

Allegheny County
Department of Human Services
Request for Proposals Q&A
RFP for Digital Platform Design and Development Support

February 7, 2019

1. Can companies from outside the USA can apply for this?

Yes.

2. Will we need to go to DHS for meetings?

While specific issues may require occasional on-site meetings, DHS expects that the majority of meetings could be held remotely.

3. Can we perform the tasks (related to RFP) outside the USA?

Yes.

4. Can we submit the proposals via email?

We accept Proposals only via email. Please see "Section 4: How to Submit a Proposal" in the RFP for more information.

5. Are you open to another solution then WordPress?

Yes, our preference is WordPress, but we will consider any CMS with comparable characteristics. Please see page 8 of the RFP.

6. Would this RFP consider vendors who are not locate close by?

Yes.

February 8, 2019

7. How many companies have been invited to respond to this RFP?

This is not a closed solicitation. Proposers do not need to be invited to submit a Proposal. In order to generate as much interest in the RFP as possible, we distributed the RFP announcement to many companies.

8. What criteria did you use to determine which proposers to invite to respond?

See question 7.

9. Would we be able to talk with any members of the Evaluation Committee or other stakeholders before submitting our response?

No. We cannot engage in any discussions with potential Proposers during the solicitation phase. All communication about the RFP must come through DHSProposals@alleghenycounty.us, and responses will be posted in this Q&A document.

February 11, 2019

10. Is it acceptable to include a cover letter in our response?

No, do not send any attachments other than what is specifically requested in the RFP and Response Form.

11. Can you briefly describe your business model? What role do you want this site to play in your business (automation, lead gen, education, etc.)?

We are a local government agency that provides services to vulnerable populations in Allegheny County. The objectives of the two immediate projects are further described in Section 2 of the RFP; broadly, they are a way to share information in an accessible location. In the case of the Client Experience website, it is a) a way to create a search-driven, self service environment for users to access information about human services and b) an entry point to other applications and data pertaining to human service delivery and usage.

12. Does the design of the two new websites include new logos, brand guidelines, tone and imagery? Will that be provided by the start of the project?

The Successful Proposer(s) will be provided with Allegheny County DHS brand guidelines at the start of the project, which should be kept in mind for both. Although they don't have to be strictly adhered to, the new sites should look related to other DHS digital properties in some way.

13. What new opportunities and promotions will you be using to drive users to the new website? Is there an opportunity for the winning bidder to help develop these additional elements and programs?

We recognize it will be necessary to promote these new sites in order to drive traffic to them and would consider working with the Successful Proposer(s) on ways to do this. If you would like to include these activities in your proposal, please include general estimates for promotional support activities in your proposed budget.

14. The RFP refers to content strategy, does it also include content development, photography or video services to create fresh content to support the strategy?

We have internal staff who can develop content (copy, photography, video) based on the Successful Proposer's(s') recommended strategy.

15. What are your requirements around GDPR and the California Consumer Privacy Act? We recommend all new site builds adhere to privacy rules set forth in these policies to protect the organization from future implications.

We are not subject to either of these laws. However, building to those standards is acceptable to the extent they meet or exceed the requirements we must follow as a HIPAA-covered entity.

16. Does the initial proposal include both Phase One and Phase Two? If not, is Phase Two work to be considered part of the Ongoing Maintenance?

Please include both phases of development for the Client Experience Website in your proposal.

17. On page 5, RFP References a list of requirements in Appendix A, already defined for the Client Experience Website. Appendix A only contained mock-ups. Will we have access to the other items mentioned? (User and stakeholder research, content strategy, and wireframes)

Yes, the Successful Proposer(s) will gain access to all of the work that's been done on the Client Experience Website to-date.

18. Do you require each vendor provide a proposal for each website? Do you prefer that one vendor handle both? What if we only want to bid on one?

No, you are not required to include a proposal for both websites. Each project (Client Experience Website, Hello Baby Website, and Ongoing Design and Development Support) will be scored separately. No additional points will be given for proposing more than one project. Please see the RFP Response Form for more details.

19. You mention \$500,000 for both sites. Can you please break that down between the 2 sites? Does that include ongoing site maintenance?

The \$500,000 budget does not include ongoing maintenance. For ongoing maintenance we ask that Proposers provide an estimate for costs associated with the Client Experience and Hello Baby Websites as well as a rate or other methodology associated with design and development of future websites and applications.

We do not have a set amount in mind for how much of the \$500,000 will be spent on each website; the final amount spent on each will depend on the budgets submitted and negotiated with the Successful Proposer(s). For each website that you are proposing, please provide a detailed budget and budget narrative that clearly explains and justifies all costs.

20. You mention a MWDBE waiver, where exactly can we find that? Do we lose points here if we are not able to meet your MWDBE goals?

The MWDBE Participation Statement, Contact Information form and Waiver Request form are available on our website at www.alleghenycounty.us/dhs/solicitations under the gray bar labeled "Required Documents." The Required Documents section has MWDBE resources including a guide for completing the documents. Please note that if requesting a Waiver, you must still complete the Contact Information Form and the Participation Statement.

The MWDBE documentation is not scored. Allegheny County's MWDBE Office reviews Proposals prior to a contract award, and Proposers must demonstrate a good faith effort at helping to meet Allegheny County's goals of 13% MBE contracts and 2% WBE contracts.

21. You mention providing audited financial statements or tax returns. Because we are a private company, we don't typically provide that information. Is this a disqualifier?

You may submit other financial documentation that attests to the financial health of your organization. Please note that if selected as a Successful Proposer, providing financial documentation is a requirement of contracting through Allegheny County.

22. How many vendors have received this RFP? Do you currently work with a website vendor now and if so, will they be responding?

Please see question 7 above. We do not currently work with a website vendor.

23. What are the top 2-3 Key Performance Indicators (KPIs) for a successful website redesign (for each site)?

For Client Experience portal:

- Awareness: Website traffic (also a corresponding increase in traffic to the applications and sites the portal links to), Search engine rankings
- Advocacy: Social media shares

- Pages view per session (how helpful and compelling is our content?) in conjunction with bounce rate and average session duration
- Client Satisfaction: (through analytics and other qualitative ways) what do users think of the UX?

For Hello Baby website:

- Awareness: Website traffic, Search engine rankings
- Advocacy: Social media shares (since this site will be full of helpful resources for parents / caregivers)

24. What are the top 2-3 critical tasks a user should be able to accomplish easily on the new website (for each website)?

