Website Hosting Q & A

1. Are there specific website design and structural changes anticipated? For instance, is this request a redesign or for periodic updates? This request is not for a complete redesign of the CCOC website. Periodic updates will need to be included.

2. Are there any specific functional updates anticipated? Yes, the CCOC anticipates that there will be functional updates.

3. Are you requesting monthly social media maintenance for comment monitoring? Not at this time.

4. Does 3.1 "Services shall be provided at CCOC headquarters unless directed otherwise by the Executive Director of CCOC." mean expectation is work to be performed on site? Yes, it is expected that some work would be done at the CCOC headquarters in Tallahassee unless otherwise allowed by the Executive Director.

5. Can you explain services 3.3 "There will be no guarantee of a minimum level of services to be acquired by CCOC."? Minimum level of service depends upon adequate state appropriations.

6. Are monthly reports on how the site is being used and effectiveness required? Yes. Measurements would include traffic sources, top keywords, top pages and referrals, google analytics. Other measurable components could include unique visitors, number of visits, page views, impressions and click through rate.

7. Scope of Services section 2.1 says "acknowledges that the design and layout has features that must be updated and/or added to the website" – will you provide a list of the items that have been identified? Future functionality of the website that the CCOC would like to work towards would include the ability to link into our clerk database for data submission (through a link or portal with passwords), the ability to download or link to our calendar to receive updates as they are made, as well as live streaming of meetings. Additional tabs and pages may also be required as the need arises, such as a page that links to our social media platforms. All changes to the website will have to be adjusted for mobile use as well as desktop use.

8. How much disk space is currently being used to host the website (please include all files related to the website including the database)? Website files are around 400mb.

9. How much bandwidth is being used per month? The monthly traffic bandwidth is around 1 gb per month.

10. What type of access will be provided to the current server for migration? (FTP, SSH, etc.) The website is currently being hosted at a vendor's server and will be available for migration.

11. Will CCOC staff need training or assistance with creating ADA compliant documents for the site (PDF, Word, etc.)? Yes

12. Section 3.1 states "services shall be provided at CCOC headquarters" – Our agency performs work at our office. Is this saying work must be performed at CCOC headquarters instead of our office? See Question 4 above.