

*vTech Solution, Inc.  
You Seek, We Deliver*

vTech's Response To:

**REQUEST FOR PROPOSAL  
CONSULTANT TO REDESIGN  
INTRANET**

**RFP 20250363**

Issued By:

**Charlotte County**

**Due Date & Time: June 18, 2025, at 3:00 PM**



**Submitted To:**  
**Charlotte County Purchasing Division**  
18500 Murdock Circle, Suite 344  
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## 1. Cover Letter

June 18, 2025

To,  
Alisa L. True, CPPB  
Senior Contract Specialist  
18500 Murdock Circle, Suite 344  
Port Charlotte, Florida 33948-1094

### **Subject: Response to 20250363 - Consultant for Intranet Redesign – The Charlotte County**

The Charlotte County (hereby refers to as “County”) can secure exceptional support, design, planning and implementation by selecting an established technology modernization partner like vTech Solution Inc. (hereby refers to as “vTech”). With almost two decades of successful federal and state contracting experience, we are uniquely positioned to deliver high-quality services for website design, development, support, maintenance, and hosting contract.

We bring a full-time, certified team equipped to provide user-centric design, platform optimization, and strategic project execution aligned with the county’s intranet redesign goals. This includes modernizing internal collaboration systems, integrating Microsoft SharePoint for seamless content and document management, enhancing user experience through responsive design, and ensuring accessibility compliance (WCAG 2.1 / Section 508). We have delivered successful intranet and digital workspace solutions for agencies of similar scale, with a strong emphasis on usability, transparency, and staff productivity. We have proven track of successful projects with both federal and state clients including **University of Missouri, USDA National Agricultural Library (NAL), District of Columbia Water and Sewer Authority, Broward County Housing Authority (BCHA), and DC Office of Inspector General.**

We understand the County’s need for a proactive technology partner to design a comprehensive User-Friendly Intranet that will be operated by staff for internal communication. Our proposal reflects not just compliance with the County’s requirements but confidence in our ability to exceed them. Our methodology is designed to minimize downtime, maximize code quality, and reduce risk during key transitions.

vTech brings over 19 years of experience in delivering innovative digital solutions to federal and state clients. Our deep expertise spans user centric design, agile methodologies, and cloud-based solutions, ensuring we can deliver user-centric digital services on a scale.

- ✓ **User-Centered Design:** Commitment to human-centered design and plain-language content creation, enhancing usability and accessibility for all residents.
- ✓ **Agile Methodology:** Robust agile methodology ensuring iterative development, continuous feedback, and adaptability to meet dynamic needs.
- ✓ **Commitment to Quality:** Certified ISO 9001, 20000-1:2018, 27001:2022 standards and CMMI SVC and DEV Level 3 appraisal ensuring high-quality and reliable service delivery.

### **Key Contact Information:**

We have designated the following individual as the principal point of contact for this proposal and all communications with the County:



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Washington DC, 20005-5479  
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Company and Contact Information	
<b>Firm Name</b>	vTech Solution Inc.
<b>Business Address</b>	1100 H Street N.W. Suite 850, Washington DC 20005
<b>Point of Contact</b>	Contact Name: Vishnu Naruka Phone Number: (202) 851-8702 Fax Number: (866) 733-4974 Email: <a href="mailto:rfp.vtech@vtechsolution.com">rfp.vtech@vtechsolution.com</a>

Should you require any information, please contact us at [rfp.vtech@vtechsolution.com](mailto:rfp.vtech@vtechsolution.com). We look forward to the opportunity to discuss our proposal and highlight how vTech can add value to the County's vision

Sincerely,

Anisha Vataliya, President  
vTech Solution, Inc



## 2. Understanding of project requirements

Charlotte County envisions a modernized intranet platform that acts as a central digital workplace, improving internal communications, streamlining service access, and increasing employee engagement. The goal is to transform Connect@Work from a static, segmented tool into a responsive, intuitive, and comprehensive portal that reflects the needs of a diverse workforce.

