

# REQUEST FOR PROPOSAL



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## WEBSITE REDESIGN SERVICES

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**CITY OF ASHEVILLE**

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**Christy Edwards**

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**Submitted by:**



**VTECH**SOLUTION

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**DUE DATE: FEBRUARY 12, 2016 | 4:00PM**



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**A. COVER LETTER**

To,  
**Christy Edwards**  
City of Asheville  
Email: [cedwards@ashevillenc.gov](mailto:cedwards@ashevillenc.gov)

**Subject: "Website Redesign Services"**

Our proposal includes all technical and price details, as instructed in the solicitation document, which is due on February 12, 2016. This response is based on information in RFP, its amendment and addendum. We disclose that neither we nor our felony have any convictions within the past five years under the laws of the United States or any state or territory of the United States.

The undersigned agrees that all the terms and conditions of this solicitation and offer may, at the organization's option, be made applicable in any contract issued as a result of this solicitation. The following are the offeror details:

|                         |  |
|-------------------------|--|
| <b>Company Name</b>     | : vTech Solution Inc   |
| <b>Point of Contact</b> | : Haresh Vataliya, Director                                  |
| <b>Company Address</b>  | : 1025 Connecticut Ave. NW Suite 511<br>Washington, DC 20036 |
| <b>Phone</b>            | : 202.241.0167   |
| <b>Fax</b>              | : 866.733.4974   |
| <b>E-mail</b>           | : rfp.vtech@vtechsolution.com                                |
| <b>Website</b>          | : www.vtechsolution.com                                      |

We are firmly committed to perform the work within the stipulated time period, if awarded with the project.

Sincerely,

**Haresh Vataliya**  
Director, vTech Solution Inc.



## B. VTECH BACKGROUND

### Executive Summary

“Without change there is no innovation, creativity, or incentive for improvement. Those who initiate change will have a better opportunity to manage the change that is inevitable”. Here at vTech, we make sure that you stay ahead of the curve being proactive, dynamic and creative.



VTECH SOLUTION

Founded in 2006, vTech Solution Inc. (Corporation) has decade of experience in providing creative and functional website design & customized web application programming services to our clients. We have the knowledge, resources and the expertise to provide creative and unparalleled web services & solutions that helps organizations to develop a complete online solution.

vTech has experienced consistent growth over the years and has strong emphasis on quickly applying new and emerging technology and platforms in its implementations. The company is financially strong and sound, well-funded, owns company offices in Virginia and Washington DC and having direct & remote support services in various regions of US sub-continent to deliver and implement projects on time.

- We facilitate efficient & effective Web-design and Web development team built-ups, which realigning the organization’s purpose, mission, process, and systems, with the needs of its most important asset - its people.
- We design, build, deploy and manage Websites and web application systems, IT infrastructures and other IT systems.

Most website development firms deliver out of the box business sites that look great as a brochure, but lack interactivity and connection with the user. These dry, uninviting sites lack originality and quickly turn off users. Sites with cookie cutter templates take very little time to setup. As a result, these sites rarely lead to a successful business because customers leave as soon as they arrive.

We have highly qualified and talented team of designers, programmers, and support staff that work day and night to provide our clients with only the best web solutions. We combine our state-of-art technologies with vast knowledge & creativity of our web development team to give you a complete & unparalleled full-web design and development offering.

We at vTech provide creative solutions to clients and help them harness the supremacy of the web. Our website development professionals recognize the value of solid information architecture design and integrative branding that engages the customer from the first stop at your site. Engagement with your users is crucial to tying into their emotional connection to your site and developing loyalty. Behind great design lies website development that contains solid coding and web application design with targeted features that place your organization at a competitive advantage.



## vTech's Expertise & Qualification

We at vTech, provide our client with that much needed beacon of light. Our web consultants hold your hand and guide you through the process, thereby making the whole-experience customer-friendly, cost-effective and stress-free.

### Web Design & Development

We provide complete web design solutions including graphic design, web hosting, free email and search engine optimization. Our specialty services feature flash multimedia, print graphics, and technical support. Technically, our web design services include creation of high quality design/layout creation using Photoshop, PSD to Joomla, PSD to CSS/XHTML and PSD to CMS with various options on web pages.

Our core web design team is adept in technical skills and also provides-

- Unique and custom designs for clients
- Commitment with dedication
- Honest, down to earth approach
- Cost-effective and timely delivery

Our competent team comprising of content writers, SEO experts, programmers and online marketing experts ensure that your website attractive & unparalleled and it does not get lost with the million other similar sites on the internet.

### Web Programming

Our programming team comprises of experienced professionals with a commitment to consistency, quality and innovations. They are technically sound and have in-depth knowledge of various programming languages like HTML, CSS JavaScript, RSS, Perl, PHP, Java, ASP, VB.NET, etc. with the help of our talented team we able to produce reliable, user-friendly and economical web applications

Our programming services include:

- Content management systems
- Inventory management
- Business management systems
- eCommerce systems
- Large-scale applications
- Payment and card processing
- System architecture
- Funds distribution
- Document management
- Blogs
- Dynamic and interactive photos, audio, videos galleries
- Discussion forums
- Video streaming

### Interface Design, User Experience & Web Accessibility

Our team is committed to user-centered design, allowing our clients and stakeholders to interact with a prototype (or mock-up) before the start of actual development. This allows us to give form to the functional requirements, affordances and features from a user's point of view. We experience that our existing clients really value this design methodology, giving them confidence about the project from start and preventing any unexpected outcomes after their investment.

During the design process we pay special attention to Web Accessibility and usability standards, making our web designs easy to read and comprehend by all visitors (humans and search engines) and all devices (PC's, laptops, tablet PC's, PDA's and mobile phones) and browsers. We make this possible by separating content, presentation and interaction elements, creating valid and clean XHTML code according to the W3C's Web Content Accessibility guidelines (WCAG 2.0), Level AA.

Using our automated testing tools, we track any cross browser issues and fix them before the presentation of our final prototype. This means that our website design will be compatible with the most



popular browsers in use: Firefox, Internet Explorer, Safari, Opera and Chrome. In fact, we will present cross-browser and resolution dependant screenshots of our design together with our final prototype.

### Website Hosting

We offer a flexible, cloud-based hosting platform for Wordpress CMS performance and scalability. Cloud hosting assures that website traffic is spread across an entire cluster of data centers around the country, optimizing performance and load time for website visitors. This means that scaling is fully automated: a sudden traffic spike to the website just means that more web servers are working to handle all the requests. An unexpected break down of one of the servers doesn't cause any down-time for the website. Another server will be seamlessly taking over the work load.

Since our hosting is cloud based, it is possible to upgrade / downgrade the allocated resources on-demand. This makes our hosting very flexible and prevents costly future upgrades and hosting migrations. Our clients only pay for the resources that their website is consuming.

We assure nightly backups, security monitoring and support for SSL certificates. Your data is safeguarded and protected by automated disaster recovery processes.

Our hosting solution includes a staging and production environment. This will give school project owners or administrators the opportunity to extensively test any changes and modifications to the website in a real, online but private environment.

### vTech's Capability to serve

vTech is highly experienced in providing Web design & Web Development services to a number of Government, State, Federal departments and private-sector organizations. vTech has decade of experience with the IT service. We use our expertise, knowledge and global resources to deliver top quality resources, and tailor our web designing and development services as per your need to deliver substantial cost and time savings.

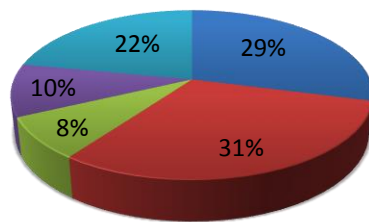
All of the previously mentioned services are configured or customized to meet the individual needs of our clients; for some clients we constructed new programs, processes and systems solutions from the ground up within very tight development timeframes. vTech is continuously looking to improve and expand the services we offer and provide maximum value and expertise to our clients.

### vTech's IT Resource Pool:

vTech has a strong pool of pre-screened, qualified and experienced IT resources specifically for labor categories like Infrastructure Support, Application Development, Cyber Security and Project Management for which we wish to offer our services. The company has developed an extensive IT resource database across several technologies & regions for its future staffing requirements for Customers.

