Attachment B – RFP 10599-17-R/ DKK RE-BID Scope of Work

Website Redesign Phase 2

The objective of the Phase 2 project is to engage a qualified consultant to implement the Redmond.gov website design recently completed in Phase 1 of this project (refer to Attachment E1 for Phase 1 summary and Attachments E2-E4 for Phase 1 examples). Phase 2 will include project planning, responsive web template development, testing, training, and recommendations for a Content Management System (CMS) and hosting.

Consultant Services and Deliverables

1. **System and Implementation.** Consultant will have the expertise to build, configure, and implement their recommended system. Describe your process, expertise, or solution in the following areas:
   - Map out the overall building and implementation plan, including an estimated timeline from start to finish of this project.
     - The City is interested in a "Phased" Go-Live process. This would include making portions of the new website live in a "beta" state while accepting feedback. If you have experience in this area, include this as part of your implementation plan.
   - Briefly describe your ability and expertise to build responsive page templates using the design concept from the Phase 1 deliverables (see Attachment E1 for summary and E2-E4 for examples).
   - Describe your testing methodologies for Usability, Accessibility, Functionality, and Performance.
   - Describe any other services and deliverables you deem essential for a successful outcome.

2. **Training Services.** Consultant will provide training to City staff on the following:
   - CMS administration and editing tools.
   - Best practices in maintaining high quality website content (i.e. ADA compliant content, search optimization techniques, etc.).

3. **Content Migration Services.** The City is interested in understanding any options for assistance in writing and editing, moving content, and other tasks related to this process.
   - Describe your services and include separate pricing for these services.

4. **CMS and Hosting Services.** Consultant will recommend an industry standard Content Management System on a robust hosting service.
   - Describe how the selected system is the best choice for our design and other stated objectives.
   - Describe how it meets all specifications in Attachment D (Technical Specifications).
   - If the hosting service is supplied by a partner or 3rd party, state this and identify source service provider.