The County sees this effort as foundational. The redesigned intranet must:

- Foster connection among departments.
- Support service delivery across organizational units.
- Adapt to evolving work patterns (e.g., remote, hybrid, field-based).
- Serve as a scalable base for future internal development or hybrid approaches.

The product must reflect actual employee needs and priorities, captured through structured discovery and planning. This is not just a tech project, it is an organizational enablement initiative.

### Overall Project Intent

The County is not soliciting full implementation. Instead, this project lays the strategic foundation by gathering the inputs and insights needed to inform future development. The final output should enable decision-making on whether to proceed with internal resources, hire an external vendor, or pursue a hybrid delivery model.

Charlotte County would like this project to be completed in three phases: Discovery and Requirements, Design and Planning, and Implementation Planning. The objective is to gather comprehensive insights from employees and leadership to shape a future-state intranet that is user-centric, functional, and scalable. The County has made it clear that this engagement is limited to strategy, planning, and design, not development or implementation. If awarded the contract, vTech is expected to function as a strategic consulting partner, not a development vendor.

In **Phase 1 (Discovery and Requirements)**, vTech is expected to lead all stakeholder engagement activities. This includes conducting interviews and workshops with County leadership, IT staff, and department managers to identify current limitations and strategic goals. vTech must also plan and facilitate focus groups that reflect the County's diverse work environment ensuring representation from on-site, hybrid, remote, and field-based employees. We are responsible for documenting pain points, inefficiencies, and employee needs. A detailed audit and analysis of existing intranet content is also in scope, including mapping content usage, redundancy, and gaps. Based on all findings, vTech will develop clear, actionable business, functional, and technical requirements. Additionally, we will create user personas and journey maps that illustrate key employee workflows and digital touchpoints.

In **Phase 2 (Design and Planning)**, vTech will define the information architecture for the redesigned intranet outlining how content and features should be organized for intuitive access. We will also produce initial visual design assets, including wireframes and page templates that reflect usability standards and County branding. As part of planning, vTech will design a content governance model, identifying roles, responsibilities, and workflows to support long-term intranet maintenance.

In **Phase 3 (Implementation Planning)**, vTech's role is strictly advisory. We will deliver recommendations on how the intranet could be developed whether internally, externally, or through a blended approach. We will also define change management considerations for County staff adoption, including potential training needs and internal communications strategies. Lastly, we are responsible for identifying successful metrics and KPIs aligned to user engagement, content accessibility, and administrative efficiency.

The actual development, technical implementation, and post-launch support are outside the scope of this engagement. The County is only seeking a strategic framework, planning assets, and recommendations that will guide its future decisions regarding development resourcing and execution.

### 3. Relevant experience and qualifications

vTech Solution has successfully executed multiple digital transformation and intranet-related initiatives for public sector clients. Our team brings extensive experience in stakeholder engagement, requirements gathering, user-centered design, and implementation planning—core areas aligned with Charlotte County’s Connect@Work intranet redesign project.

#### 3.1 Intranet and Employee Portal Experience

We have directly supported intranet redesign and internal-facing web platforms that require engaging diverse user groups, structuring content for usability, and aligning with public-sector governance models. Our recent intranet-focused work includes:

✓ **Government of British Columbia**

*Intranet Website Project*

[www2.gov.bc.ca/gov](http://www2.gov.bc.ca/gov)

*October 2023 – Present*

Supporting intranet architecture, internal communications strategy, and content governance enhancements for a large, multi-department provincial government.

✓ **District of Columbia Water and Sewer Authority (DC Water)**

*Website Upgrade*

[www.dewater.com](http://www.dewater.com)

*Nov 2022 – Present*

Led stakeholder engagement, usability improvements, and modernization planning for internal and external user flows.

✓ **District of Columbia Office of Inspector General (OIG)**

*Website Redesign*

[oig.dc.gov](http://oig.dc.gov)

*February 2020 – Present*

Ongoing support for platform restructuring, backend content strategy, and accessibility planning.