Our pool has more than 98,000 IT resources, out of which around 6,800 (approx 7%) are from North Carolina and neighboring regions and out of those 6,800 resources:

### vTech's IT Resource Pool



- Web Support = 29%
- Application Development = 31%
- Cyber Security = 8%
- Project Management = 10%
- Other labour categories = 22%





## Major Customers:

vTech Solution's unwavering dedication to results defines our brand. Our time-tested management processes, quality control methods, and state-of-the-art work environment ensures that our clients' most complex projects are delivered on time, on budget, and on point. As a result, we enjoy enduring relationships with our existing clients, as well as a constant flow of new business. vTech Solution provides support to

### Federal Agencies including

- Department of Labor
- Department of Defence
- US Treasury
- USAID
- Defence Logistics Agency
- Department of Navy

### State Governments including

- District of Columbia
- Commonwealth of Virginia
- State of Arizona
- Commonwealth of Pennsylvania
- State of Maine
- State of Maryland
- Portland Development Commission
- University of Massachusetts

## vTech's Team Experience:

vTech Team has a combined total industry experience of more than 25 years. Over the period, vTech has built a unique expertise that is shared by all of our employees and associates.

## Total Customer Satisfaction:

We maintain a 97% customer retention rate due to our customers' total satisfaction with our services, people and technology. Each customer project with us has one dedicated point of contact in our Client Relations department, supported by a team of highly-trained individuals. Everyone will be familiar with your account, ensuring that your calls and emails will be answered by someone who knows your business requirements.

## Financial Strength & Capability:

With current annual revenue exceeding \$4.8 Million, vTech has experienced consistent Y-O-Y growth with its strong emphasis on quickly applying new and emerging technology and platforms in its implementations. The company is financially strong and sound, well-funded, owns company offices in Maryland, Virginia and Washington DC and having direct & remote support services in various regions of US sub-continent to deliver and implement projects on time.

## BBB Accredited company:

We are Better Business Bureau (BBB) accredited company with A+ rating.

## Inc 5000 certified:

We have been currently e listed in the Inc. 5000 list 2015, as one of the fastest growing company with a growth rate of 371%.

vTech is perfectly placed to respond to unforeseen events and issues and will work with you as a partner to deliver solutions which maximise the achievable benefits. vTech will carry out all contract responsibilities in highly professional and successful manner to which our clients have become accustomed. We will draw on the successful working relationships we have built with others to deliver the unparalleled service and support. We offer a truly best-in-class service model designed to meet your needs now and into the future. Our team is ready to assist you with technical innovation and unsurpassed customer service for your beneficiaries and providers



## Core Competencies

|   |  |
|---|--|
| <p><b>Development Services</b></p> <ul style="list-style-type: none"> <li>• Website Development</li> <li>• Responsive Website Development</li> <li>• Mobile Website Development</li> <li>• e-Commerce Website Development</li> <li>• Online Application Development</li> <li>• Content Management Systems (CMS)</li> <li>• WordPress theme and plug-in development</li> <li>• Expression Engine development</li> <li>• Search Engine Optimization</li> <li>• Flash Development</li> <li>• Email Template Programming</li> <li>• Additional Web Programming</li> </ul> | <p><b>Design Services</b></p> <ul style="list-style-type: none"> <li>• Web Application Design</li> <li>• Mobile Application Design</li> <li>• Responsive Website Design</li> <li>• Mobile First Design</li> <li>• W3C standards compliant Website Design</li> <li>• User Interface (UI) Design</li> <li>• User Experience (UX) Design</li> <li>• Email Marketing Design</li> <li>• Flash Design</li> </ul> |
| <p><b>Web Technologies, Programming Languages and Frameworks</b></p> <ul style="list-style-type: none"> <li>• Drupal and Joomla</li> <li>• Percussion</li> <li>• LAMP (Linux, Apache, MySQL, PHP)</li> <li>• HTML / HTML5, MXML, XML</li> <li>• CSS / CSS3</li> <li>• Java, JavaScript, jQuery, JSON</li> <li>• ActionScript 3</li> <li>• Adobe Flex 3</li> <li>• AJAX, .NET, C#, C++, C</li> </ul>   | <p><b>Database</b></p> <ul style="list-style-type: none"> <li>• MySQL</li> <li>• Database Schema Design, Maintenance, Integration, and Optimization.</li> </ul>  |
| <p><b>Project Management Excellence</b></p> <ul style="list-style-type: none"> <li>• Scrum</li> <li>• Agile</li> <li>• Test driven development</li> </ul>   | <p><b>Data and Application Design</b></p> <ul style="list-style-type: none"> <li>• Unified Modeling Approach</li> <li>• Object Oriented</li> <li>• Standards Based</li> <li>• Multi web and mobile platform</li> </ul>   |
| <p><b>Dedicated Hosting Platforms for Applications and Administrations</b></p> <ul style="list-style-type: none"> <li>• We own our servers</li> <li>• High availability/accessibility guaranteed</li> <li>• Sustainable Bandwidth allowing very high traffic volumes.</li> <li>• Managed Cloud systems.</li> <li>• Website Hosting</li> <li>• Administration, Email Admin, Server Setup, Mail Setup, Access Restrictions, IPTables, etc.</li> </ul>   | <p><b>Smart Phone Application Development</b></p> <ul style="list-style-type: none"> <li>• iPhone App Development</li> <li>• iPad App Development</li> <li>• Android App Development</li> <li>• Windows App Development</li> </ul>   |
| <p><b>Software Experience</b></p> <ul style="list-style-type: none"> <li>• Adobe Photoshop</li> <li>• Adobe Illustrator</li> <li>• Adobe InDesign</li> <li>• Adobe Flash</li> </ul>   | <p><b>Internet Technology Consulting + Training</b></p> <ul style="list-style-type: none"> <li>• CMS training</li> <li>• Internet solutions research</li> <li>• Brand identity development</li> <li>• Web project management</li> </ul>  |





|   |   |
|---|---|
| <ul style="list-style-type: none"><li>• Adobe Dreamweaver</li><li>• Adobe Premier</li><li>• Adobe Catalyst</li><li>• Quark XPress</li></ul>   | <ul style="list-style-type: none"><li>• Technical support for web services and hosted applications</li></ul>                    |
| <b>Search Engine Optimization (SEO)</b> <ul style="list-style-type: none"><li>• One-time + ongoing Search Engine Optimization (SEO) services</li><li>• Online Promotion, Viral Marketing</li><li>• Search Engine Marketing services (SEM)</li><li>• Web Analytics</li></ul> | <b>Content Creation (Print &amp; Web)</b> <ul style="list-style-type: none"><li>• Copy Writing</li><li>• Copy Editing</li></ul> |



## C. VTECH PAST PERFORMANCE EXPERIENCE

vTech possess an experience of undertaking a similar kind of project in value and scope Web Design and maintenance in Government domain, where vTech has provided Web Design solution and support, Web team and personnel requirements ,Website redesigning services ,Software Testing, Website hosting and Web Maintenance services to accomplish a common organizational goal and objective.



### OFFICE OF THE STATE SUPERINTENDENT OF EDUCATION

We have experience of working on DC's Office of the State Superintendent of Education's (OSSE) website .



### OFFICE OF THE CHIEF TECHNOLOGY OFFICER

We have experience on working on DC's Office of the Chief Technology Officer (OCTO) website.



### UNITED STATES DEPARTMENT OF LABOR

We have develop website for the Employment and Training administration of Department Of Labor (DOL).



### THE COUNCIL OF THE DISTRICT OF COLUMBIA

We assisted government in building website for Legislative Information Management System (LIMS).



### WOMEN IN MINISTRY (WIM)

We have made website for African Methodist Episcopal (AME) Women In Misnistry and providing maintenance & support services.



