



Gulf Coast Community Services Association, Inc.

9320 Kirby Drive | Houston, Texas 77054 | 713-393-4700 | www.gccsa.org

	QUESTIONS	RESPONSES
1.	Will you accept proposals from companies who are overseas or not located in the state of Texas?	Yes. As for any company the Agency works with, the ability to timely interact with representatives is paramount.
2.	With respect to references, will you accept references and experience from overseas/ non-US work as well as US-based work?	Yes.
3.	How many firms are expected to respond to this RFQ?	Undetermined number.
4.	Would a video presentation be considered for vendors out of the city/state? (Ref: Pg 3)	Yes. A video presentation or online conference call would be the only manner we would consider, regardless of vendor location.
5.	Does the Certificate of Insurance need to be secured before submitting the RFQ or only after winning?	No. Upon award of the contract.
6.	What is your ideal timeline from start to finish for the website redesign and development?	If we are announcing the awarded vendor mid-May, it would be ideal to have a completed website up and running by the start of the fall school term – no later than Labor Day 2021.
7.	Has a budget been established?	No, a budget has not been established. We will look at quotes and compare deliverables such as price, platform/back-end, design, and other items listed in the <i>Scope of Work</i> , to make our decision.
8.	If GCCSA decides it needs ongoing support services and maintenance, has a budget been set? If so, what should that include - support, maintenance, site monitoring or all? Or what is the current budget?	We will require ongoing support and maintenance services. For instance, assistance with regularly backing up the platform, widgets and/or plugins, adjusting the site as needed, and addressing issues as they arise, are things that have been needed and lacking with our past site.



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		As there is no set overall budget, it would be helpful to have this as a line item, perhaps as a monthly cost or retainer.
9.	Will the new site require different backend user roles? If so, what are they and what kind of workflow would you like to see?	There will be at least one dedicated backend user, to be designated as the sole administrator. This person will primarily update content. Other content contributors will be limited to 2-3 and will only be editors.
10.	Do you require workflow management for Workflow-based publishing activities for internal users, customers, business partners, etc.?	No.
11.	What is driving the redesign now? What are your current pain points and how is the current website not serving in such a way that the new site should?	<p>Our previous site was redesigned in 2013. It served our purpose to be informative and slightly interactive, with application links for users, a calendar and blog that were updated daily. We are ready for a new look that includes better functionality on the backend and for our end-user.</p> <p>Previous pain points were on the backend where updates to WordPress, plugins and widgets resulted in site shutdowns. We were also limited in being more visually appealing, uploading and updating video and photo galleries, tracking traffic, and collecting contact information.</p> <p>We would also like to be able to have our employees use the site more for internal purposes. We currently use Microsoft 365 and its applications.</p>



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12.	How well do you feel you understand your current users and the things they seek to do when accessing the website?	Our current users need to know what programs are on offer at any given time, want to be easily directed to the information, and wish to access applications, forms and publications in a straightforward way. These users are mainly parents of our early childhood education children, adults looking for assistance, media seeking agency information, and employees, and to a smaller extent, job seekers.
13.	Who are the stakeholders of this project?	Primary stakeholders are our parents and adults/ families who will be accessing the site for either Head Start/ Early Head Start or Community Services information. Additional considerations are the press, who regularly access the site for general information or for current press releases; our Board of Directors; and employees who come to the site seeking information and professional development trainings when they are made available.
14.	In terms of design, is there an existing vision or established style guide to ensure we remain on-brand in our design?	We have an agency style guide that instructs on Pantones, fonts, and logo usage. It will be attached.
15.	You mentioned in the proposal that you are looking to "have an example of the design as part of the portfolio." Would this be some samples of past websites or are you looking to have the actual proposed design submitted as part of the RFQ?	We are looking to have a sample of your proposed design attached to see where you would take us, even if it's just a landing page. A sketch of the site's workflow would also be helpful. Samples of your past designs from your portfolio are welcome.
16.	Do you have ideal website samples?	We are looking at similar organizations like Baker Ripley, YMCA Houston, Houston Food Bank, Etoile Academy Charter School, AVANCE-Houston, Baker Hughes (not similar org but I like



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		their site), United Way Houston, Coalition for the Homeless.
17.	How many total pages would be on the site? (this is not including blog post pages)	Undetermined number. We must cover Head Start, Client Services, Emergency Services such as COVID relief and the Food Pantry, Board of Directors, and About/ History. At least 10 pages.
18.	Will we be migrating over existing content from the site?	Yes.
19.	How many pages from the current site are expected to migrate to the new site? What is happening with existing deeper content on the site? Are those expected to be maintained, migrated, recreated?	Our original site had approximately 100+ pages. If we are able to migrate information from that site, then we wish to do so. Any information that is on the current temporary site will be used as well. Otherwise, we are looking at recreations based on the content we will provide.
20.	How many blogs are being migrated over? Are you looking to have one blog post page design or require different styles? If multiple, styles how many? (Ref: Pg 5, Sec. 7 (k))	Unless accessible from the old site, there are no blogs to migrate. We are looking for a single blog post or page for end-users to read.
21.	Will all image files be provided? If not, will you need our team to select stock media on your behalf?	Yes, image files will be provided.
22.	Will any new content be provided by your staff or are you looking for copywriting services to assist in crafting the content?	We will provide the content.
23.	Are you aware that translation software often translates inaccurately? (Ref: Pg 4, Sec. 7)	Yes, we are aware that perfect page translations are difficult.
24.	Are you willing to accept if the translations [from the page translations generated by online software] aren't 100% accurate? If not, do you want robust translation services included in the bid? (Ref: Page 4, Sec. 7)	It depends on how inaccurate the page translation. We never had an issue before but are open for solutions. It should be noted that we currently employ translation and interpretation services for our documents and events and will not be seeking anything beyond that.