#### 3.2 Broader Public Sector Web Experience

Our team has delivered content strategy, UX planning, and visual redesigns for various public sector platforms, many of which required user-centric planning similar to an intranet project:

Client	Project Title	Link	Timeline
<b>United States Department of Agriculture (USDA)</b>	NAL Web Support & Maintenance	<a href="http://nal.usda.gov">nal.usda.gov</a>	Sep 2022– Present
<b>State of Mississippi</b>	Website Redesign	<a href="http://mdhs.ms.gov">mdhs.ms.gov</a>	Mar 2020 – Jan 2021
<b>Broward County Housing Authority</b>	Website Design & Development	<a href="http://bchafl.org">bchafl.org</a>	Oct 2022 – Aug 2023
<b>Federal Mine Safety and Health Review Commission</b>	Website ADA Compliance, Accessibility, and Vulnerability Enhancements	<a href="http://fmshrc.gov">fmshrc.gov</a>	Aug 2023 – Present
<b>Georgia Public Library Service</b>	Web Development & Managed Hosting	<a href="http://georgialibraries.org">georgialibraries.org</a>	Jun 2016 – Jun 2020
<b>DC Office of Inspector General</b>	Website design and development Services	<a href="https://oig.dc.gov/">https://oig.dc.gov/</a>	August 2019 – July 2024

### 3.3 Methodological Fit

vTech Solution's methodology is rooted in human-centered design, agile discovery, and digital government best practices. Our approach directly aligns with Charlotte County's expectations and mirrors the principles outlined in the **U.S. Digital Services Playbook**.

#### Human-Centered Design Methods

We prioritize understanding real user needs through direct engagement. In alignment with Playbook Plays #1 ("Understand what people need") and #14 ("Design with users"), our process includes:

- Conducting discovery workshops with employees from across roles and departments
- Mapping user journeys to expose friction points and service gaps
- Designing based on patterns of use, not organizational hierarchy

#### Virtual and Hybrid Focus Group Expertise

vTech has a strong track record of facilitating virtual and hybrid collaboration, particularly across decentralized workforces. Our tools and techniques include:

- Structured focus group formats optimized for remote engagement
- Inclusive methods to gather input from field staff and mobile workers
- Asynchronous collaboration tools for participation beyond meetings

This ensures representative feedback across on-site, remote, and hybrid staff, in line with Charlotte County's workforce model.

#### Intranet-Specific Best Practices

We have delivered multiple intranet and employee portal projects incorporating:

- **Content Governance Frameworks:** Clearly defined roles and approval workflows to keep information accurate and timely
- **Mobile-First Design:** Interfaces designed to meet accessibility and usability needs of field employees and tablet/phone users
- **User Role Modeling:** Persona-based access and content personalization to reflect actual usage and department-specific needs

These practices align with Playbook Plays #3 ("Make it simple and intuitive"), #6 ("Use design standards"), and #9 ("Make it accessible"). vTech's methodology supports transparency, user value, and adoption from day one, making us a strong fit for Charlotte County's strategic intranet redesign initiative.

### 3.4 Technical and Functional Strengths

vTech Solution brings deep technical and functional expertise aligned with the County's current and future intranet needs. Our team has successfully delivered similar projects across government and public-sector environments, with the following core strengths:

#### SharePoint, Drupal, and Custom CMS Strategy

- Extensive experience implementing intranet portals using SharePoint Online, Drupal, and custom-built CMS platforms.
- Skilled in advising clients on CMS selection based on scalability, usability, licensing, and long-term maintenance needs.
- Delivered SharePoint-based digital workplace solutions for clients such as DC Housing Authority and USDA.

#### Content Auditing and Taxonomy Design

- Proven capability in conducting full content audits to evaluate structure, redundancy, and relevance.

- Developed taxonomy strategies that improve content discoverability and streamline editorial workflows.
- Integrated metadata-driven navigation and search enhancements across multi-department intranet platforms.

### ADA Compliance and Section 508 Accessibility

- Strong record of delivering web solutions that meet WCAG 2.1 and Section 508 standards.
- Supported accessibility audits and remediation for clients including the Office of Inspector General and FMSHRC.
- Ensure all design and development incorporates screen reader compatibility, color contrast, and keyboard navigation.