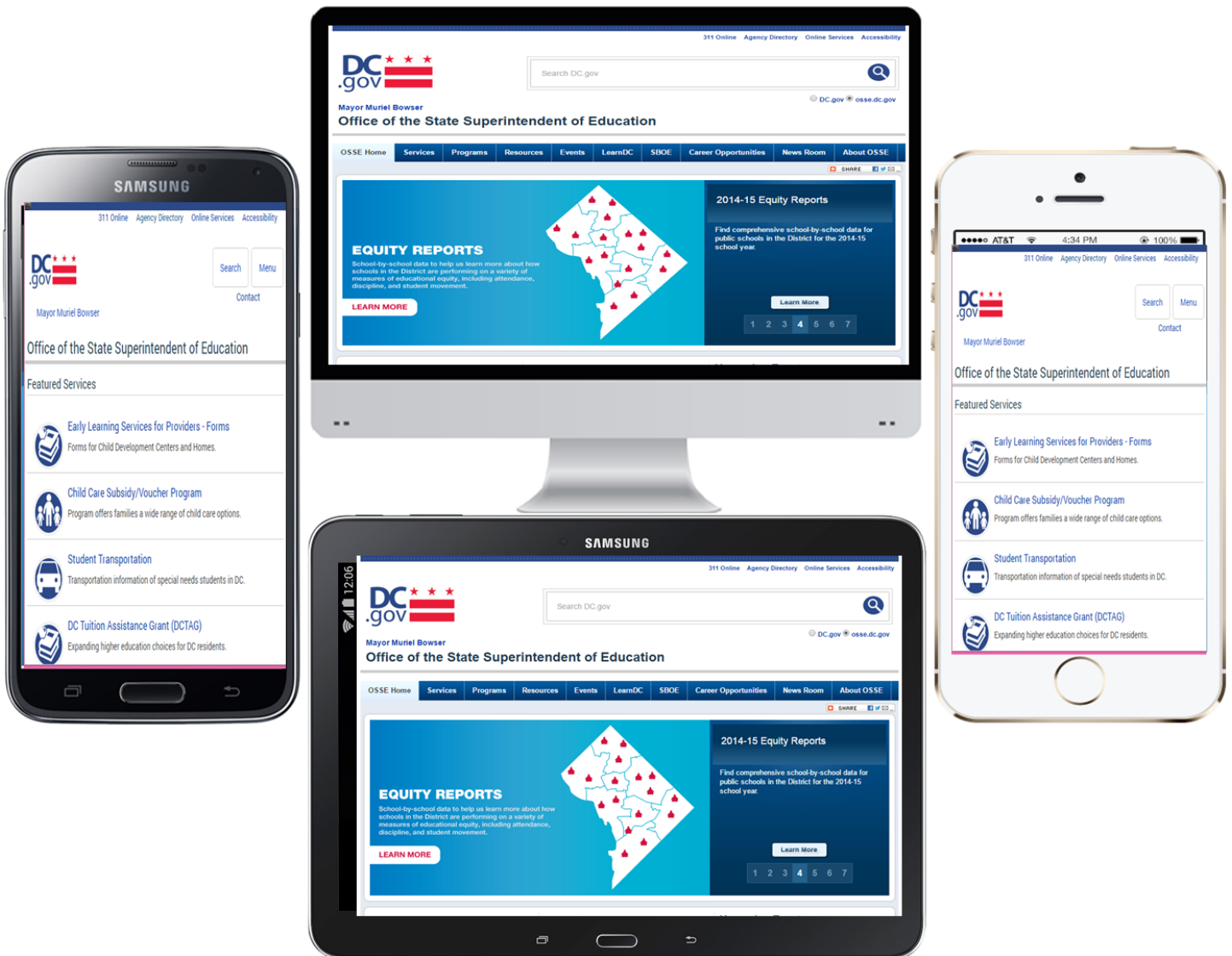
## Website Portfolio

As discussed above in 'similar projects' section, we have provided similar work experience with various Government agencies with the District of Columbia, Office of the State Superintendent of Education, Office of Chief Technology Officer OCTO, United States Department Of Labor, The Council of the District of Columbia, United States Department Of Labor, Women in Ministry (WIM) etc.

Here are the screenshots of few of our successful websites.

### OFFICE OF THE STATE SUPERINTENDENT OF EDUCATION

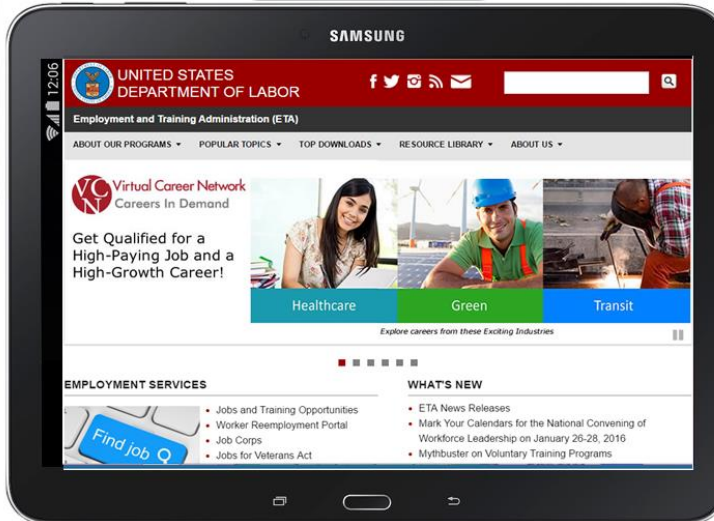
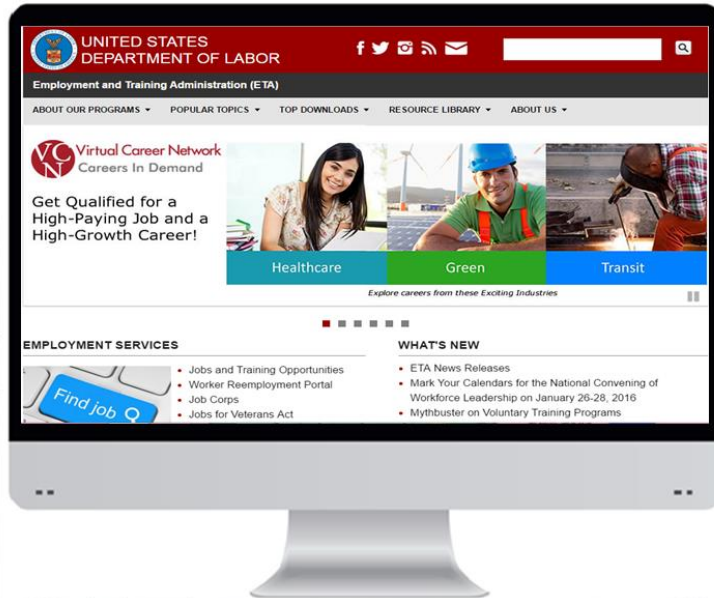
<http://osse.dc.gov/>





# UNITED STATES DEPARTMENT OF LABOUR

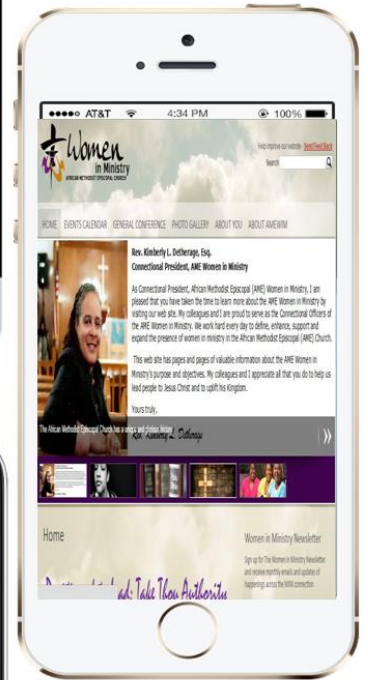
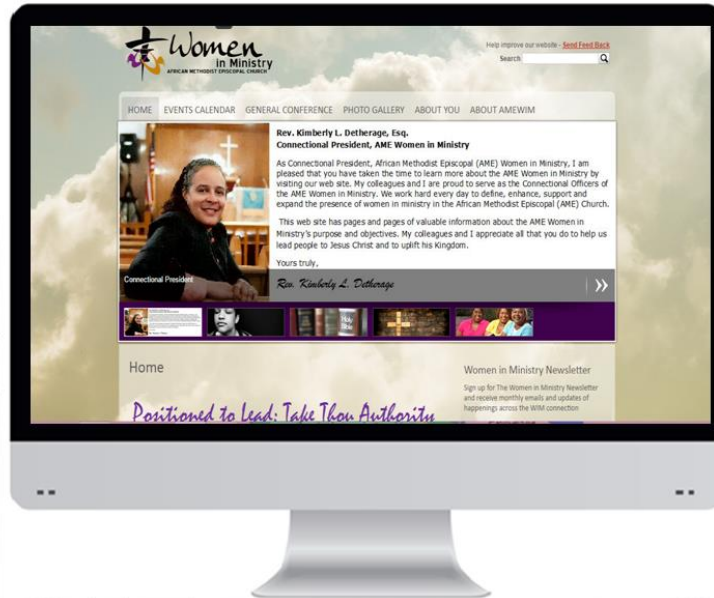
<https://www.doleta.gov/>