For Client Experience portal:

- Find the information they seek about a specific program or service (search should return only relevant results)
- Leave the site with actionable next steps
- Understand how to quickly and easily provide feedback

For Hello Baby website:

- Identify the parenting / caregiver resources in Allegheny County relevant to their child and family
- Understand offramps to get additional assistance

25. Do you have any existing usability test results, usage statistics (from Google Analytics for example) or user research?

User research for the Client Experience portal included focus groups, interviews and participatory design sessions with DHS clients and other stakeholders. A report was written summarizing these findings and that report will be shared with the Successful Proposer. Usage statistics for the [DHS pages](#) on the Allegheny County website (currently the only way users can find information about DHS programs and services) can be accessed and shared with the chosen vendor.

No user research has been done for the Hello Baby website.

26. Do you intend to acquire email addresses? Do you intend to send communications such as a newsletter or program updates?

We would like to collect email addresses for both the portal and the Hello Baby site so that we can create a communication channel with users who would like to subscribe. We aren't certain at this point what that communication might be (for example, we could segment Hello Baby subscribers by age of child and send relevant resources and information to them).

27. Do you have a tentative launch date for either or both sites? Which is the priority to launch first?

The Client Experience Portal launch does not coincide with a specific event so launch date has yet to be determined. The Hello Baby website is part of a larger initiative so the launch will likely coincide with other components of that project. Unfortunately, we do not have confirmed dates yet. We will work with the Successful Proposer(s) to establish timelines for both sites.

28. Throughout the RFP, there are references to only Front-end development. We are making the assumption that also includes the associated back end work such as site infrastructure, environment set up, CMS installation and configuration, database design, Data architecture and API integrations. Is that correct?

DHS will host the sites. DHS expects the Successful Proposer(s) to assist and guide in the installation and configuration of any suggested CMS, with the intent that DHS would eventually maintain this installation. DHS expects the Successful Proposer(s) to implement or assist with API integrations as necessary. DHS has the means to provide any of the other technical services but will consider proposals that include these services.

29. Page 10 of the RFP mentions Hello Baby Site and data hosting will be managed by DHS. Assuming the same is true for the Client Experience Site. Page 8 of the RFP mentions the need for unlimited traffic, bandwidth and storage. If DHS provides hosting, they will need to have servers that meet these requirements.

We have the capacity to host these sites.

30. Page 7 of the RFP mentions ability to participate in surveys and other feedback opportunities. Are these existing tools or will they be new builds?

We have existing tools that we are planning to use but may be interested in building new features in the future.

31. How frequently do you anticipate content and functionality changes for the Client Experience website?

We're seeking CMS solutions for both the portal and the website that make it easy for non-coders to update content.

32. How frequently do you anticipate content and functionality changes for the Hello Baby website?

We're seeking CMS solutions for both the portal and the website that make it easy for non-coders to update content.

33. As part of the need for universal resources, is DHS considering a Chatbot or Live Chat as part of the Hello Baby implementation?

We have considered the integration of a ChatBot or Live Chat for both the Client Experience portal and the Hello Baby website.

34. The scope is just for the public websites not customer portal, correct?

Current and former DHS clients should be able to log in to the Customer Experience website to access their personal service history and other data.

35. How open are you to modifying your existing wireframes and site design concepts? Who created these deliverables?

They were created internally. We will share research and insights related to the Client Experience portal with the Successful Proposer, which provided the foundation for current wireframes and design. We are open to collaborating on modifying them.

36. What is your expected completion date for both sites?

See Question 27 above.

37. Is there a main point of contact for the projects? Who will we be working with?

During the solicitation process, all communication about the RFP must go through DHSProposals@alleghenycounty.us. The Successful Proposer(s) will work with internal DHS staff on the Technology and Communications teams.

38. Are there any API integrations that will need developed with third party systems? If yes, can you please list all that apply?

While we anticipate that integrating third-party APIs will likely be necessary for both websites, we do not have a complete list at this time.

February 12, 2019

39. How is content managed now on the site. Centrally or through various content authors?

If you're referring to the current [DHS pages](#) on the Allegheny County website, the portal is not intended to be a redesign. It will be a new and distinct digital property. The proposed CMSs for both the Client Experience Portal and Hello Baby websites should allow for multiple content authors.

40. Regarding the Requirement to Access Personal Information on Page 7 of the RFP (if they are a current or former DHS client) – is there a third-party platform being used for authentication and storage of personal information? What are the security requirements around integration?

There is a 3rd party platform in use that will manage user authentication, authorization, and storage of personal information. The Successful Proposer(s) should simply provide a link to this platform's login page.

41. Page 7 of the RFP mentions enabling current DHS clients to log into an existing application. Do these applications require additional authentication, will it be single sign on functionality along with access to personal information, or will this link users to external sources that require no integration into this site?

Please see Question 40.

42. Can you say more about how you expect to use survey and feedback tools (mentioned in Question 30)?

We would like the Client Experience website to utilize a mix of its own feedback tools to make it easy for users to share what they have learned from their human services interactions and to learn from the experiences of others, as well as utilizing (linking to) additional tools we already use, such as Neighborland and Qualtrics, for more targeted feedback campaigns.

February 15, 2019

43. Is the client experience website meant to replace the DHS section of the existing county website?

No, it is a new and distinct digital property.

44. Google has about 500 pages and 214 PDF files indexed in DHS part of the current site. Does that sound right?

It does. There is a lot of content on the DHS pages of the Allegheny County website. In preparation for building this portal, we intend to do a content audit to determine a) what content will more appropriately be found on the new portal b) what content is either out-of-date or no longer relevant and c) how can we revise content to be more web-friendly (SEO, etc).

45. What percentage of that existing content do you expect to migrate to the new site?

50-60%. Any content related to programs and services will be accessed by users through the portal. We are not interested in duplicating content, but will have to account for users who might still go to the DHS pages of the County site to find information.

46. Please expand on the what you are thinking with the "Share their experiences..." requirement. User generated content brings with it a bunch of challenges around managing and maintaining that content, particularly in a situation where PII may be involved. What are your concerns about that risk with people submitting stories, etc. that could be personally identifying?

"Share their experiences" is representative of a ratings and reviews mechanism we want to make available for DHS clients. We are not married to the idea. We hope to work closely with the Successful Proposer(s) on thinking through how this could best work, recognizing that managing and maintaining user-generated content brings challenges.

47. Does the county have an archive of high quality, interesting imagery that we can draw on for the site design?

Yes, we will share photography and video content with the Successful Proposer(s).