### Security, Identity, and Single Sign-On (SSO)

- Experience integrating Microsoft Entra ID (Azure AD), Okta, and SAML-based authentication for secure user access.
- Implemented SSO capabilities and role-based access controls in public-sector web environments.
- Prioritize security architecture reviews in every phase, even in design and planning stages.

Our team's functional and technical capabilities are built for government-grade digital services and position us to support Charlotte County's intranet both now and into future development phases.

### 3.5 Project Team and Key Personnel

vTech Solution is committed to delivering this project with a team of seasoned professionals who bring deep expertise in intranet redesign and public-sector technology initiatives. Each team member has been carefully selected to align with the project's goals and Charlotte County's requirements. Their combined skills cover project management, business analysis, user experience design, information architecture, technical leadership, and quality assurance. This multidisciplinary team will ensure a collaborative and effective approach from discovery through implementation.

Name	Title	Relevant Qualifications & Experience	Roles & Responsibilities
<b>Troy Postin</b>	Project Manager	PMP-certified, 10+ years managing public-sector IT projects	Overall project coordination, schedule & risk management, client communication
<b>Freny Patel</b>	Business Analyst	Experienced in requirements gathering, stakeholder engagement, virtual focus groups facilitation	Lead stakeholder interviews, requirements documentation, facilitate focus groups
<b>Maxim Mendelson</b>	UX/UI Designer	Skilled in human-centered design, mobile-first & accessible UX for government portals	Design wireframes, visual mockups, ensure accessibility & branding alignment
<b>David Anthony</b>	Information Architect	Expertise in content audit, taxonomy, IA design for intranet portals	Develop content structure, taxonomy, navigation strategy, content audit
<b>Harsh Patel</b>	Technical Lead	Experience with SharePoint, Drupal, custom CMS, security and SSO integration	Oversee technical design, integration, CMS strategy, security compliance

*Resumes for all proposed team members can be provided upon request. All resources assigned to this project are based in the United States to ensure effective communication and compliance with local regulations.*



### 3.6 References/Recent Project History

Our experience serves as a testament to our commitment to crafting websites that align seamlessly with our clients' objectives. Through a comprehensive display of past projects, we highlight diverse functionalities, user interfaces, and design aesthetics that demonstrate our proficiency in delivering tailored solutions. These examples not only inspire confidence in our capabilities but also offer clients a glimpse into the potential outcomes of entrusting their project to vTech.