# WOMEN IN MINISTRY AFRICAN METHODIST EPISCOPAL CHURCH

<http://www.amewim.com/>

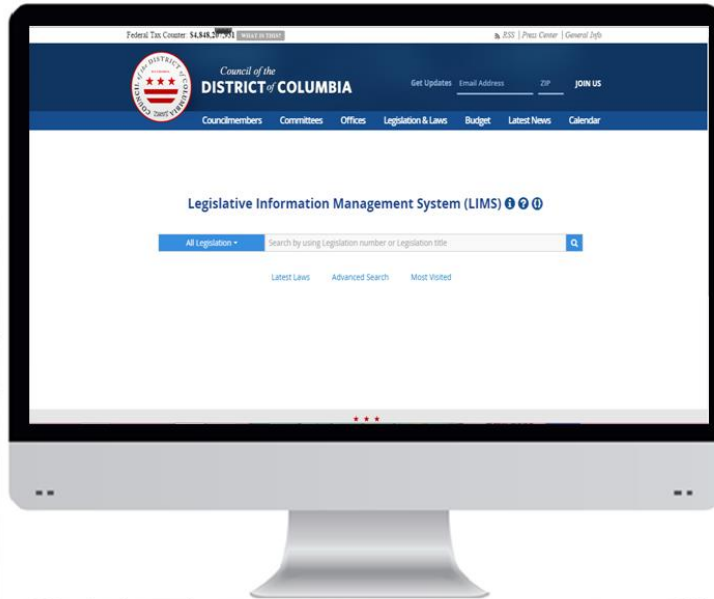






# THE COUNCIL OF DISTRICT OF COLUMBIA

<http://lims.dccouncil.us/>





### **DC Website Design, Development and Content Management**

The District's web portal, [www.dc.gov](http://www.dc.gov), provides online government services and information to District residents, businesses and other interested parties. The portal consists of over 100 District agency websites.

OCTO was seeking a website design, development and content management services for publishing content on the mayor's site, assistance in the creation of various digital contents such as newsletter, new web and digital media tools, support for the maintenance, development & strategic planning of content and website design for both public internet & internal intranet sites.

We have provided our website team who has successfully completed their work and still assisting them in website support & maintenance. We have developed new design standards for the agency's Internet & Intranet and guide them in technical & operational issues related to day to day web activities.

Our team responsibility includes the maintenance of the web standards and publishing processes for District of Columbia government websites that make up the DC.Gov web portal. Our team has successfully managed their website content publication workflow; also our team has provided editorial and standards oversight for all content, troubleshoots their minor issues & responds to their emergency situations that require immediate public notification and assists them in other District projects in integrating new content into the DC.Gov web portal.

Our major accomplishment during this project includes the migration of their current website from its legacy site – FrontPage – to Drupal. The migration involved the creation of more than 10,650 nodes/pages for menus, reports, publications, data sets and images. More than 1,600 basic pages, 60 menus and 7,800 publications were rebuilt in the new system. It is estimated that more than 100,000 internal links were manually changed as part of the transformation process.

We have also worked on-site to assist their internal development team with the setup of the overall CMS web development environment, build and deployment processes, ensuring that DC's internal development team were quickly up to speed and achieved productivity with a technology that was initially unfamiliar to them.

We have provided a software trainer who has trained DC staff and technical administrators regarding the implementation & maintenance along with the training documentation for future reference. We have also provided in-person support and training, in addition to telephone and email support to the end-user community. This role provides resolutions for users, walks the user through a series of steps to determine the cause of a problem, update systems to reflect user requests, and creates training resources to support the ongoing use of the system and ensures problem ownership and promotes end-user satisfaction.





## User experience testing

The usability tests of websites are evaluations of the websites on whether the purpose of the website comes across and is clear to perform through the functionality of the site. Especially, checking whether the website or web-based application is usable for the target user. And as a result of it, the quality of user experience from the usability tests. Our user testing approach includes:

- **Determine user’s needs we want to meet**

Your content serves different users’ needs, in different situations. To revise the interface and information architecture, we need to understand and priorities these. This phase won’t take long, but is critical: it will directly drive design decisions, align everyone, and guarantee we won’t miss anything.

| Steps   | Techniques   | Deliverables  |
|---|--|---|
| <ul style="list-style-type: none"> <li>• Produce a shortlist of personas and user situations</li> <li>• Determine primary and secondary personas</li> <li>• Stack rank use cases based on frequency, user relevance, and strategic importance</li> <li>• Validate the resulting priority matrix with current users</li> </ul> | <ul style="list-style-type: none"> <li>• Conduct in-depth in-person interviews with stakeholders</li> <li>• Desk analysis (competitive scenario and eco-system)</li> <li>• Survey for staffs, users and non-users (if required)</li> <li>• In-person interviews with users (approx. 5 interviews)</li> <li>• Internal workshop for idea generation &amp; prioritisation</li> </ul> | <ul style="list-style-type: none"> <li>• List of use cases and personas, sorted by priority</li> <li>• Interview transcripts</li> <li>• Survey results</li> </ul> |

- **Develop a user experience and information architecture that meets needs**

This phase is the core of the project. We will develop and co-create different UI designs and information architectures, and iterate on them until we are confident they meet both users’ and business needs.

| Steps  | Techniques  | Deliverables   |
|--|---|--|
| <ul style="list-style-type: none"> <li>• Mapping out the current content architecture</li> <li>• Combine user interviews, design studio, and internally generated ideas into prototypes</li> <li>• Test prototypes with users, and converge iterations towards a coherent, validated solution</li> </ul> | <ul style="list-style-type: none"> <li>• In-depth user interviews (approx. 8 interviews for each of the 3 personas)</li> <li>• Design studio, card sorting, other feature prioritisation techniques</li> <li>• Wire framing</li> <li>• User acceptance testing</li> </ul> | <ul style="list-style-type: none"> <li>• Sketches and low-fi paper prototypes</li> <li>• Testing materials as required</li> <li>• Sitemap and navigation architecture</li> <li>• Final wireframes and a clickable prototype</li> </ul> |

- **Implement the solution progressively**

The validated solution needs to be implemented. Likely a progressive implementation (adding features over time) is the best outcome, because it enables user feedback, metrics analysis, and makes best use - potentially limited - internal resources. This phase delivers a thorough implementation plan



| Steps   | Techniques   | Deliverables  |
|---|--|---|
| <ul style="list-style-type: none"> <li>• Work with internal stakeholders to understand resource availability &amp; tech systems</li> <li>• Prioritise the implementation</li> <li>• Determine relevant KPIs and metrics to monitor</li> <li>• Create a project roadmap, distributing roles and tasks</li> </ul> | <ul style="list-style-type: none"> <li>• Stakeholders interviews</li> <li>• Sprint planning / prioritised backlog for development team or agency</li> <li>• Liaison with external parties (implementation / advisory) as required</li> </ul> | <ul style="list-style-type: none"> <li>• Project plan</li> <li>• Product road-map</li> <li>• List of tasks - brief to stakeholders</li> </ul> |

**Recommended Number of Participants by Testing Technique**

|                             | BENCHMARK METRICS  | DIAGNOSTIC (FORMATIVE) EVALUATION                  | SUMMATIVE TESTING                               |
|-----------------------------|--|--|---|
| <b>How many?</b>            | 8-24 users   | 4-6 users  | 6-12+ users                                     |
| <b>Metrics and Measures</b> | Focus on metrics for time, failures, etc<br>Tests current process or product | Less formal<br>Increased focus on qualitative data | More formal<br>Metrics based on usability goals |
| <b>Why</b>                  | Establish baseline Metrics   | Find and fix problems                              | Measure success of new design                   |
| <b>When</b>                 | Before a design project begins or early in development                       | During design                                      | At end of process                               |
| <b>How often</b>            | Once   | Iterative  | Once  |



## D. Technical Approach & Methodology

Our approach for each project is as a true collaboration in ideation, the process of creating new Ideas. We offer our expertise and guidance whenever needed to ensure that the entire process is as smooth and enjoyable as possible. vTech's commitment to quality is with you from concept through to post-implementation support so you can feel assured both during and after the development process.

