

ADDENDUM 1

Whistler.ca website redesign

RFP Number A101-0590-01-001

Issued February 12, 2024

Question 1

It looks like you are also looking for a UI designer to tackle the design and work with the accessibility UX consultant.

If you have had cost estimates pre-approved for that portion of the project, are you able to share what they are?

Answer

We are searching for a user interface designer to tackle the project design and look forward to reviewing bids for this. We did roughly estimate budget, but as explained in the Desirable Criteria list of section 5 in the RFP, cost is one of many factors in the final decision: we care about delivering a great product and want to work with someone with the appropriate knowledge and experience.

Question 2

Can you confirm that an email with the proposal is sufficient to bid?

Answer

Apologies for the confusion. Yes, bids can be submitted by email to website@whistler.ca for the attention of Penny Buswell Lafrance, Digital Communications Specialist, and Jennifer Smith, Manager of Communications.

Question 3

In September of 2022, you ran a Public RFP for a CMS upgrade and maintenance. The site is now on WordPress, and likely just over a year old. Is there a particular reason why you're posting an RFP less than 2 years later for a website rebuild?

Answer

This website front-end redesign is the second half of a long-planned website overhaul, which began with the backend transition from Drupal to WordPress. The 2022 RFP focused on the website backend and didn't impact user experience.

This website redesign is to improve the user experience and update the visual design and information on the website. The goal is to create a streamlined, easy-to-navigate site that allows the range of users to conveniently find the information they need. Attention will be paid to the needs of the range of users and will refer to the international Web Content Accessibility Guidelines (WCAG).

Question 4

Is the incumbent developer (that moved you to WordPress) involved in this RFP process?

Answer

No. The incumbent developer isn't involved in the RFP process.

Question 5

Are the same people that were involved in the 2022 RFP involved in this current RFP process?

Answer

Both the 2022 RFP and this RFP were issued under the same Communications Manager, Jennifer Smith. There is a different Digital Communications Specialist working with this website redesign project.

Question 6

Can you go into any details about your current CMS situation (what plugins you're using, where your website is hosted, any issues you're having with the site)?

Answer

We are using the latest version of WordPress and the website is hosted in Canada.

Our main issue is that the content and user experience needs a significant overhaul. We want to update the visual design and create a streamlined, easy-to-navigate site that allows users to conveniently find the information they need. The site is currently just under 800 pages, but only around 200 of those pages receive more than 200 visits a year. We will be reducing the amount of content and redoing the site architecture to deliver the content that meets user and organizational needs.

We also want to improve the accessibility of whistler.ca, with the goal of an AA rating on the international Web Content Accessibility Guidelines (WCAG) and ensure strong search engine ranking.

For security reasons, rather than posting publicly, I'll email any interested potential proponents a list of our plugins.