Case Study #1 – District of Columbia and Sewer Authority (DC Water)	
Website URL: <a href="https://www.dewater.com/">https://www.dewater.com/</a>	
Reference Contact: Gopi Joshi, Sr. IT Project Manager <a href="mailto:Gopi.Joshi@dewater.com">Gopi.Joshi@dewater.com</a>   202-787-2287	
Scope of Project	
<p>The primary goal of the DC Water Website Upgrade Project was to enhance the digital experience for DC Water's stakeholders by upgrading their website. The project aimed to implement new functionalities and a user-centric design to improve accessibility, usability, and overall user experience. The initial scope was to transition the website into new CMS, incorporating new functionalities and a more user-friendly design. Focus on designing the website to prioritize user needs, ensuring easy navigation and access to critical information. Integrate modern features such as advanced search capabilities, better content management workflows, and responsive design for mobile and tablet users. Following the successful upgrade to the latest CMS version, the project was extended to include an upgrade to Drupal. This further enhanced the site's performance, security, and modernized the technology stack to leverage the latest advancements in web development.</p>	
Project Deliverables	
<p>We began with extensive <b>user research</b> to understand the needs and preferences of DC Water's stakeholders. This involved <b>conducting interviews, surveys</b>, and usability testing sessions to gather insights. These insights were translated into <b>user stories</b>, which served as the foundation for our development process. The project emphasized <b>human-centered design</b> principles. We engaged with end-users and stakeholders throughout the design process to ensure that the website met their needs and expectations. This approach ensured that the website was <b>intuitive, accessible, and user-friendly</b>. We focused on <b>plain-language content writing</b> to make the information easily understandable for all users. This involved <b>simplifying technical jargon</b> and presenting information in a clear, concise manner. Our team utilized <b>Agile Scrum methodologies</b>, working in <b>iterative cycles</b> to deliver incremental improvements. Key aspects of our Scrum process include:</p> <ul style="list-style-type: none"> <li>• <b>Sprints:</b> Structured into two-week sprints to maintain a steady and manageable workflow.</li> <li>• <b>Bi-weekly Meetings:</b> Regular sprint planning and review meetings ensure alignment with project goals and timelines.</li> <li>• <b>Continuous Feedback:</b> User feedback was continuously incorporated, allowing us to adapt to changing requirements and feedback for continuous improvement.</li> </ul> <p>We implemented automated testing to ensure the reliability and performance of the website. Additionally, accessibility testing was conducted to ensure compliance with <b>WCAG 2.3 standards</b>, making the website accessible to users with disabilities. Regular usability testing sessions were conducted to gather feedback from real users. This feedback was used to make necessary adjustments and enhancements, ensuring a user-centric design.</p> <p>The deployment process was streamlined using agile practices, ensuring secure and efficient deployment of updates. This included <b>automated deployment pipelines, continuous integration, and continuous delivery</b> practices.</p> <p><b>Technology Stacks</b>  <b>Programming Language:</b> PHP, JavaScript, jQuery, HTML5 and CSS3.</p>	

**Deployment Platforms:** Azure DevOps, and GitHub

**Database Management System:** MySQL

We provided **integration support** to ensure seamless **interoperability with existing systems**. **Cross-functional collaboration** between developers, designers, and content creators was key to the project's success. Our team **utilized data science techniques** and **UX measurement tools** to analyze user interactions and optimize the website accordingly.

### Result

The designed website focused on user-centric principles, enhancing accessibility and usability, which led to increased user satisfaction and engagement. The upgrades to Drupal 9 and Drupal optimized the website's performance, providing faster load times and a more reliable infrastructure. Additionally, the project enhanced the website's scalability and security, ensuring it could handle increased traffic and protect user data effectively. The new content management system streamlined workflows for DC Water's team, allowing for more efficient content updates and management. The upgraded website provided a more reliable and user-friendly platform for residents to access important information and services. The enhancements in performance and security ensured that the website could efficiently handle high traffic volumes during emergencies, thereby maintaining critical communication with the public.



### Case Study #2 – CROWN AGENCIES SECRETARIAT (CAS)

**Ministry of Finance, Government of BC**

**Reference Contact:** Tanya Carr, Senior Advisor Engagement & Communications

[Tanya.Carr@gov.bc.ca](mailto:Tanya.Carr@gov.bc.ca) | (778) 974-3569

### Scope of Project

The goal of the CAS Website & Intranet Redesign project is to improve digital communication across the Crown Agencies Secretariat by developing both a new intranet platform and a refreshed external website. The intranet is designed to support internal operations, streamline communication with ministries, and provide easy access to governance tools and resources. The public-facing website aims to improve the agency's visibility, performance, and accessibility to stakeholders.