We believe the process begins the moment we connect with our clients. Our goal is to provide strategies and solutions that go beyond the expected. To make sure we deliver, we embrace the ideation process. Through this process we achieve in-depth understanding of our client's goals.

### Project Approach

Our Project Approach presents an overview of the basic schedule in the development of your website. The proposed schedule is divided into the following stages: Definition and Planning, Site Structure and Content, Visual Design, Site Development, Hosting, Testing, Launch and Post Launch Analysis.

A more detailed description of each stage is provided below. Status reports that are provided by vTech keep Customer informed of project progress.

#### A> DEFINING AND PLANNING

| Process                                       | Description   | Deliverables   |
|---|---|--|
| <b>Research and Discovery</b>                 | <p>Determine the purpose of the project and core &amp; secondary needs of the site as well as the overall goals for the site.</p> <p>Research for further requirement, if any, from schools and gain in-depth understanding of programs, disciplines, careers, etc.</p> <p>Identify branding/perception goals.</p> <p>Conduct competitive analysis.</p> <p>Develop audience personas and goals.</p> <p>Assess the site in terms of analytics, SEO and general stats and establish basic Key Performance Indicator (KPIs).</p> <p>Administer a short survey about the website for internal audience.</p> | <ul style="list-style-type: none"> <li>○ List of current site issues, primary and secondary goals</li> <li>○ Higher-level descriptors list about brand perception for website (expand after survey)</li> <li>○ Web survey for internal audiences</li> <li>○ Competitive analysis report</li> <li>○ Audience profiles</li> <li>○ Foundational analysis for SEO, Google Analytics, and other ratings and measurements</li> </ul> |
| <b>Write the Project Brief/Creative Brief</b> | <p>Based on the information gathered, we will write and provide a project brief that states in black and white the project specifics.</p> <p>Include mobile strategy and basic technical specifications screen resolution, browser compatibility; download time, web standards, security and accessibility.</p> <p>Include social media and SEO strategy sections.</p>  | <ul style="list-style-type: none"> <li>○ Project brief</li> <li>○ Social media strategy and plan</li> <li>○ SEO strategy and plan</li> <li>○ Usability testing plan</li> </ul>   |
| <b>Develop the Project Plan/Timeline</b>      | <p>Create the project plan overview draft.</p> <p>Create a detailed list of tasks for each phase of the project plan.</p> <p>Establish the timeline for tasks and deliverables.</p>   | <ul style="list-style-type: none"> <li>○ Project plan</li> <li>○ Project timeline</li> </ul>   |



|  |   |  |
|--|---|--|
|  | Assign due dates and resources.   |  |
| <b>Document Maintenance Considerations</b> | Develop a web site maintenance plan that documents how the site will be updated and reviewed regularly. Consider training opportunities for Content Matter Experts (CMEs) and other CMS users to reinforce communications voice and new site standards. |  |

**B> SITE STRUCTURE AND CONTENT**

| Process                                       | Description   | Deliverables   |
|---|---|--|
| <b>Content Audit and Outline</b>              | Create a list of all existing content that needs to flow into new site.<br>Place content into individual Word documents.<br>Sort content into groups and identify Content Matter Experts (CMEs).<br>Conduct interviews with CMEs.<br>Create a content approval process.<br>Consider future content needs.<br>Review the list of current and future content<br>Create final content outline. | <ul style="list-style-type: none"> <li>○ List of CMEs</li> <li>○ Content outline draft</li> <li>○ Content in Word docs</li> <li>○ Interview questions for CME meetings</li> <li>○ Content outline final</li> <li>○ Site maintenance plan</li> <li>○ First edits on priority content</li> </ul> |
| <b>Site Diagram and Navigation</b>            | Take the final content outline and create site diagram: a visual representation of content outline, site structure and navigational elements.   | <ul style="list-style-type: none"> <li>○ Site diagram</li> <li>○ Navigation draft</li> <li>○ Navigation final</li> </ul>   |
| <b>Wireframe</b>                              | Create wireframes for the home page and each template page type.<br>Include the containers for navigation, images, content, functional elements (like search) and footer.   | <ul style="list-style-type: none"> <li>○ Wireframe draft – various templates</li> <li>○ Wireframe finals</li> </ul>  |
| <b>Usability Testing</b>                      | <ul style="list-style-type: none"> <li>• Loop Web Team into process to review wireframes.</li> </ul>  |  |
| <b>Content Editing and Layout Preparation</b> | <ul style="list-style-type: none"> <li>• Begin editing existing content and curating new content to populate pages.</li> </ul>  |  |

**C> VISUAL DESIGN**

| Process                        | Description  | Deliverables   |
|--------------------------------|--|--|
| <b>Design Preparation</b>      | <ul style="list-style-type: none"> <li>• Develop a list of design criteria and goals.</li> <li>• Connect with usability contacts and resources.</li> <li>• Review other sites from which to borrow ideas.</li> </ul>   |  |
| <b>Draft, Review, Finalize</b> | <ul style="list-style-type: none"> <li>• Create 1st draft of visual designs and subpages; 2-3 variations.</li> <li>• Allow for feedback, selection and modifications.</li> <li>• Create 2nd draft of visual designs and subpages.</li> <li>• Allow for feedback and modifications.</li> <li>• Finalize visual design.</li> </ul> | <ul style="list-style-type: none"> <li>○ Multiple draft design comps</li> <li>○ Final design elements to pass off</li> </ul> |
| <b>Usability Testing</b>       | <ul style="list-style-type: none"> <li>• Create graphic templates of site and conduct usability testing with 8-10 people.</li> </ul>   | <ul style="list-style-type: none"> <li>○ Usability test plan</li> <li>○ Usability report and recommendations</li> </ul>      |



### D> SITE DEVELOPMENT

| Process                                 | Description   | Deliverables  |
|---|---|---|
| <b>Technical/ Functional Plan</b>       | <ul style="list-style-type: none"> <li>Review the research and materials to confirm that everything is in alignment and supports the overall project goals and needs.</li> <li>Target technical specifications in more depth               <ul style="list-style-type: none"> <li>Browsers, OS, resolution and connection speeds</li> <li>Operating systems - Mac, Windows, Other</li> <li>Screen and display resolution</li> <li>Connection speeds</li> <li>Page download size</li> <li>Use of CSS, Flash, JavaScript, video, audio, etc</li> <li>Internal search function</li> <li>Backend technologies, CMS features, personalization, login, etc</li> </ul> </li> </ul> |   |
| <b>Refine Project Plan and Timeline</b> | <ul style="list-style-type: none"> <li>Refine and add details to the project plan drafted during the first stage.</li> <li>Include more detailed list of concrete tasks, assignments, target dates and dependencies between tasks.</li> <li>Schedule and administer training in WordPress CMS.</li> </ul>   | <ul style="list-style-type: none"> <li>Detailed site development schedule</li> <li>CMS training plan</li> </ul> |
| <b>Build and Integrate the Site</b>     | <ul style="list-style-type: none"> <li>Build out templates using appropriate CMS.</li> <li>Create CSS, HTML5, Javascript and others depending on requirements.</li> <li>Optimize images, CSS and HTML.</li> <li>Run initial tests on templates.</li> </ul>  | <ul style="list-style-type: none"> <li>Site templates</li> </ul>  |
| <b>Usability Testing</b>                | <ul style="list-style-type: none"> <li>Conduct usability testing on site templates with some people in round #1 plus new people.</li> </ul>   |   |
| <b>Create Pages</b>                     | <ul style="list-style-type: none"> <li>Place content into templates.</li> <li>Establish method for content contributors to review, update and add content.</li> </ul>   | <ul style="list-style-type: none"> <li>Site maintenance plan</li> </ul>   |
| <b>Backend Development</b>              | <ul style="list-style-type: none"> <li>Build, modify and/or integrate dynamic features of the site that require database and integration:               <ul style="list-style-type: none"> <li>Search</li> <li>Personalization/login</li> <li>Security functions</li> <li>Web analytics</li> </ul> </li> </ul>  |   |
| <b>Content Migration</b>                | <ul style="list-style-type: none"> <li>Stored information on a Web content management system(CMS), Digital asset management(DAM), Document management system(DMS), or flat HTML based system to the a new system</li> </ul>   |   |

