



**FLORIDA CLERKS OF COURT
OPERATIONS CORPORATION**

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MEMO – RESPONSE TO VENDOR QUESTIONS

DATE: November 16, 2021
TO: CCOC Vendors that Provide a Letter of Intent to Bid
FROM: John Dew, Executive Director
SUBJECT: Answer to Submitted Questions

Janitorial Services

1. What is the square footage of the areas to be cleaned?
Answer: 2,200 square feet
2. Are the paper products, soap, and plastic provided by the vendor or the CCOC office?
Answer: These supplies are provided by the CCOC office.

IT Services Management

1. In addition to the number of computers and laptops, how many employees will we be supporting?
Answer: Eight full-time employees and two part-time employees.
2. Can you provide a list of business applications that are used to run your business? (e.g., Office 365, QuickBooks, or any proprietary software, etc.)
Answer: Vendors will be expected to support the following: VMWare and Veeam back up software; Server 2019/2012 & Active Directory; Office 365 Enterprise E3; Office 356 M365 Manager Plus; Maintain Adobe Subscriptions/Adobe Acrobat DC; Maintain Snagit software; QuickBooks-Premier 2021; provide a RMM type process to manage IT environment-currently supported with Connect Wise Automate and Connect Wise ScreenConnect; Support WebRoot; and provide a Secure Remote Access Application to the Office Desktops from the work from home mobile laptops.

Web Hosting, Development, and Support

1. In section 2.0 SCOPE OF SERVICES 2.1, it reads “In general, the CCOC is satisfied with the major components of the existing website but acknowledges that the design and layout has features that must be updated and/or added to the website.” At this point, can you outline any or all the features that are known now and must be updated or added in the near term?
Answer: The CCOC website is built using WordPress. CCOC staff has to ability to update the website themselves for posting updates, files, information regarding meetings, etc. However, CCOC recognizes that regular updates are required through WordPress or changes to industry standards may arise. CCOC wants to ensure that

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the CCOC website is up-to-date and current with any revised requirements as well as regular WordPress updates. Our current vendor has ensured that we are currently up to date.

2. In section 3.0 SERVICES 3.1, it reads “Services shall be provided at CCOC headquarters unless directed otherwise by the Executive Director of CCOC.” Does this mean that it is expected that the work on the site will be conducted at the CCOC offices rather than the contractor’s place of business?

Answer: This language provides the CCOC Executive Director the ability to have the work done at the CCOC office. However, we expect with this type of contract that most of the work will be done at the contractor’s place of business.

3. Under section 2.1 Value Added Service Requirements, one item reads “Maintain website documentation.” Can you define what the CCOC considers website documentation?

Answer: Website documentation refers to the files that the CCOC publishes on their website for access by Clerk staff members in county offices across the state. The CCOC wants to ensure that documents are backed up along with the website and always remain owned by the CCOC.

4. In Attachment 2 Fee Schedule and Rate, there are two services mentioned, “Updating CCOC’s website” and “Design & Development.” Can you describe the difference between what the CCOC considers “Updating CCOC’s website” and what it considers “Design and Development Service”?

Answer: “Updating CCOC’s Website” refers to updates regarding performance SEO/analytics reviews, minor edits to design, content, support, and code updates. “Design and Development” refers to UX planning, design, support, and development of new website functionality and/or additional monthly time.

5. In Attachment 2 Fee Schedule and Rate, it requests that “Updating CCOC’s website” be priced as a monthly rate. Can you estimate the number of updates that will be required each month so that we can develop a fair monthly fee? If not, would a monthly fee with a cap on the number of updates to be made each month followed by an hourly fee for updates exceeding that number be acceptable?

Answer: The current CCOC vendor charges 8 hours a month for “Updating CCOC’s Website” and charges a flat fee. If a previous month did not use the entire allotted 8 hours, CCOC is able to apply that to any future changes that may require more than the allotted 8 hours, as needed. The number of updates that are required each month are unknown at this time.

6. Can you share any budgetary information about this project with us, is there any assigned budget for this project? Please specify the budget.

Answer: The current contract allows us to expend no more than \$18,000 annually for the services. We have not established a maximum budget for this project for next year.

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7. In your view what are some of the shortcomings/weaknesses of the current site? (These can be functional, branding and/or messaging things)
Answer: The CCOC is comfortable with the current website; however, we are open to other ideas regarding functionality or branding.
 8. What are some of the specific things you will be measuring to determine if the project is a success?
Answer: The CCOC currently receives analytics report monthly to examine the number of users of our website, how they enter the site, and what areas they explore and for how long.
 9. What are some untapped opportunities you wish to take advantage of with the redesign?
Answer: The CCOC is not necessarily looking for a redesign of the current website, but would entertain any options presented.
 10. Do you have any CMS preference, like open source (Drupal, WordPress) or proprietary CMS?
Answer: The current website is built in WordPress.
 11. Do you have up-to-date brand guidelines or style guide that the vendor will be able to leverage to create a consistent user and visual website experience?
Answer: The CCOC has a branding style guide (2017) for our logo that has been applied to the current CCOC website. (<https://flccoc.org/wp-content/uploads/2021/11/CCOC-Branding-Style-Guide-2017.pdf>)
 12. Are you currently using a page builder like Divi, Elementor, WP Bakery, etc. or are you building your site directly in the WordPress native page builder like classic editor or Gutenberg?
Answer: While we are not sure how the page was originally built, when we as CCOC staff need to make changes, we do so directly through the WordPress page editor or Beaver Builder.
 13. Will you be migrating hosts? Please let us know your present hosting provider.
Answer: Our current vendor is responsible for website hosting on Microsoft Azure Cloud Hosting platform. (<https://flccoc.org/wp-content/uploads/2019/11/Fully-Executed-Website-Contract.pdf>)
 14. What specific third-party APIs and integrations are in scope?
Answer: The CCOC website currently interfaces with our Facebook, Instagram, and Twitter accounts. The CCOC also embeds training videos from our YouTube account.
 15. Can you please provide examples of sites that are good models for what you want?
Answer: The CCOC is happy with the current website and does not plan to redesign with the contract but will entertain redesign options as part of any proposals.
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