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25.	In relation to the ability to create forms, are you looking for just the capability to do these tasks internally? Or do you need any of these done for you in the initial launch? (Ref: Pg 5, Sec. 7)	We will require initial forms, such as the basic contact form, or pop-up option to sign up for our newsletter, to be created at the initial launch. However, we wish to primarily have the capability to create future forms, online applications, surveys, etc.
26.	If you need any forms, applications, etc. created for you, how many forms, survey and/or applications? How many fields per form, survey and/or application? (Ref: Pg 5, Sec. 7)	Undetermined number.
27.	What kind of survey/polls are required?	Surveys would include our annual Community Needs Assessment where we ask community members and similar organizations what programs and services they would like to see from us.
28.	Are there any technical integrations/automations you would need after a user fills out a form, survey and/or application? (i.e. Push answers from these forms to a spreadsheet, pdf, or into another system/platform.) (Ref: Pg 5, Sec. 7)	Push answers to a spreadsheet and pdf.
29.	<p>Will you please clarify your requirements for an “interactive” calendar of events, beyond the example given in Avance-Houston’s site?</p> <p>Would you be open to using a more dynamic back and front-end experience? For example, where back-end users may easily add events and details to display on the calendar and that is easily searchable by the end-user, who may also add it to their own personal calendar or download a pdf? (Ref: Pg 5, Sec. 7)</p>	<p>As provided in the question’s example, we are looking for a dynamic calendar experience that is compatible to common-use online calendars (e.g., Google, iCalendar, Outlook) and works similarly. The backend administrator should be able to easily add and delete events (text and graphic content details); the end-user should be able to add events to their personal calendar, download information if available, and search the calendar. Additional functionality is welcome. Please note, this is for our main calendar.</p> <p>Like Avance-Houston, we will also have calendars for our Head Start/ Early Head</p>



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		Start families. The yearly school calendars are static pdf's that will be uploaded. What we do not have that we want and admire about the tabbed style calendars of Avance is the ability to display weekly classroom activity as a dynamic calendar(s).
30.	Will you be using PDF's for your calendars? If so, how many calendar pdf's will you need? (Ref: Pg 5, Sec. 7)	We do use pdf calendars to display our school year for Head Start/ Early Head Start. This is separate from the main Agency calendar.
31.	Do you have cloud storage to house such items as pdf's (Ref: Pg 5, Sec. 7)	Yes.
32.	Does the calendar need to be supported in 3 difference languages? (Ref: Pg 5, Sec. 7)	No.
33.	Are you selling and fulfilling your own products? Or are you using a 3rd party e-commerce platform that would need to be integrated? Is shipping/postage a concern? (Ref: Pg 5, Sec. 7)	We would be selling Agency-branded items that are purchased through a 3 rd party partner. Currently, there is no 3 rd party platform. We are open to options. Shipping and postage are not concerns.
34.	If you are selling your own products: How many total products? How many max variables for each product? How many attributes for each product? How many images for each product? Will you be instituting coupons? If so, how many? (Ref: Pg 5, Sec. 7)	The total number of products would vary; however, we have previously sold Agency-branded polo-style shirts that are available in up to 16 colors, 9 sizes, men's and ladies' styles. The pictures of each color in each style (ladies/men's) are uploaded. There are no coupons.
35.	When you mention "trainings", will this be more like general pages that contain videos, text, maybe some downloads? Or are you looking to institute a Learning Management System; building out a more in-depth training program that has modules, lessons, etc? (Ref: Pg 5, Sec. 7)	At the moment, we are thinking general pages with videos, etc. as described. However, we are open to additional options.
36.	Are there any third-party system integrations we should be aware of other than what is mentioned in the RFQ? If so, are you able to share what they are?	None to report.



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37.	Do you have any particular preferences for CMS or platform (e.g. DotNetNuke, SharePoint, WordPress, Drupal, etc.)? Or do you want to stick to WordPress? Do you prefer to be technologically agnostic, aiming to focus on business objectives and goals?	WordPress is our current platform, as was the case with our old site. The difference between our current backend and our old has been significantly improved with the Elementor widget/plugin. We are open to alternative platforms that are user-friendly and delivers the things we need in a website.
38.	Are you looking for an open source or licensed CMS?	See above.
39.	Will we have access to the current WordPress backend?	Upon award of the contract.
40.	Will we have access to current hosting account/FTP access?	Upon award of the contract.
41.	Could we recommend hosting service through one of our hosting partners?	Yes.
42.	For the current site, can you provide the number of site views per month?	Unfortunately, we do not have this information.
43.	Are you interested in gaining more traffic to the site?	Yes.
44.	Is on-site SEO important to you?	Yes.