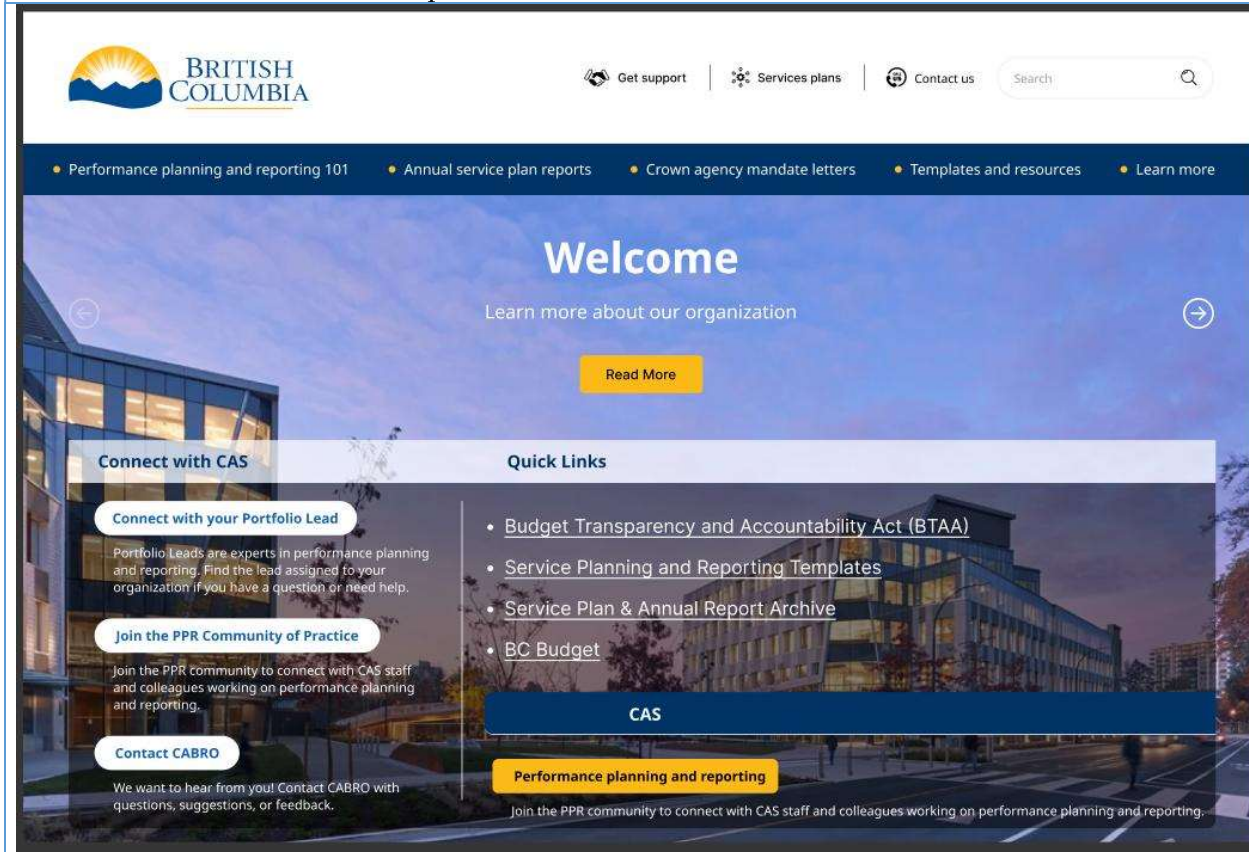
vTech is leading both the design and development using Drupal 10. The project includes requirements gathering, content architecture, design, full-stack development, accessibility, and performance optimization. The intranet site went live in May 2024, on time and under budget. vTech is now focused on the ongoing development and support for the public website through September 30, 2025.

### Project Deliverables

vTech followed a structured, phased approach to deliver the project milestones. During the discovery phase, we engaged with CAS stakeholders to gather detailed requirements and document goals, workflows, and content needs. In the design phase, we created wireframes, mockups, and finalized the information architecture in alignment with CAS's brand and communication guidelines. The development phase involved building a responsive Drupal 10-based intranet, integrating content templates, document libraries, user role-based access, and dynamic features to support internal communication. We conducted thorough functional, cross-browser, and accessibility testing to meet WCAG 2.1 AA standards. Upon approval, we deployed the intranet, managed a controlled go-live, and ensured system stability. Post-launch, we conducted live training sessions, delivered user guides, and transitioned into the maintenance phase, which includes ongoing enhancements, issue resolution, and performance monitoring through September 2025.

