

RFP Questions – MN DEED:

Documentation Specialist –

Project Title: User Research and Website Usability Testing of PositivelyMinnesota.com

Questions –

RE: “Test two or three potential design for a new “Programs and Services” section of the site.

1. Is the selected vendor responsible for providing potential designs? – NO, DEED will work with in-house and Mn.IT web designers for mock-ups and iterations.
2. If not, will DEED provide those designs to the vendor or will the usability vendor be working with a separate design vendor? DEED will work with in-house and Mn.IT web designers for mock-ups and iterations and provide to the vendor.
3. In what format will the potential designs be provided? HTML mockups, linked PDF pages, hardcopies? Most likely only as hard copy paper.

RE: Honorariums

1. Will DEED authorize honorariums for testing participants in the Job Seeker and Business audience groups? – Yes.
2. Should the proposal response include a budget for tester honorariums? – Yes, please include as a separate line item.

RE: Audience Size and Tester Scheduling

1. Can DEED provide some parameters on the number of testers desired for each of the three audience groups? Testing could be done in a larger focus group environment with approximately 10 users, or individual testing of
2. Who is responsible for identifying testers – DEED or the vendor? Deed will identify testers.
3. Who will be responsible for contacting and scheduling testers? As the SOW mentions in #5 Anticipated Project Requirements – we are looking for two pricing options:
 - a. Scenario 1 – Cost if VENDOR arranges for and coordinates the group of testers
 - b. Scenario 2 – cost if DEED arranges for and coordinates the group of testers.
4. Will DEED provide any tester names and contact information? Yes, DEED will provide contact information for testers.

5. Will audiences be from the Twin Cities metro area only or will testing be done with participants across Minnesota? Primarily Twin Cities Metro, however, perhaps one testing could be arranged at our St. Cloud location, for both job seekers and businesses in one state location there. Could perhaps be facilitated by webinar, or other remote means.
6. Can some usability tests be conducted remotely? Yes.

RE: Three rounds of testing

1. What is the anticipated timing for the first, second, and third rounds of testing?
We will be ready to start the first round as soon as a contract is awarded. We are working on creation of usability scenarios right now and will want to move quickly on the first round. 2nd round would hopefully be before the end of 2012, after we have had time to implement vendor's suggestions from the first round and re-create a template/architecture, etc. Third round would only be necessary if we found major issues that had not been resolved by previous rounds. Our ultimate goal is to have the site re-done and converted to the new Content Management System by the end of March.