48. What is the preference for Wordpress based on? Your CMS requirements are arguably more indicative of Drupal.

While the two-step publication process for Drupal and WordPress is equal, we prefer WordPress because of the ease-of-use of authoring posts or pages. Drupal requires more development upkeep and we want non-coders to be able to quickly and easily update content. As indicated in the RFP, we will consider comparable CMSs.

49. Please provide some parameters about the size / scope of the Hello Baby website. There is no data in the RFP that we can use as the basis of an estimate.

We have not done research for this site yet so it is difficult to determine user needs and expectations, which would dictate the size and scope of the site. Please include a Discovery phase for this website in your estimate as well as estimates for the design and development of a website based on number of pages and page types.

50. How many user types (editor, admin, writer, etc.) will you need in each site?

User types for both sites will include: Administrator, Author, Editor

51. Please describe the editorial / publishing workflow needed for each site.

There will be an editorial calendar established. Users in the Author group will create content and set status ("Draft" or "Pending Review" for example). Administrators will be notified when content is ready to be reviewed and then a series of actions must be taken by the Administrator(s) (correct category selected, correct tags added, etc) before content can be published.

52. Can we expect to get an export of content from the existing DHS site, or should we plan on a manual cut and paste migration effort?

Since much of the existing content that will be migrated to the Client Experience portal will need to be modified, assume a manual cut and paste effort.

53. Can DHS confirm that there will be 2 distinct URL domains?

There will be two distinct url domains (one for the Client Experience Portal and one for Hello Baby).

54. Does the (new) DHS domain completely replace <https://www.alleghenycounty.us/human-services/index.aspx> ?

No, <https://www.alleghenycounty.us/human-services/index.aspx> will remain and contain other content.

55. What 3rd-party integrations are included?

See Question 38, above.

56. Will design be completely shared between the 2 sites? Partially shared?

See Question 12, above.

57. How many people will be administering content?

No more than 10 Authors / Administrators for the Client Experience Portal and fewer for the Hello Baby site (2-3).

58. Will content be re-written, or are there plans for content migration? Will the chosen vendor be expected to respond to either/both of these options?

Content will be modified. While we do expect to collaborate with the chosen vendor on a content strategy, there are copywriting, design and video production resources within DHS.

February 22, 2019

59. If not prototype, do you have any reference website or wire-frame available for Hello Baby website?

Please see Question 49, above.

60. Regarding design and development support for potential future projects, will the projects be of similar nature or different? Some info on this would be helpful.

We don't know what our future design and development needs will be. If you are submitting a Proposal for Ongoing Design and Development Support, in addition to estimating ongoing maintenance needs for the two websites described in the RFP, we are looking for your general experience, ability, and capacity for any digital platform design and development project.

61. Where can we locate all HIPAA requirements?

Please review the standard Allegheny Count contract terms and conditions in the "Required Documents" section of our Solicitations webpage ([https://www.alleghenycounty.us/Human-Services/Resources/Doing-Business/Solicitations-\(RFP/RFQ/RFI\).aspx](https://www.alleghenycounty.us/Human-Services/Resources/Doing-Business/Solicitations-(RFP/RFQ/RFI).aspx)). Compliance with HIPAA is described in Section 5 of Paragraph 29 of the Incorporated Standard Federal Terms and Conditions.

62. What exactly is required to be presented in 'Knowledge of public sector organizations'?

If you are referring to Item 5 in Part A of the Response Form, "Describe your knowledge of and/or experience with public sector organizations," we are asking for your experience working with governmental entities, or if you don't have that experience, an understanding and knowledge of the ways working with these entities is different than working with private companies (different challenges faced, etc.).

63. Do you have an incumbent agency or someone in mind for this project?

Please see Question 22, above. We do not currently work with a website vendor and we do not have anyone in mind.

64. To what agencies did you distribute this RFP? Have you worked with any of those agencies in the past and would these agencies receive any preference for this opportunity?

Please see Questions 7, 8, and 64 above. No one will receive preference; all Proposals will be evaluated on the criteria outlined in the RFP.

65. Your RFP contains detailed compositions for the site and mentions work that has already been completed. We also notice that your scope of work is very detailed and clearly reflects a process used by agencies. Who completed this work for DHS and what relationship do they have to this RFP?

We worked with a design consultant on user research for the Client Experience portal. As stated previously, agencies we have worked with in the past will not be given preference for this opportunity. The scope of work was completed by internal DHS staff members with previous experience working at agencies and in technology roles in the private sector.

66. Will MWDBE participation be awarded if we select a partner who is currently certified with the Eastern Minority Supplier Development Council and/or certified with the PA Department of General Services Small Business Contracting Program?

Allegheny County is part of the Pennsylvania Unified Certification Program; other MWDBE certifications are reviewed and accepted by Allegheny County's MWDBE Office on a case-by-case basis. Please review the "MWDBE Response Checklist"

(<https://www.alleghenycounty.us/WorkArea/linkit.aspx?LinkIdentifier=id&ItemID=6442456451>),

available in the "Required Documents" Section of our Solicitations webpage for more information. You may also contact the MWDBE Office directly with further questions; see their webpage for contact information: <https://www.alleghenycounty.us/mwdbbe/contact/index.aspx>.

67. Where is the personal information referenced in "Access their personal information" stored? Is it a third party system that we are simply linking away to or iFraming into the site? Or will that require API integration with some back external system? If the latter, please provide more detail on the integration needs.

Please see Question 40, above.

68. Will the search form need to search the entire alleghenycounty.us domain, or just the new DHS site?

The search form will need to search the new Client Experience portal.

69. Please describe the size and experience of your internal web development team. What experience do they have with Wordpress and Drupal?

We have a small team of developers with front-end and back-end expertise. All have varying degrees of experience in WordPress and Drupal.

70. Are there any multi-lingual requirements for either site?

No.

71. Please describe all integrations with other sites or data sources more complex than an iFrame or embed code.

Please see question 38, above.

72. Would you describe the content in the current DHS site as structured, with consistent separation of content and code?

The Client Experience portal will be separate and distinct from the current Allegheny County site (with DHS pages). While topics and subject matter that appeal to our target audience will be migrated to the portal, content will likely be modified.

March 1, 2019

73. How much of the \$500,000 budget is designated for Client Experience website vs. Hello Baby website?

See Question 19, above.