### Result

vTech successfully delivered a modern, user-friendly intranet platform that supports CAS's internal communication and governance needs. The new system has improved content management, accessibility, and collaboration among teams. The platform ensures compliance, performance, and ease of use. Staff can now easily create, manage, and publish content independently. The solution has enhanced employee access to resources, simplified internal workflows, and established a scalable foundation for future digital initiatives. With the intranet now live, vTech is actively supporting CAS in developing the external-facing website to extend these benefits to public stakeholders.





### Case Study #3 – University of Missouri

**Website URL:** <https://missouri.edu/>

**Reference Contact:** Andy Frey, Professor  
[afrey@health.missouri.edu](mailto:afrey@health.missouri.edu) | 573-882-0920

#### Scope of Project

The project involved several key phases:

- **Requirement Gathering:** Collaborated with researchers and coders at the University of Missouri to understand their specific needs and preferences.
- **Design Phase:** Created wireframes and mockups to visualize the user interface and functionality of the platform.
- **Development:** Built the coding platform using appropriate programming languages and frameworks, ensuring scalability, security, and usability.
- **Testing:** Conducted thorough testing to identify and resolve any bugs or issues, ensuring the reliability and performance of the platform.
- **Deployment:** Rolled out the coding platform to researchers and coders at the University of Missouri, providing training and support as needed.



The platform featured:

- **Login Screen:** Secure login with unique user IDs and passwords.
- **Role/Access Module:** Role-based access control distinguishing between administrators and team members.
- **Dashboard:** Key functionalities including audio upload, playback controls, and display of file information.
- **Reliability Check:** Option for coders to perform consistency and accuracy checks.
- **Button Section:** Manual rating of behaviors and tagging specific behaviors with timestamps

#### Project Deliverables:

The implementation of the custom coding platform had a significant impact on the University of Missouri's research capabilities:

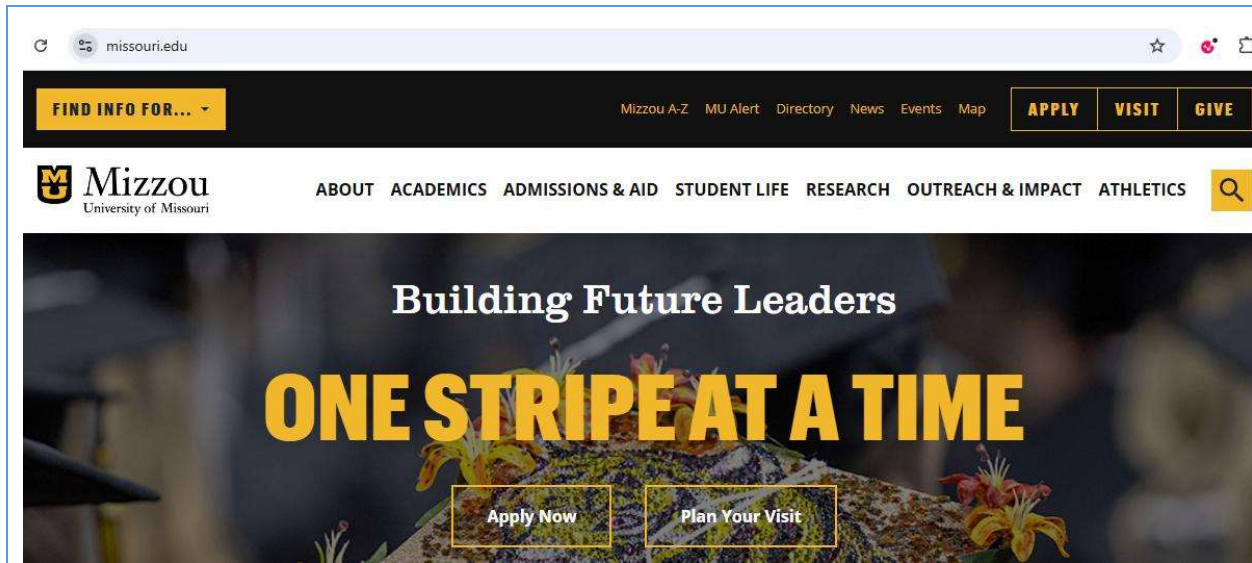
- **Enhanced Research Efficiency:** The platform streamlined the process of analyzing audio recordings, saving time and effort for researchers and coders.
- **Improved Data Accuracy:** The reliability check feature ensured the consistency and accuracy of coding, leading to more reliable research outcomes.
- **Advancement in Knowledge:** The efficient analysis of parenting behaviors and intervention effectiveness contributed to the advancement of knowledge in psychology and behavioral sciences.

