



WILL COUNTY, ILLINOIS

PURCHASING DEPARTMENT

JENNIFER BERTINO-TARRANT
WILL COUNTY EXECUTIVE

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2023-93 Website Consulting Services

Addendum #1 – November 13, 2023

We received the following questions regarding this RFQ:

Question #1: If we are selected as the consultant for the website project, will we still be eligible to apply for the RFP for the Website Redesign?

Answer #1: The selected consultant will be excluded from participating in the RFP for Website Redesign.

Question #2: Would the County entertain a two-week extension for the RFQ response?

Answer #2: The County will not be extending the due date of this RFQ.

Question #3: Can additional resources from our offices located in North America (e.g., Canadian citizens) be permitted to provide support with the research, support the workshops / meetings, and / or support in the development of deliverables

Answer #3: Yes.

Question #4: Does the County expect the project to be delivered in-person, or can the consultant deliver the project virtually / remotely?

Answer #4: The County does not have a preference.

Question #5: What is Will County's expected budget for this project?

Answer #5: This information is not available currently.

Question #6: Does the County expect the consultant to include designs for the new websites?

Answer #6: Recommendations on design is one of the goals of the project.



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Question #7: How many stakeholder groups does the County expect the consultant to engage as part of the scope of this project?

Answer #7: 3, IT, Elected Officials and Department Heads, Website Committee.

Question #8: Are external stakeholder groups (i.e., public) expected to be engaged?

Answer #8: No.

Question #9: Section 2 (page 10) of expected provision of services (Stakeholder Engagement) states "... the plan should include the following: ... Approach to be used (focus group meetings, presentations, virtual meetings, plan website, etc.);..." Can the County elaborate on the expectations for the "plan website"? Does the County expect the consultant to provide a website that states the plan for this project?

Answer #9: No, unless the consultant finds having the plan on a website is easier for them.

Question #10: Section 6 (page 11) of expected provision of services (Deployment Strategy and Recommendations) states that "the consultant will prepare a deployment strategy for Will County to consider that includes:... Platform Options and Solutions. How many options does the County expect the consultant to present as part of the strategy?"

Answer #10: 2-3 options would suffice.

Question #11: How many current platforms does the County utilize across the 25 websites?

Answer #11: 5.

Question #12: Does the County expect a detailed business case to be developed for the options?

Answer #12: Yes.

Question #13: Can the County provide more specifics on the preferred formats and frequency of communication beyond the stated monthly progress calls and conference/web meetings?

Answer #13: No preference on virtual or in person meetings.



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Question #14: How flexible is the County regarding revisions to the PMP once the project is underway?

Answer #14: We can be flexible with revisions if the project meets its goal.

Question #15: Are there any particular project management tools or platforms the County prefers for managing the PMP, scheduling, and communications?

Answer #15: No.

Question #16: Who are the primary stakeholders we should prioritize in the engagement plan?

Answer #16: To be determined by each Elected Official and agency.

Question #17: Does the County have any existing stakeholder engagement frameworks or strategies that they want to be incorporated into the new plan?

Answer #17: No.

Question #18: Can the County provide details on any specific concerns or challenges previous consultants faced in stakeholder engagement?

Answer #18: Keeping the stakeholders engaged in the process, which may involve reminders of tasks at hand.

Question #19: What specific metrics or aspects of the Collar Counties' and similarly sized counties' websites does the County want to be included in the comparative analysis?

Answer #19: Platform Used and Ease of Use.

Question #20: What internal tools or software does the County currently use that should be considered in the technology gap analysis?

Answer #20: None.



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Question #21: Are there specific compliance standards or regulations that the IT and department staff training should align with?

Answer #21: ADA Compliance.

Question #22: Does the County have any existing policies or regulatory frameworks that must be taken into account in the best practices review?

Answer #22: Yes.

Question #23: How does the County currently handle security, privacy, and public records requests?

Answer #23: Currently by email or written request in person or by mail.

Question #24: Are there any predetermined budget constraints for infrastructure costs and administrative options that we should consider?

Answer #24: Annual costs and any other ongoing costs will need to be identified for budgetary purposes.

Question #25: What are the County's short-term and long-term strategic goals that should guide the siting priorities?

Answer #25: This is what needs to be determined.

Question #26: How many different platforms do you currently have among the 25 websites?

Answer #26: There are 5 different platforms currently.

Question #27: Are resources limited to North America for this engagement or are you open to resources outside North America?

Answer #27: No, with the understanding that the primary language of communication is English.



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Question #28: I would like to know if the contract for these services can be executed remotely.

Answer #28: That is entirely plausible.