74. Are you interested in a formal requirements phase or do you want us to build upon information provided in the appendix? By requirements phase we mean an initial 2+ hour meeting with our two teams to discuss goals, objectives, audiences, requirements, etc. for your new website.

See Questions 9 and 37, above. We cannot communicate with Proposers outside of the formal solicitation process. Please submit your Proposal based on the information in the RFP and in this Q&A. As described in Section 5 of the RFP, after initial evaluation of Proposals, we may shortlist Proposals for more extensive review. In that case, we may invite Proposers to give a formal oral presentation and engage in further discussion with the evaluation committee.

75. On the MWDBE Contact Information Form, what is the Spec Number and Spec Title?

The Spec Title is the title of the RFP ("RFP for Digital Platform Design and Development Support"). Leave the Spec Number blank.

76. On RFP page 7, you list the requirement for Users to be able to document their experiences online and to be able upload videos and photos about their experience. Several questions surround this requirement for us:

a) We expect that this requires authentication/login and should not be anonymous. Is that the expectation? That has not been decided. We will be looking to the chosen vendor to help us determine the need for authentication/login based on the type of experience documentation solution we choose.

b) Does DHS staff require control to review and publish this information or should it be automatically published by the end user? That has not been decided. We will be looking to the chosen vendor to help us determine the need for authentication/login based on the type of experience documentation solution we choose. We understand there will be a need for content monitoring regardless.

c) In the RFP Q&A you indicate that a 3rd party platform manages user authentication, authorization, and storage of personal information. If a user uploads their story should it be tied to this 3rd party authentication somehow?

The 3rd party platform you reference (ClientView) houses information related to current DHS clients and their service involvement. We have not yet determined if / how we will enable users who do not have a ClientView login to share their stories.

d) Should end users be able to update their experiences once they are submitted or will the rule be that once they are submitted they are done?

Once an end user has shared their experience, they are done. Although users can share multiple stories / experiences.

e) Should DHS staff have the option to publicly make response to reviews that are made public?

Yes, DHS staff should have the ability to publicly respond to reviews.

f) Should end users be able to save drafts of their experiences and come back and update them before they are ready to submit them?

No, this is not necessary.

77. On RFP page 7, the ability for users to share their experiences is listed to be in Phase 1 but on page 9 it is implied that users sharing their DHS experiences is a future feature--is this feature supposed to be included in the proposal or not?

Since we have not determined what solution(s) we'll be using to capture and share users' experiences, this functionality could be Phase 1 *and/or* a future feature. Proposers should include their recommendations for a solution in their proposals as well as an implementation timeline (if this functionality is phased).

78. Contact management, subscriptions, and sending information to clients is mentioned in both the RFP and Q&A but is not listed as an explicit feature as far as we can see. Is that a separate future project at this point or do you already have these capabilities in place?

If not, we expect a lot would have to be considered for either building this or integrating something. For example, users would have to be able to control the subscriptions/notifications they receive from you per anti-spam laws and this means notification on/off capabilities in their profiles would likely be required. If you have granular notification categories you would need granular on/off or on/off for all functionality per user.

Would you want to control email sending through a 3rd party CRM which offers you email tracking and some automation? Do you have these capabilities in place currently? Would this need to be integrated?

Yes, we would want to control email sending through a 3rd party CRM with tracking and automation. We currently use Constant Contact for bulk emailing, but have not implemented a true CRM.

79. On RFP page 7, it is documented that the site should allow users to submit a concern or question about a DHS service they are receiving and under phase 1 it says clients need a simple way to register complaints or concerns. Do you envision a "contact us" type form here? Would you like for it to be integrated into a current "contact us" that exists? Do you expect this to be email based? If not email based, what are your expectations? Do you expect anonymous users to be allowed to use contact us? Do you already have existing functionality and infrastructure in place for this?

Currently, users on the Allegheny County are driven to the [Director's Action Line \(DAL\)](#), a dedicated staff equipped to address DHS-related questions and concerns and make referrals to partner organizations. Users can contact the DAL via phone, text or email. The current [DAL form](#) enables users to email a general comment or concern. While we expect DAL specialists will continue to field questions or concerns, we will consider different mechanisms for users to submit them.

80. Was WCAG/ADA considered as part of your initial UX design work and collaboration? WCAG and ADA can influence designs quite a bit.

Current mockups are preliminary and representative of content hierarchy. We expect that the Successful Proposer will take WCAG/ADA into consideration when proposing designs.

81. Are we able to confirm that partner sites or other sites you might own and intend to utilize are not expected to be redesigned to have the same look, feel, and behavior as the new sites will have as part of this project? Is this something planned for the Ongoing Design and Development Support?

Confirmed, no other sites will be redesigned to match the new sites, nor do we anticipate this being a project in the future.

82. RFP page 8 says, "Some things Proposers should consider include: Insights derived from one-on-one interviews and participatory design sessions were the basis for wireframes and mock-ups." Does this mean that the proposer should assume all thoughts and plans are captured in the previous wireframes and mockup or that the proposer should revisit and review those wireframes and mockup with further one-on-one interviews and group design sessions?

While we did undertake some Discovery for the Client Experience site, we expect that Proposers may want to revisit and review current wireframes and mockups with further one-on-one interviews and group design sessions. Proposers should include a budget for a research in their proposals as a separate line item.

83. Will the Client Experience Website be replacing any current content on the DHS site or will it act just as a standalone "front door" to the existing site?

Please see Questions 43, 45, and 72, above.

84. Is the Hello Baby site intended to be standalone or integrated onto the existing DHS sites?

It will be a new, standalone site.

85. Do you have any concrete information on additional integration with any other tools or sites that you use currently, aside from anything that would just be linked?

We do not currently have this information. Please see Questions 38 and 71, above.

86. What is to be expected and assumed from the current DHS staff from a collaboration standpoint during design, development, testing, and deploying stages?

Proposers should expect to collaborate with DHS designers, developers, content strategists, writers, etc. at all stages of the project.

87. Do you have a current SEO design and framework in place for things like keywords, page mapping, optimization, and sitemaps that we would be required to adhere to or is there flexibility for us in this design?

There is some flexibility here, although we have done keyword research, which we will share with the Successful Proposer. This must be a coordinated effort with DHS staff.

88. What is the budget that should be assumed for Ongoing Design and Development Support?

We will consider all proposed budgets for Ongoing Design and Development Support. Please make sure to provide a budget narrative that clearly explains and justifies all line items. See Question 19 above.

