Website Redesign

Council Presentation
September 22, 2015

Website Metrics
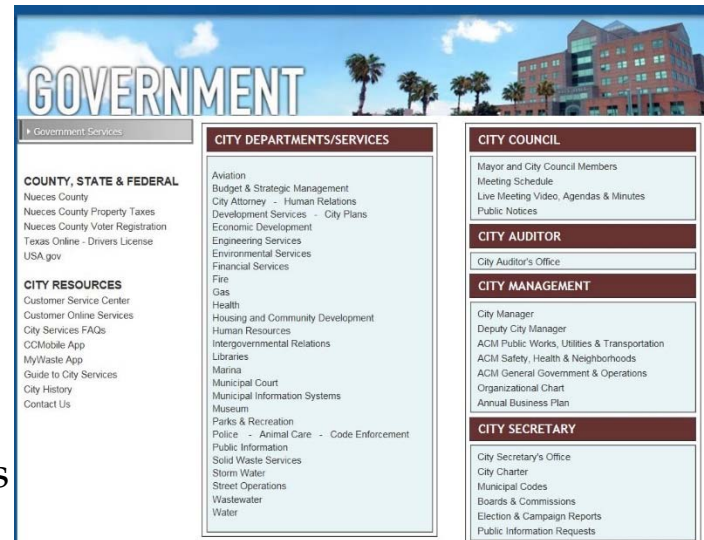

- 9.8 million pages views annually
- $26 million in utility payments
- $1 million in online registrations
- 55 online forms
- 2,696 website pages
  - 564 cctexas.com
  - 2,132 archive.cctexas.com
- 4,636 of files and pictures
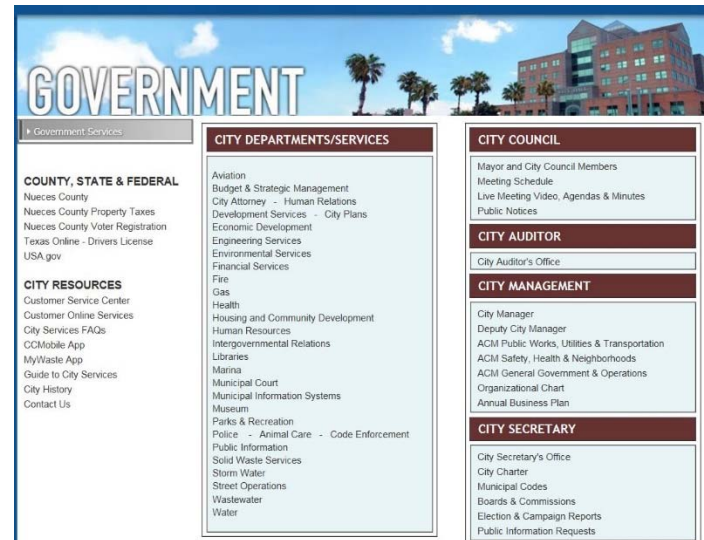- 16.3 GB (without archives)

Website Assessment

- Difficult navigation
- Visually dated
- Lacks responsive design
- Payment engine confusion
- Departments outsourcing independent websites
- Meets only minimum accessibility standards
- Lacks language translation features
- Limited vendor support and responsiveness
- Uses outdated code
- Needs content audit and reduction

Goals of Redesign

- Best in class website
- Centralized communication tool
- Intuitive navigation
- Responsive design
- Unique look and feel
- Increased accessibility
- Provide language translation features
- Expert vendor
- Cloud based hosting
- Redundant hosting locations
- On-going support
- Content audit and reduction

Vendor Selection Process

State of Texas Certified Vendors
- Texas Department of Information Resources (DIR)
- 20 Vendors prescreened
- Pricing and terms negotiated

Three Finalists
- Interviews
- Proposals
- Conference calls

Sole Finalist Identified
- Statement of Work negotiated
- Increased accessibility requirements
- Increased phase I deliverables

Vendor Highlights

Sole Finalist – SpringBox
Recommended Vendor

- Texas based vendor
- Large website experience
- Customer research function
- Assessment of department nee
- Dedicated project team
- Accessibility expertise
- Provides technical audit
- Content Management Options
- Aggressive timeline

Questions

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