



# Website Redesign & Hosting

July 8, 2024

# *Agenda*

- Project Background
- Community, Staff, and City Council Key Takeaways
- Approval of Resolution No. 5791-24
- Project Next Steps



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# *Project Background*

The City of Tualatin is redesigning its existing public-facing website to offer an accessible, easy-to-navigate, community centered experience. The awarded contractor should be familiar with local government operations and equipped with the skills to create a dynamic city website. The awarded contractor will handle content management/migration, offering insights, and facilitating informed decision-making. The chosen Proposer will create an ADA-compliant website, prioritizing easy navigation. The platform

will incorporate a user-friendly content management system utilizing page templates, enabling city staff to generate and publish content effortlessly while adhering to high design standards and branding guidelines. The new website must have a responsive design adaptable across devices, ensuring easy maintenance without necessitating HTML expertise. Additionally, the City requires secure, cloud-based hosting services and ongoing consultant support.



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# General Timeline



RFP Launch  
**March**



Proposal  
Review  
**April/May**



Interviews  
**May**



Award  
Contract  
**June/July**

Phase 1  
**July -  
September**



Phase 2  
**September -  
December**



Phase 3  
**December -  
February**



Phase 4  
**March - May**

**Review of  
content/functionality**

**Site Layout**

**Site Review and  
Revisions**

**Beta Testing  
and Staff Training**

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JUNE 2025**

# Community Survey Key Takeaways



- Finding current City events is difficult, a landing page calendar would be helpful.
- The interface is not user friendly and needs a more intuitive navigation.
- The structure of the site not intuitive.
- It is difficult to find current projects, especially ones that affect traffic.
- Text sizes and website colors are difficult to read.
- It is difficult to find police info, community resources, and specific codes.
- Desire for better search functions, including a historical search, keyword, etc..
- Desire to have easier access to bill pay.
- Offer a more prominent Language option and more ability to change website font sizes.
- Desire to have more updated photos and graphics.



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# *Staff Survey Key Takeaways*

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- Current search functions are difficult and staff often use Google instead of our website to find information.
- Desire to have a WYSIWYG (What You See Is What You Get) Editor, so that page edits are viewable in real time.
- Desire to have an easier to use content management system. It is currently difficult to add new pages, embed images, etc...
- Staff finds the current system challenging; “saving” work causes the page to crash.
- Sharing limited GIS information with the public would be a huge benefit to the Engineering and Planning Divisions, as well as the Public Works Department.
- Organizing pages is difficult.
- Site organization is not intuitive.
- The calendar should be on the landing page.
- Offer a more prominent Language option and more ability to change website font sizes.
- Desire to have more webpage layout options, higher quality photos and the ability to embed video.



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# *City Council Small Group Briefings*

## *Key Takeaways*

- Desire for better ability to look up Council agendas, codes/ordinances, RFPs, Juanita Pohl Center programs, how to rent facilities, business licenses, land boundaries.
- Desire for better digital wayfinding.
- Desire for better search bar.
- Interest in having an AI chat bot.
- Interest in rethinking the site navigation.
- Desire to be able to sign up for specific notifications.
- Desire to add a “warm touch for the community”.
- Desire to make it easier to learn about volunteer opportunities.
- Desire to have easier contact info listed for city employees/services.
- Ability to track land use applications.
- Council should be under “Your Government”.
- Site organized by “Services” not “Department”.
- Create a more mobile friendly site.
- Create a site that is clean and friendly.



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# *Approval of Reso No. 5791-24*

- The Website Redesign & Hosting RFP launched March 13 and closed April 8.
- We received 13 proposals. The proposals were scored based on:
  1. Price Proposal and
  2. Technical Proposal.
- We interviewed five vendors.
- Largefoot LLC, dba Juicebox, is the highest-ranked proposer.
- The proposed project total is \$114,385.
- Requesting spending approval of \$150,000 because there are some content/technological unknowns until the vendor is able to assess our current site.



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# *Project Next Steps*



Phase 1  
**July -  
September**



Phase 2  
**September -  
December**



Phase 3  
**December -  
February**



Phase 4  
**March - May**

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