89. Are there any known admin or reporting requirements that must be built into the site -e.g., like being able to see, update, or hide customer's experiences or reporting on survey results through an admin login and screen that is for the DHS support team?

We don't anticipate needing a separate admin and log in screen for the DHS support team.

90. Are there any detailed technology constraints, based on the technical skills of your current support team, or is this open to anything that is compatible with Azure? For example: are you OK with Java and Angular or do you require .NET/C# and ASP/jQuery or REACT?

We would be open to considering solutions that are implemented in technology that is not currently in our technology stack.

91. What are the tech stacks being used across the existing DHS sites currently?

We are mostly a Microsoft and Oracle shop today. That being said, we would be very open to considering solutions that would be agnostic/different from our current technical stack. If your solution would need to integrate with existing DHS sites, we would expect the integrations to be enabled via industry standard methods.

92. Are you currently using Azure for your dev, test, database and production environments that we'll be integrating and deploying to or does that infrastructure all have to be figured out as part of this project?

Yes, all environments will be hosted on Azure at minimum in an Infrastructure-as-a-Service (IaaS) model. Other Azure-compatible models, such as Platform-as-a-Service, may be proposed for consideration.

93. Do you have continuous integration or deployment mechanisms that exist with your current cloud provider and DHS sites?

All current custom source is managed within Team Foundation Server (TFS), which supports some aspects of continuous integration. We are not as mature with continuous deployment capabilities today.

94. The 500K budget is only for the proposer's time, and does not include the Azure and related solutions (CMS, video & photo storage, search, etc.) and ongoing subscriptions and expenses associated with those services, is that correct?

This is a correct assumption.

95. It is mentioned that only front end development is needed for this project, but many of the requested features will likely require back end development - you indicate you are OK with that possibility earlier in the RFP Q&A, but something like the document-experiences-feature will likely require custom code in the back-end, especially if you want drafts and review/approval functionality. Is that something that would be acceptable and workable?

Yes, we will consider Proposals that include this.

96. On RFP page 9, it states that, "...proposer must provide certain ongoing enhancements that require updates to the application code." What are the expectations here and what does this mean exactly and is it intended to part of the Ongoing Design and Development Support?

Yes, the efforts to maintain and enhance the application as needed should be considered as part of the "Ongoing Design and Development Support"

97. What do you like and dislike about the current website?

Please note that this RFP is not for a redesign of the existing Allegheny County website, but for two new and distinct digital properties (see Questions 43 and 84, above). Please review the RFP for our requirements for the new websites. See also Questions 23 and 24 above for top KPIs and critical tasks for the new websites.

98. Is the Chat Box AI (Artificial Intelligence) or guided chat with actual human?

See Question 33. We have considered the integration of AI or live chat for both websites and are open to Proposals for either.

99. In the Award details, you suggest that proposers should estimate costs associated with ongoing support/enhancements associated with ongoing support/enhancements as well as a general rate for design/development of future projects.

a) How would you like us to estimate support and enhancements?

Please use whatever method you think is appropriate. We are interested in seeing how Proposers estimate this.

b) Do you have any idea of the hours or support required on similar past projects?

No, we have not done a similar project before.

c) Do you see both projects being of similar size and needing the same level of support?

Since we have not done research for the Hello Baby site yet, we are not able to say how the size or scope will compare to the Client Experience Portal. See Question 49 above.

100. In the first paragraph of Section 1, you mention SMS, social media analysis, transforming public input and experimenting with rating systems.

a) What kind of successes have you had in past projects with public input, social media, or ratings?

We've been experimenting with a public planning platform called [Neighborland](#) as well as an SMS review feature. While social media accounts have been active for years, we just recently enacted a content calendar and began to look at analytics to inform a strategy (Facebook, Twitter, LinkedIn). We expect that Proposers will include suggestions for promoting the Client Experience portal and Hello Baby website in their Proposals as it will be critical to driving initial traffic to these new sites.

b) Was this the kind of data that informed the proposed designs?

We conducted interviews and focus groups with clients and internal stakeholders. We also looked at Google Analytics as it relates to relevant content on the current DHS pages of the Allegheny County website. In addition, we analyzed [Director's Action Line](#) inquiries from clients and the community to determine frequently asked questions and most-often-expressed concerns.

c) Are new tools required to take this kind of information gathering further?

That has not been decided. We are looking for the chosen vendor to make recommendations once we have chosen a ratings / reviews platform.

101. In Section 2a you state the following: "Share their experiences with human services organizations in Allegheny County and read about others' experiences. We are looking for something beyond a

ratings and reviews feature and envision this as something more experiential. We want clients to have a platform to post and search various types of content (videos, photos) to tell their story or read others' stories.

a) We're assuming users must log in to enter information, do they also have to log in to read information?

No.

b) What are the plans and tools required for moderating these posts? It's likely that many would be extremely negative and possibly even offensive to other readers.

See Questions 46 and 76, above.

c) Do you see this as a standard "forum" in WordPress - using a plugin like Buddy Press? Or do you have a different intention?

See Question 76, above.

d) Are there limits on the content users can upload? Like size of the video or the number of photos?

See Questions 46 and 76.

e) What do you envision beyond a rating system and the ability to add text, video, and photos?

See Questions 46 and 76.

102. You say that you want to "encourage responses to surveys and other types of information gathering (e.g., Neighborland)."

a) Will all surveys and other information gathering be outside services (e.g., Neighborland, or will some methods be included as part of the website?

See Questions 30 and 42, above.

b) How do you intend to handle ratings? Do you use multiple services? Do outside services have an API to bring the data into one database for reporting?

We do not currently have a rating or review mechanism in place. We will look to the Successful Proposer for recommendations.

103. In Section 2a, you say you want users to be able to "quickly and easily find programs and services by program name, service type, population, and location."

a) Are these going to be WordPress pages, updated manually by staff with a search and a good menu to aid users?

Yes, this is a potential approach during Phase I.

b) Or are you envisioning a database added to the website that allows users to sort and filter by name, service, population, and location.

This is the eventual goal.

c) Is this data already in a database that the website would be accessing?

We don't have all services in a database today that are easily searchable

104. There was no real mention of reporting requirements in the RFP.

a) In addition to Google Analytics, what kind of reporting do you require? Do you require reports and recommendations on a monthly or quarterly schedule?

Reporting functionality would serve to support various different business use cases and needs. We will explore these needs with the Successful Proposer

b) What kind of useful data do you expect to collect from the website, ratings, forums, etc?

