



Board of Commissioners

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MEMO

TO: Interested Parties

FROM: Jason W. Boyd *JWB*

RE: Lake County, Ohio Website

DATE: Tuesday, August 06, 2013

Attached is a "Request for Quote" for the redesign of the Lake County, Ohio website. Quotes and support information are due to Ken Pintar (contact information included) by September 6, 2013 by 4:30 p.m.

Regards,

JWB

REQUEST FOR QUOTES
Lake County, Ohio Website Redesign

Board of Lake County Commissioners and Lake County Information Technology Department

8 August 2013

INTRODUCTION

The Board of Lake County Commissioner (BCC), along with the Information Technology Department (ITD), are requesting quotes from qualified firms to redesign the county website (lakecountyohio.gov). BCC and ITD staff have spent the first half of 2013 reviewing the existing site and researching other sites to gain a better understanding of the resources available, and applicable, to our diverse website. Furthermore, a meeting was held with all County elected officials and department heads to solicit their input on the future of the website as it relates to their obligations.

BACKGROUND

A number of years ago, the programming division of ITD was tasked with developing a website that would allow users to independently manage their department's web content. However, such a task was deemed too complex for the limited resources available. As such, a number of "content management" systems were reviewed, various ITD members weighed in on each product, and eventually the ITD, as a whole, decided on Dot Net Nuke (DNN).

The County currently owns a licensed version of DNN Professional Edition, version 7.00.05 (132), running on Windows Server 2008, IIS 7.0, with SQL Server 2008 R2 SP2, and receives technical support, as part of the pay version of the licensing agreement. This was upgraded in June 2013.

Currently, the County's DNN website consists of 40 individual portals and roughly 430 web pages, all of which are maintained by 32 different departments. Some departments maintain multiple portals, with various purposes that range from purely informative to interactive. Each department has a designated administrator who is responsible for maintaining the department's website. In the event that a portal administrator requires technical support, he/she contacts the IT department, and the Programming Division provides the necessary support. It is also the Programming Division that is responsible for escalating issues, when necessary, to the DNN support network and providing feedback to the requesting department. The Programming Division is responsible for maintaining the DNN software and backend database, such responsibilities include: DNN software upgrades, website maintenance, database backups and maintenance, and resolution of persistent website issues.

PROJECT PARAMETERS/GOALS

The selected consultant will be required to redesign the original 40 portals and 430 web pages. The selected consultant would work directly with the ITD and appropriate department heads during the design. Weekly status updates shall be submitted to the ITD Director. The successful firm should include training/technical support on the website design, modules, building new pages and making skin changes necessary to maintain the site in the quote.

Key words and best management practices should include, but are not limited to:

- Create a gateway/portal to Lake County (first impression)
- Customer friendly (Lake County residents are the primary audience)
- Mobile/tablet applications
- Interactive calendars
- Online bill pay page
- Modern aesthetics and graphic design
- Uniform appearance, but ability to clearly know office/department from page to page (i.e. clearly knowing when you have migrated from the Sheriff's page to the Stormwater Management Department page).
- News/current events/meetings/public notices
- "How do I"
- Search this site capabilities/document search
- ADA compliant
- Hot buttons on main page (frequently accessed sites)
- Pull down menus
- User friendly maintenance tasks
- Contact us (form based)

EXAMPLE WEBSITES

The following websites exhibits desirable characteristics to the Lake County vision:

- www.dconc.gov
- www.taylorcountytexas.org
- www.ingham.org
- www.co.union.nc.us
- www.hawaiicounty.gov

SELECTION PROCESS

Interested firms should submit a project outline and approximate cost to the ITD Director no later than **September 6, 2013 at 4:30 p.m.** Information should include:

- Key staff (technical and graphic expertise)
- Project timeline
- Previous experience on similar projects
- DNN knowledge and experience

Please submit quotes and support information direct project questions to:

Ken Pintar, Lake County Information Technology Director
105 Main St., Painesville, Ohio, 44077
440.350.5866
ken.pintar@lakecountyohio.gov

All questions should be submitted by August 19, 2013 and response will be sent to all firms within 5 days.