### E> TESTING

| Process  | Description  | Deliverables |
|--|--|--------------|
| <b>Create a realistic Quality Assurance Plan</b> | <ul style="list-style-type: none"> <li>Make sure QA plan contains:               <ul style="list-style-type: none"> <li>Content – accuracy, spelling, grammar (CMEs)</li> <li>Links</li> <li>Functionality</li> <li>Validity of HTML5 &amp; CSS</li> </ul> </li> </ul> |              |



|  |  |  |
|--|--|--|
|  | <ul style="list-style-type: none"> <li>○ Accessibility</li> <li>○ Browser/OS/resolution</li> <li>○ Connection speed</li> <li>○ SEO</li> <li>○ Load testing</li> <li>○ Security</li> <li>• Manage the testing process, priorities and fix issues.</li> <li>• Conduct the final review of the site before launch.</li> </ul> |  |
|--|--|--|

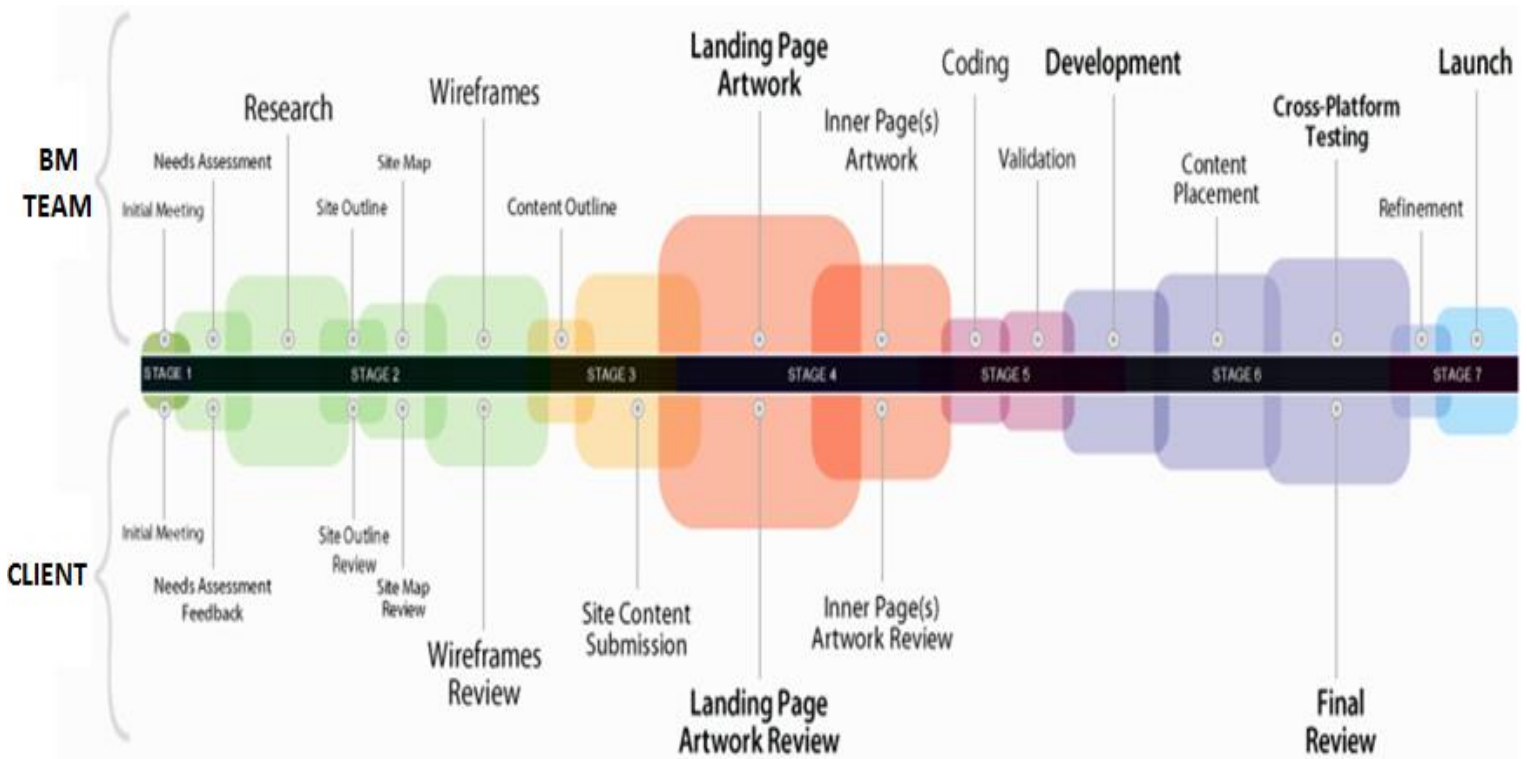
**G> LAUNCH AND POST LAUNCH ANALYSIS**

| Process                                       | Description  | Deliverables  |
|---|--|---|
| <b>Launch city's website</b>                  | <ul style="list-style-type: none"> <li>• Plan the best date to go live. Consider current web site traffic patterns and attempt to launch in a way that minimizes downtime.</li> <li>• Make sure that everyone on the team is on call for any challenges that might occur during launch.</li> <li>• Consider a soft launch.</li> <li>• Conduct the final stage of QA testing on the live site.</li> </ul>   |   |
| <b>Style Guide</b>                            | <ul style="list-style-type: none"> <li>• Create a style guide containing the following elements:               <ul style="list-style-type: none"> <li>○ Visual design standards - logos, colors, typography (to keep the site on brand)</li> <li>○ Naming conventions - for files, directories, CSS, images, titles, SEO</li> <li>○ Site structure - document the site diagram and indicate how the structure is built to handle growth</li> <li>○ Templates - provide the HTML templates and CSS indicating layout, typography, size, color, navigation, menus</li> </ul> </li> </ul> | <ul style="list-style-type: none"> <li>○ Style guide</li> </ul> |
| <b>Maintenance Plan</b>                       | <ul style="list-style-type: none"> <li>• Implement the maintenance plan that was developed in the first stages of this process.</li> </ul>   |   |
| <b>Post-launch SEO and Social Media Tasks</b> | <ul style="list-style-type: none"> <li>• Submit sitemaps to Google.</li> <li>• Social bookmarking tools:               <ul style="list-style-type: none"> <li>○ Google Plus, Twitter, Delicious, Pinterest, Digg, StumbleUpon, Reddit</li> </ul> </li> <li>• Facebook, YouTube tasks.</li> <li>• Measure site stats.</li> </ul>  |   |
| <b>Tweak and Improve</b>                      | <ul style="list-style-type: none"> <li>• Continue to make improvements and roll out secondary features we put on the backburner.</li> </ul>  |   |
| <b>Training</b>                               | <p>Training of content manager(s) or appropriate staff to manage ingoing/outgoing of data and other important details related to content management system.</p>  |   |

**Note:** The proposed schedule is assuming no delay in feedback from City of Asheville to approval, fixes, and sign-off. Delays caused at the client side, may cause additional delays development side due to scheduling issues within the development team's job queue. Every effort will be made to provide appropriate priority for this project so as to minimize such delays. In any event, significant delays resulting from such scheduling interruptions will be communicated to the client at the earliest possible occasion.