Website usage, capturing user's experience and success in using the site(s). We look forward to working with the Successful Proposer to further define this requirement

c) Tools like Neighborland have API connections. Would you be collecting that data for reporting?

Potentially, yes.

105. Would you require a ticketing system of some sort where users can put in a "trouble ticket" that gets routed to an agency for a response?

We would not need a ticketing system, but would require a way for users to submit feedback, and potentially integrate that feedback channel with our existing ticketing systems and processes.

March 4, 2019

Section 1; pg 6

106. Can you provide a current DHS Syntax dictionary and list of acronyms?

We do not have a document like this; all acronyms and terms of art used in the RFP are defined in the RFP.

107. Please define client "basic needs."

In the human services field, "basic needs" refers to needs like shelter, food, transportation, and healthcare. You can read more about DHS programs addressing basic needs on our website: <https://allegHENYcounty.us/Human-Services/Programs-Services/Basic-Needs.aspx>

108. Please identify any agreements with local entities; hospitals or other providers?

We contract with hundreds of local entities for service provision and data sharing, among other purposes. Specific information about these contracts will be shared with the Successful Proposer(s) as necessary.

109. Please identify current social media accounts (FB, Twitter...etc)

Facebook: <https://www.facebook.com/ACDHS/>

Twitter: <https://twitter.com/acdhs>

LinkedIn: <https://www.linkedin.com/company/allegHENY-county-department-of-human-services>

Vimeo: <https://vimeo.com/acdhs>

110. Please elaborate about a family's "lack of basic resources"

See question 107.

Section 2a; pg7

111. Does your texting service exist apart from a website; please confirm requirement would be to post reference number on website only?

Current texting capability and service is separate from a specific website. Initially we would only require reference numbers to be listed on website.

112. Please define “DHS clients” and how is web traffic cantoned to Allegheny County only?

DHS clients are all individuals who receive services provided by DHS or by one of our contracted providers. The current Allegheny County site (containing pages dedicated to DHS content) is a public site. Traffic is not delineated.

113. How/where is current client information stored?

See Question 40, above.

114. What is current access/retrieval metric (avg timelines)?

This information is not relevant to the scope of this RFP.

115. Is the referenced DHS Director’s Action Line online or via telephone?

Users may contact the DAL via phone, text or email. See Question 79, above.

116. Please identify existing applications that you’d want to be accessed by current DHS clients

DHS clients and authorized DHS staff can currently log in to [ClientView](#) to access personal information regarding their service history. ClientView should be accessible as a link from the Client Experience portal.

117. Is Client Experience Website Phase II objectives expected as part of extended services bid? Ie: Not a deliverable for Client Experience Website now?

See question 16, above.

Section 2a; pg8

118. Would you please provide reports/findings/data derived from one-on-one interviews & design sessions?

We will share these materials with the Successful Proposer(s). See Questions 17 and 25, above.

119. Do you have any preferred designs/content for existing pages? Or ones that have tested more favorably that you’d like to carry over?

See Question 12 above.

120. How do you define “scaling to large sites and collections of sites?”

Any solution we consider should be solidly designed and scalable from the outset. We do not want to have to re-design core architecture to account for large increases in traffic or integration with a CRM, for example.

121. Assume 24/7 support is by Subject Matter Expert admins and IT staff for tech?

24/7 support refers only to the Content Management System vendor’s technical support.

122. How do you define “strengthen affiliations with partner organizations?” What metric gets you to this conclusion?

DHS has relationships with many partner organizations for services. Our goal is to create a website that enables users to intuitively find the services they seek and connect with DHS’s partner organizations as necessary. We currently do not have a quantifiable metric for this. See also question 23.

Section 2a; pg9

123. Accessible to “all users” implies smart/mobile phones, tablets, PC’s, laptops only? (confirm)

Yes, but “accessible” also includes meeting the needs of people with disabilities.

124. You ask proposers to be able to assist with future features—does this assume proposers will bid the continued work, or is this capability mandatory for bidding the design/build of the websites?

See Question 96, above.

Section 2b; pg9

125. Are all printed materials already digitized? What is the size associated with these files for transfer/storage/processing...etc? (assuming you have appropriate Azure capacity to permit) Pls confirm.

Yes. They are all different sizes. Only a small number of them are large files, which could be easily scaled down to accommodate speed needs.

Section 2b; pg10

126. What will staff provide? Can you provide samples of the data they might include in addition to the areas with which you will need assistance?

See questions 14 and 86.

127. Please provide current logo for Hello Baby? Or, is the logo design a part of the proposal?

There is no current logo. See Question 12.

128. Please elaborate about “those with a disability can use it”—blindness? What are the specific disability requirements?

As referenced in Section 2 of the RFP, Websites must comply with Section 508 – 2017 Refresh (incorporates WCAG AA) to ensure content is accessible to all users.

Section 4; pg12

129. Will you accept a cVe certification of SDVOSB for the MWDBE documentation requirement?

See Question 66, above.

Section 6.2; pg16

130. Please elaborate requirements for HIPPA compliance.

See Question 61, above.

Other questions (general)

131. Are there any key terms that are a public liability for you NOT to rank for?

None we are aware of at this time.

132. Is there storage or transmission of medical records? Please specify where HIPAA compliance becomes mandatory.

DHS is a HIPAA-covered entity, and the Successful Proposer will be designated as a Business Associate. All client data must be treated as PHI.

133. Is any of the data you deal with classified? Are any of your networks classified?

No, although privacy and confidentiality are of utmost importance to us.

134. Please expand on the feature requirements; such as, will there be a need for user roles and membership registrations?

In regards to publishing content, user types for both sites should include: Administrator, Author, Editor. Future phases of the portal may include features enabling users to create profiles and login to manage content.

135. Is there any e-commerce expected?

No.

136. Is there any type of marketing automation that's needed?

Not at this time, but may consider marketing automation tools in a future phase.

137. Is there any type of report generation required?

We look forward to working with the selected vendor to document functional requirements, some of which might need to be supported by report functionality.

139. Is there a need for Copywriting, branding, and related content development?

See Question 14 above.

139. Explain about the text messaging integration that's mentioned in the RFP. Is that a service that's bolted on?

DHS currently has text messaging capability, but have not launched this capability to scale yet. We would be open to growing this current implementation or considering other approaches.

140. Is there any current or expected new data that's needed to be consumed through an API?

See question 38, above.

141. Are there any services, products, systems, etc. that's needed to be integrated with?

See question 38, above.

