should handle (eg, images, videos, pdf's)?

Images, videos and pdfs would all be needed for the website.

Does the project include website content copy writing?

Copy writing is outside of the scope of this website RFP.