# Major Milestone







## E. REFERENCES

### REFERENCE#1: Corporate Systems Resources Inc.

Name **Glenda Taylor, President**  
Telephone Number: **(202) 829 1916**  
Email Address: **glendataylor@csri.us**



VTech solution Inc. has been providing IT Staff Augmentation, application development, database management and consulting Services for the District of Columbia Government on behalf of Corporate Systems Resources Inc. Through a contract that was initiated on April 2013 and is still continuing till date, we have placed more than 10 techno-functional professional for our client in various IT Professional positions including:

- Web Design Specialist
- Senior Application Architect
- Web Developer
- Senior .Net Developer

#### Challenge:

The District of Columbia Government was facing the problem of lack of skilled IT resources and increasing financial constrain. The state government's reactionary approach was needed to be replaced by a dynamic and proactive approach towards IT infrastructure and systems.

#### The objective:

The District of Columbia Government needed to support its employees and member of the organization with a reliable IT solution to fulfill its working objectives and complete its IT Staff Augmentation, database management and consulting needs.

#### Solution and Services provided:

- Application development and database management services provided to our client with application development and database management team comprises of seasoned professionals who possess the business background, project management experience and technology expertise to deliver business-critical technology solutions. These solutions include a variety of platforms, devices and networks, including integration with legacy systems, development of business applications and Web-based functionality.
- Account management provided to our client by a dedicated account manager who is a dedicated single point of contact aligned with each client and a senior accounts management team having years of experience in IT consulting & services.
- Reporting and performance management provided to our client through a state of the art online reporting and management system to effectively measure the performance of the resource
- vTech solutions Inc. Offered specific resources with a high degree of technical & specialized skill sets including:
  - **Languages:** C#, ASP.NET, ASP, VB.NET, Visual Basic, Java, JSP, HTML, DHTML, JavaScript, vbScript, AJAX, XML, XHTML, CSS, Oracle, etc.
  - **Database:** MS SQL, Oracle, etc.
  - **Platforms:** Windows 2003 Server, MOSS 2007, SharePoint 2010, ISA Server 2004, SQL Server 2005, SQL 2008, Exchange Server



- **Software Applications:** SharePoint Server, Microsoft Office Suite, various Collaboration Software, IIS, Visual Studio, etc.

**The result:**

By outsourcing their application development, database management and IT staff augmentation requirements to vTech solution Inc., The District of Columbia Government was able to fulfill their IT system needs and they received the support needed to maintain Smooth and Efficient flow of network operations The District of Columbia Government was able to benefit from knowledgeable, highly-technical IT staff that were able to step in and begin resolving issues immediately, and also received support from vTech’s senior accounts management team having years of experience in IT consulting & services., vTech solutions Inc continues to provide these resources to ensure that the District of Columbia Government’s IT infrastructure remains operational and dynamically respond to various devolving IT needs.



**REFERENCE #2: LEGAL DISCOVERY LLC**

Name: **Vishal Rajpara, Executive Vice-President,**  
Telephone Number: **571-297-6959, 201-233-1227**  
Email Address: **vrajpara@legaldiscoveryllc.com**



vTech solution Inc. has been providing IT Staff Augmentation and IT consulting Services for the State of Pennsylvania, Arkansas, and Virginia on behalf of Legal Discovery. Through a contract that was initiated on August 2009 and is still continuing till date, we have placed more than 12 techno-functional professional for our client in various IT Professional positions including:

- Web Architect
- Client Server Network Engineer
- Application developer
- PeopleSoft Designer
- Drupal Developer
- PeopleSoft Development

**Challenge:**

The State of Pennsylvania, Arkansas, and Virginia was facing the problem of lack of skilled IT resources and increasing financial constrain. The state government’s reactionary approach was needed to be replaced by a dynamic and proactive approach towards IT infrastructure and systems.

**The objective:**

The State of Pennsylvania, Arkansas, and Virginia needed to support its employees and member of the organization with a reliable IT solution to fulfill its working objectives and complete its IT Staff Augmentation, IT services and IT consulting needs.

**Solution and Services provided:**

- Contingent IT Staffing services provided to our clients to enrich their existing IT pool of resources through a system of Time and Material (T&M) based filling of contingent IT resource requirements.
- IT consulting services provided to our clients in various IT Systems including Hardware, Software, Databases, Networks, IT Security, and Procedures.
- Account management provided to our clients by a dedicated account manager who is a dedicated single point of contact aligned with each client and a senior account management team having years of experience in IT consulting & services.
- Reporting and performance management provided to our clients through a state of the art online reporting and management system to effectively measure the performance of the resource

**The result:**

By outsourcing their IT staffing and it consulting needs to vTech Solutions Inc., The states of Pennsylvania, Arkansas, Virginia and the various departments in these states were able to benefit from the highly seasoned IT professionals that were able to provide their knowledge and skill for better functioning of IT resources in these states. received support from vTech’s senior accounts management team having years of experience in IT consulting & services., vTech solutions Inc continues to provide these resources to ensure that the State of Pennsylvania, Arkansas, and Virginia’s IT infrastructure remains operational and dynamically respond to various devolving IT needs



**REFERENCE #3: Obverse Inc.**

Name: **James Detherage, President**  
Telephone Number: **(202) 213 3422**  
Email Address: **jdetherage@obverse.net**



vTech solution Inc. Has been providing IT Staff Augmentation Services to the District of Columbia Government on behalf of Obverse Inc. for various IT Systems including Hardware, Software, Databases, Networks, IT Security, and Procedures. Through this contract which was initiated on April 2007 and is still continuing till date, we have placed more than 15 techno-functional professional for our client in various IT Professional positions including:

- Senior Business Analyst
- Business Intelligence Consultant
- GIS Architect - Expert Level
- GIS Application Developer
- Senior Project Manager
- Project Manager
- Senior Software Trainer
- Support Technician
- GIS Analyst
- Field Support Tech

**Challenge:**

A rapidly growing need of IT services in the District of Columbia Government and increasing financial constraint, needs of its employees to operate in a stable, reliable and safe IT environment. The District of Columbia government had surpassed the point where an Ad-hoc and reactionary approach was needed to be replaced by a dynamic and proactive approach towards IT infrastructure and systems.

**The objective:**

The District of Columbia Government needs to support its employees and member of the organization with a reliable IT solution to fulfil its working objectives and to improve its IT infrastructure and IT systems including Hardware, Software, Databases, Networks, IT Security, and Procedures.

**Solution and Services provided:**

- Consulting and resource management provided to our client by subject matter experts (SME) with a detailed knowledge of various systems and programs, we helped in training and induction of various new IT systems to the employees so there can be optimum utilization of the resources and enabling employees so they can maintain the program or IT systems on their own. Workflow and Requisition tools were used to attract candidates and manage administration.
- Account management provided to our client by a dedicated account manager who is a dedicated single point of contact aligned with each client and a senior account management team having years of experience in IT consulting & services.
- Reporting and performance management provided to our client through a state of the art online reporting and management system to effectively measure the performance of the resource
- vTech solutions Inc. Offered specific resources with a high degree of technical & specialized skill sets including:
  - **Languages** - C#, ASP.NET, ASP, VB.NET, Visual Basic, Java, JSP, HTML, DHTML, JavaScript, vbScript, AJAX, XML, XHTML, CSS, Oracle, etc.
  - **Database** - MS SQL Server 2008 & above, SQL Server Reporting Services, SQL Server Integration Services, SQL Server Business Intelligence Development Studio, Oracle



- **Platforms** - Windows 2003 Server, MOSS 2007, SharePoint 2010, Cisco Routing, Cisco Switching, Cisco VOIP, ISA Server 2004, SQL Server 2005, SQL 2008, Exchange Server 5.5, Exchange Server 2003, VMware vSphere 5
- **Software Applications** - SharePoint Server, Microsoft Office Suite, Adobe Dreamweaver, Adobe Flash, Adobe Photoshop, various Collaboration Software, Sun Server, IIS, Visual Studio, etc.
- **Topologies, Protocols** - TCP/IP, LDAP, PKI, Ethernet, SMTP, DNS, WINS, Active Directory, IIS, RAID, VOIP, VPN

**The result:**

By outsourcing their IT staff augmentation requirements to vTech solution Inc., The District of Columbia government was able to fulfill their IT system needs and they received the support needed to maintain Smooth and Efficient flow of network operations The District of Columbia government was able to benefit from knowledgeable, highly-technical IT staff that were able to step in and begin resolving issues immediately, and also received support from VTECH's senior account management team having years of experience in IT consulting & services., vTech solutions Inc continues to provide these resources to ensure that the District Of Colombia Government's IT infrastructure remains operational and dynamically respond to various devolving IT needs.