142. Would you please identify and grant us permission to contact other companies or service providers involved in the project?

There are no other companies or providers involved in this project.

143. Is technical documentation a required deliverable?

Not at this time, but potentially required in the future

144. Is there a chain of command for authoring and deployment of content? What are “must haves”?

See Questions 39, 51, and 57, above.

145. Is disaster recovery (COOP) a priority?

Business Continuity plans will be developed as part of the implementation phase. Certain elements of business continuity will be built into the Azure cloud infrastructure, and any third-party software or tools hosted outside of our domain must have sufficient DR/BC controls in place.

146. Are there any specific technical, creative, or content requirements?

We have listed all requirements in the RFP and supplemented with this Q&A document.

147. Can you list the essential, mission-critical requirements?

See Questions 23 and 24 above.

148. Can you provide expected traffic flows; data sizes; and availability requirements?

We do not have this information at this time.

Client Experience Website:

149. Roughly how many content pages/posts/documents will there be?

We do not have this information at this time. Requirements and design sessions will be needed to get a better sense.

150. Will the website copy be provided, or, will a copywriter be needed?

See Question 14.

151. Will photography be provided, or, will a photographer be needed? Or, will stock photography be used as the primary source of images?

See Question 14.

152. Will social media outlets need to be integrated into the website?

They might be, depending upon requirements

153. Will a user login/account area need to be developed?

See Questions 40, 41, and 76.

Section 2a: Access their personal information (if they are a current or former DHS client).

154. How will current and new user accounts tie into the new website? Will this be a link to a third-party website or tie into the website directly?

See Question 40.

155. What information is being stored in the user accounts?

Client data/PHI. See Question 40.

156. Will any secured information, like social security numbers, be stored in the user accounts?

Yes. See Question 132.

Section 2a: Design a way to dynamically store and retrieve human services data that can be used throughout the website.

157. Can you please explain what information is being referred to as "human services data"?

Clients' demographic information and data about human services they have received. As stated above, this data is PHI.

158. Is this information going to be pulled into the new website by API, or will this "human services data" be a part of the new website?

Most likely this data would be pulled into the new website from existing DHS IT assets.

159. Has any SEO work been completed at this time? If so, what services have been performed?

See question 87, above.

Hello Baby Website:

160. Roughly how many content pages/posts/documents will there be?

See Questions 49, 59, and 99(c).

Section 2b: User stories and personas

161. Can you please explain what is described as "User stories and personas"? Will these be personal interview videos, written stories, or something else? Will the Proposer be involved in obtaining these stories, taking videos, etc?

We are looking to Proposers to make suggestions about the format and level of detail of user stories and personas based on their experience.

162. Is there a minimum number of employees and financial revenue that the Propers company would need to have to qualify? If so, what are they?

No. As stated in Section 5.1 of the RFP, all Proposers' financial documentation will be reviewed by DHS fiscal analysts to ensure Proposers' financial stability.

163. Under RFP at a Glance - Award Details, it is noted that an award could be made to one or more vendors. Does DHS already have criteria as to what that work share will look like and subsequently evaluate proposals accordingly or will that workshare criteria decision be based on the evaluation of the proposals.

No, it will be determined based on Proposals received.

164. Can you name other site that you admire or want to model your solution after?

No, we do not have a model site in mind.

165. Do you have a preference if user testing/usability on site or remote (video conference e.g., Zoom)?

No preference as long as the approach is effective

166. Do you have a current SEO (Search Engine Optimization) partner or is this also needed?

See Question 87, above.

167. Do you have a CRM solution in place? Also please share name of CRM product implemented

We currently use Constant Contact for mass email distribution, but do not have a fully functional CRM in place.

168. Are there any information security requirements? Does your IT department require either of the following: 1) Penetration testing of source code and 2) Single Sign-on solutions (LDAP, SAML, CAS, etc.).

Prior to production deployment, all code will be scanned using IBM's AppScan vulnerability scanner. Single Sign On to this website is not required, as user authentication will be the responsibility of external sites and is not in scope of this RFP.

169. Who will be responsible for migrating content (existing or modified) to the new websites?

See Questions 45, 52, and 72.

170. Client Experience Website - What is the login flow to the current client portal? Specifically, when clients come to the website, are they creating user accounts in the website, or are they signing in with another service (SSO) and creating a custom user profile?

See Question 40.

171. Is there a workflow / content approval requirement for both websites? E.g., when a user creates a piece of content, instead of being published instantly, the content goes into a review workflow where another content author reviews and approves the content for publication

See Questions 39, 51, and 57, above.

172. Can DHS outline their current development team structure?

See Question 69 above.

173. Hello Baby Website - Is there a requirement for public user generated content on this website? If so, what security mechanisms would be in place for sign-on authentication?

Given that we have not conducted research in support of the Hello Baby site, it is unclear at this time if publicly generated user content will be a component of it.

174. What are the business imperatives and metrics for success by providing any specific goals you hope to achieve? (e.g. % increase in traffic, % increase in new leads etc.), also is there any plan for customer satisfaction survey about sites ?

See question 23, above.

175. Are any members of the DHS Technology and Communications team that are mapped specifically to the design or development teams or is the expectation that this is a fully external team?

The chosen vendor should expect to collaborate on the development of both sites with DHS staff who have the requisite skills and experience.

176. Looks like the response form provided by you doesn't allow the response to be in tabular format. For instance, if want to represent our response in a tabular format, can we add our response in a separate document and send it as an attachment?

Please do not send attachments other than what was specifically requested. Please paste any tables or other graphics into the Response Form. You may do so by pasting them outside of the provided text box (but still within the space allotted for a given response).

177. Are we able to receive research from the external design consultant with whom DHS worked in early 2018? Are the insights that emerged out of this early work still relevant, or has DHS made changes based on these insights?

The work will be available to the Successful Proposer. It is still relevant.

178. How will DHS collect data to know if both general audiences and the target population for Hello Baby are reached? Website hits or some other means? Other than resources provided to families, what will outreach require?

- Awareness: Website traffic, Search engine rankings
- Advocacy: Social media shares (since this site will be full of helpful resources for parents / caregivers)
- Conversions: For example, how many users complete whatever call-to-action we specify (filling out a form, for example)

We recognize that outreach will be necessary to initially drive traffic to the new site. Please include cost for outreach activities as a separate line item in your budget.

179. Resources for Hello Baby – how will DHS track who will distribute resources, how many resources are distributed, etc., and who will collect this information?