# F. VTECH'S PROPOSED SOLUTION & TESTING

## Introduction

The City of Asheville operates under a council-manager form of government, which is prescribed by its charter. More than 3,400 cities and 371 counties operate under this system, which means more than 89 million American citizens live in communities with this form of government. Since its establishment, the Council-Manager form has become the most popular form of government in the United States in communities with populations of 5,000 citizens or more.

## Problem Statement

The City of Asheville is planning a redesign of its existing website, www.ashevillenc.gov. At present, this website contains very plain & dull landing pages of city's departments and closed-in feel homepage which is disliked by city. Also the present website is not mobile responsive and intuitive in design.

## vTech's Proposed Solution

We, vTech Solution Inc., will develop & finish City's homepage with distinct layout, design, and dynamic content and provide the community with an intuitive, functional, user-friendly and attractive website which is responsive to all mobiles devices & browsers. This re-designing & development would give City of Asheville a new look and feel thereby enhancing the functionalities of the current website so as to make it much more feature rich and user friendly. The proposed Website will lead City to achieve the following objectives:







- Reduced time and effort in
  - Content Publishing
  - Content Updating
- Enhanced web experience for website visitors
- It will help in rebranding
- Making the website easier to use (improved usability)
- Making the website easier/faster to update
- Better website performance (for example, WebPages load faster)
- Improve online communication, information and education to the users.

### Content Management Solution

DotNetNuke and WordPress are among the largest content management systems, are being used. These systems are booming over a period of time because of the effective benefits like user-friendly, freely distributed, compatible, easy, fast, light etc. We like to provide you real facts and factual for both CMS- DotNetNuke and WordPress that will help you to select an appropriate CMS. By carrying out a detailed comparison of both, you will be able to make an accurate decision. The following table below can help you in comparing the two content management systems on some basic factors including ease of use, popularity, technical requirements, theme & plugin, and using experience.

| Features       | WordPress | DotNetNuke |
|----------------|-----------|------------|
| Popularity     | ★★★★★     | ★★★★★      |
| Ease of Use    | ★★★★★     | ★★★★★      |
| Compatibility  | ★★★★★     | ★★★★★      |
| Business Use   | ★★★★★     | ★★★★★      |
| Theme & Plugin | ★★★★★     | ★★★★★      |

### Ease of Use

The interface of DotNetNuke (DNN) has been created into the website design directly. You just have to navigate through your website in order to make your required changes. The more you navigate, the more you can understand. On the other hand, WordPress consists of an intuitive interface for an administrator that can be used and managed with merely no learning curve. DotNetNuke is considered to be less easy to use as compared with that of WordPress. So, if you compare both according to user friendliness, then WordPress is the best solution as it doesn't need much technical knowledge.

### Popularity

WordPress is more popular as compared with that of DotNetNuke. As researched online, even a new blogger who enters into the website building field for the first time is aware of the existence of WordPress. On the other hand, most of the web users and bloggers are not aware of DotNetNuke. It is a less popular content management system among the web users. This makes WordPress better to be used than DotNetNuke.





## **Platform**

DotNetNuke has been written in VB.NET language on the basis of platforms that further include Cloud and ASP.NET. On the other hand, WordPress has been written in PHP language and is on the basis of MySQL for data storage. MySQL is a very recent platform for content management systems which is being preferred by most of the web designers and developers these days. This is how, WordPress is much better to be used than DotNetNuke.

## **Operating Systems**

WordPress is a cross platform. On the other hand, DotNetNuke is used on the Cloud or the OS of Microsoft Windows. WordPress has a better user interface and has a lot to offer to the users.

## **Purpose**

The sole purpose of the development of DotNetNuke is content management. All the webmasters who only require to manage and to administrate their website's content can use this software easily. On the other hand, WordPress is not only used as content management system but it also serves as a perfect tool for blogging.

## **Themes & Plugins**

DotNetNuke does not have any free plugins and themes for the users. The functionality of these themes and plugins can only be expanded with the help of modules that are obtained from third parties. Whereas WordPress contains a large sum of premium themes and plugins which are free to be downloaded. These themes and plugins could be easily downloaded from the official website of WordPress.org.

## **Browsers Compatibility**

The best thing about WordPress is that it can work well on all the browsers. On the other hand, DotNetNuke can only be used on Internet Explorer. This makes WordPress better and more compatible to be used as compared with DotNetNuke.

## **Social Networking**

You cannot share pages and posts on social media networks when you are using DotNetNuke. It does not allow you to share links, pages, and words on your websites that are coming from Twitter, Facebook, Google Plus, and many more. WordPress, on the other hand, allows you to share posts and links on all the social media networks. Even, you can create Facebook ads, add Google Plus button, add Facebook comment box, auto-tweet your blog posts, and carry out many other social activities using WordPress.

## **Updates**

DotNetNuke requires a whole year to get updated, which makes it inferior than WordPress as it gets updated frequently, both for the minor update and the major update. Whenever there is any problem in the WordPress, it gets updated in order to settle these issues.

## **Business Use**

If you want to use a content management system on enterprise level, then DotNetNuke can be considered perfect for you. On the other hand, simple, small and personal website development requires an easy platform and no other system could be better than WordPress in this regard. DotNetNuke is more specifically used for business use. Besides being used at the enterprise level, WordPress can be easily used for other purposes too.



## User Experience

DotNetNuke is clunkier to be used than WordPress. Alternatively, WordPress is flexible to be used with the availability of WordPress plugins and the open source nature. It contains an easy to use interface for the administrators. It also contains an uncluttered bar for admin when it comes to seeing a public website.

Both of these content management systems are usable and helpful for bloggers and website owners. For this project we will recommend WordPress as content management solution as WordPress is a powerful semantic publishing platform, and it has a great set of features designed to make your experience as a publisher on the Internet as easy, pleasant, and appealing as possible. Also, it is a very user friendly, freely distributed, standards-compliant, fast, light, and free content management system, with sensible default settings and features, and an extremely customizable core. WordPress is the only solution that can fulfill your needs without requiring much technical expertise i.e, any non technical person can also work on WordPress.

## Quality Control & Testing Process

Prior to launch, our dedicated team of account managers, developers and creative professionals take every site we build through a thorough quality control and testing process. This process also includes SEO optimization and ensures our clients have access to analytics for their sites.

## Proofing Process

We understand how important your website's content is for engaging your target audience and effectively communicating your brand personality. That's why we spend the extra time and effort to ensure we get it just right. As we develop copy and design for your website, and before any coding even takes place, our internal proofing process ensures that each comp, copy document and piece of content is carefully reviewed by at least two proofers. We will check for typos, spelling errors, formatting issues and hyperlink accuracy. In addition, you'll have the opportunity to review key deliverables for your own internal review process. Up to two rounds of client-requested revisions are typically allotted for key deliverables.

## Cross-Browser Testing

Cross-browser testing is a critical part of our quality control and testing process and is especially important when designing a responsive website. This key step ensures that a site is optimized for as many different devices and browsers as possible, including desktop computers, tablets, and smartphones, as well as different versions of the available browsers that people might use to access the site. Performing this testing allows us to make sure your site works correctly for every user, no matter where they are or what device they use to access your site.

- Testing will be completed by Johnson Direct on IE 9 and above, Safari, Firefox and Chrome
- vTech will design and program the responsive design, which will be optimized for 320px-1023px and 1024px and above
- Mobile testing will be completed on the latest version of Android and iOS

## Our Trusty Checklist

Every website endeavor is complex in its own way. There are a thousand moving parts. And with our full-service capabilities, there are usually many, many specialists contributing toward the desired end result. Let's face it, there a lot of things that could easily be overlooked. "Winging it" simply isn't our style. We rely on process, checklists, forms and guidelines to ensure no stone is left unturned.





## H. ACKNOWLEDGEMENT OF ADDENDUMS

| ADDENDUM   | DATE     |
|------------|----------|
| Addendum-1 | 2/9/2016 |
| Addendum-2 | 2/9/2016 |