Dedicated staff will monitor and manage resources distributed as a result of engagement with the Hello Baby website.

180. Has DHS considered other engagement efforts for Hello Baby, or will these efforts be identified through work in developing the Website?

Other engagement efforts have been planned for Hello Baby, which will be shared with the chosen vendor. We will consider other opportunities to engage if those come to light through the work of developing the website.

181. Is DHS open to intended content for Hello Baby to change based on any focus groups, interviews, etc.?

Yes, users should ultimately drive content strategy.

182. What types of research does DHS envision for front door and Hello Baby? Does DHS primarily want to know whether or not audiences are accessing materials and ease of usability?

User research may include: surveys, interviews, focus groups, participatory design sessions. As was indicated in the RFP, we have undertaken research for the portal already and those insights will be shared with the chosen vendor. No research has been conducted in support of the Hello Baby website.

183. How amenable is DHS to making changes once both Websites have been developed?

If content strategy, architecture, design and features and functionality are approved and implemented according to agreed upon specifications, we don't anticipate any larger scale changes post-development. Our objective is to enable DHS staff to make content additions and changes in whatever CMS is used.

184. Can you describe the tools/functionality and data collected/managed by the third-party application already in place (from Question #40)?

DHS will share further details with the selected vendor.

185. What are the functions of that third-party application and/or data it stores that the Client Experience Website's portal tools *would not* need to duplicate (e.g., client profile information like name, address, demographics, etc.)?

Information such as client demographics, some contact information, services rendered from certain providers, etc.

186. What are the functions of that third-party application and/or data it stores to which the Client Experience Website's portal tools *would* need to connect in some way (i.e., to either feed information into that application or retrieve information from it)?

This will be further explored and defined with the selected vendor

187. Can you clarify what dynamic human services data would be for phase 2? How would this differ from the data used in phase 1?

See questions 157 and 158.

188. Which mobile resolution sizes do you want to target?

Rather than optimizing for each device (given the huge number of devices and screen sizes across ecosystems), we would consider designing for key width categories (breakpoints).

189. What level of accessibility do you need to adhere to?

As stated in the RFP in Section 2, both websites must comply with Section 508 – 2017 Refresh (incorporates WCAG AA) to ensure content is accessible to all users.

190. Would User testing be considered in scope for the 2 sites?

Please include a separate line item for user testing in your proposal.

191. How do traditional, digital, and social marketing activities currently fit within DHS's strategy to build awareness and engagement?

Traditional marketing tactics have been the primary means of building awareness for DHS programs and services for a long time. Over the past several years, DHS has established its own social media presence (Facebook, Twitter, LinkedIn) and we have recently employed a content marketing strategy (by audience and by channel), which has seen a significant increase in reach and engagement. We also maintain segmented email lists in Constant Contact.

192. Does DHS currently utilize email, messaging, marketing automation and/or CRM platforms? If so, please describe.

See Question 78 above.

193. Does DHS utilize any auditing tools or services for the purpose of security, accessibility or quality monitoring? If so, please describe.

DHS uses a variety of tools to assist with evaluating and monitoring our security posture, and we execute a variety of testing measures, including automated regression and performance testing, to monitor quality.

194. Regarding the chatbot feature, is there an existing knowledgebase established that contains client/DHS interactions from which to build an intelligent agent?

An existing, robust, well structured, knowledgebase does not exist today.

195. Section 2a Bullet point 1: Please give us a sense of the volume of content from the current web content in the existing CMS that will need transitioned over. What is the underlying CMS technology and database storing this information. Are there tools to extract this content if deemed necessary.

While content from the current DHS pages on the Allegheny County website will be transitioned to the Client Experience portal, much of it has to be modified. The current site was built in Ektron, which is a CMS. DHS has a repository of all contracted services that can be integrated with an externally facing site. There are thousands of contracted services with DHS across various program areas, in addition to various non-contracted services.

196. Section 2a Bullet point 3: Please give us a sense of the underlying database technology and integration options if available to access the current and former DHS client data stored in the current system. Is this underlying technology proposed to be retained or upgraded as part of this proposal. Are there system dependencies that will need to be considered if an upgrade is desired.

Changes to the underlying database technology are outside the scope of this RFP.

197. Section 2a Bullet point 4: Are there specific external CRM/ticketing systems that will need to be integrated with to transition the concerns/questions received from DHS service users

See Question 79.

198. Section 2a Bullet point 10 (Client Experience Website Phase I Objectives): Please share the underlying Single Sign-on (SSO) software if any used for the login. Does this project envision use of the current SSO system?

See Question 40.

199. Section 2a Bullet point 12(Client Experience Website Phase II Objectives): Please share if there exists a record of current user queries and responses in a structured/unstructured data set that is accessible using standard database query language (SQL) or otherwise

This does not exist today.

200. Client Experience Website Requirements: Please share number of page templates currently in use for the DHS client experience website

This is a brand new website; we do not currently have a client experience website.

201. Client Experience Website Requirements: Please share desired integration points (systems, features to be integrated with existing systems)

See Question 38.

202. Client Experience Website Requirements: Please share the desired scale (number of sites to be supported in future assuming current pattern of service/offering growth, growth pattern of users)

We don't know the number of future sites we expect will be supported at this time.

203. Client Experience Website Requirements: Can you please elaborate on the advanced site search functionality desired, is there a desire for the site search to expand to content external to the DHS services (for example services offered by other Allegheny County web properties)

See Question 68.

204. Client Experience Website Requirements: Is there a need for data integration with partnering organizations in the current scope of implementation?

See Question 38.

205. Client Experience Website Requirements: Please share estimated number of content contributors (for current DHS, proposed Hello Baby site content contributors, and potential future growth) across the organization

See Question 57.

206. Access to user testing base provided, or do we need to provide our own pool of testers and testing interface (Trymyui.com)

We would be open to considering various approaches to user testing. We have facilitated client focus groups in the past and can do so again if it makes sense.

207. Do you already have experience related milestones or existing key performance indicators that affect user experience design?

Regarding the Client Experience Portal, we know from our experiences with the current DHS pages on the Allegheny County site:

- Task success rate is low. Users abandon the site because they cannot easily find what they're looking for. That's something we would want to improve with the portal.
- Navigation is not intuitive and use of Search frustrates users. We want to ensure that information navigation and architecture of the portal is effective first and foremost. But then Search should be a backup when users fail to find something through navigation.

March 5, 2019

208. Can you please provide a list of current MS Azure compatible tools used?

This question cannot be answered without more context.