Throughout the entirety of the project with University of Missouri, vTech approached the website design and development process with a focus on comprehensive collaboration and meticulous execution. From the initial planning stages to the final deployment, our team leveraged agile methodologies to ensure flexibility and responsiveness to evolving requirements. We began by conducting thorough consultations to understand University of Missouri's unique objectives, target audience, and operational needs.

#### Result:

vTech successfully implemented agile methodologies to achieve University of Missouri's objectives in website design, supporting their mission with a secure, high-functioning online presence. We established continuous process and service improvements, ensuring a resilient and efficient digital infrastructure. Through our comprehensive approach, we delivered website design services that modernized, secured, and transformed University of Missouri's online platforms, focusing on scalability and user experience enhancement.





#### 4. Methodology and approach

##### 4.1 Project Approach

vTech proposes a structured, three-phase methodology to guide the Charlotte County Connect@Work intranet redesign initiative. Our approach is user-driven, research-backed, and grounded in collaborative planning. Throughout each phase, vTech emphasizes transparency, stakeholder collaboration, and alignment with County goals. Our structured, phased approach reduces project risk, supports informed decision-making, and positions the County for long-term intranet sustainability.



##### Phase 1: Discovery and Requirements Gathering

**Our Goal:** Establish a clear understanding of the current-state intranet, capture user needs, identify gaps, and translate them into functional and technical requirements.

**Our Approach:** This phase will establish the foundation for the entire intranet redesign project. The focus will be on understanding the current intranet environment, identifying user needs, and capturing the operational, technical, and content-related requirements that will inform future design decisions. vTech will lead a structured, inclusive process to engage stakeholders, evaluate existing assets, and translate findings into actionable requirements. The outcome of this phase will be a comprehensive set of insights and documentation that guide the County's strategic decision-making for the next steps.

We will begin by initiating the project through a kickoff meeting with key County stakeholders. This session will serve to confirm project objectives, clarify roles and responsibilities, align on expectations, and finalize

a communication and reporting structure. This alignment ensures all parties are working with a shared understanding of scope, timelines, and success indicators.

vTech will conduct targeted stakeholder interviews and cross-functional workshops. These sessions will involve County executives, department heads, IT staff, and other key decision-makers. The purpose is to uncover the strategic priorities of various departments, understand the limitations of the current intranet, and identify opportunities for improvement. Emphasis will be placed on discovering service delivery gaps, user friction points, and administrative inefficiencies that hinder intranet effectiveness today.



**Kickoff Meeting**  
(Align goals, roles, and communication plan)



**Stakeholder Interviews**  
(Understand department needs and current challenges)



**Focus Groups**  
(Capture employee experiences from all work types)



**Content Audit**  
(Evaluate existing intranet structure and content health)



**User Personas & Journey Mapping**  
(Visualize employee types and their common intranet usage patterns)



**Requirements Package**  
(Deliver actionable business, functional, and technical requirements)

To ensure that all employee voices are represented, vTech will facilitate a series of structured focus groups. These sessions will include staff from different work arrangements – on-site, hybrid, remote, and field-based to reflect the County’s diverse workforce. Participants will be encouraged to share how they use the current intranet, what challenges they face, and what features would improve their daily work experience. These conversations are essential to building an intranet that is equitable, accessible, and valuable to all users.

In parallel, vTech will perform a detailed content audit and analysis of the existing Connect@Work intranet. We will examine the structure, type, and usage of current content, identifying what is useful, outdated, duplicated, or missing. This audit will also help identify content governance issues, such as inconsistent updates or lack of ownership, that currently reduce the platform’s value.

Based on these findings, we will develop comprehensive user personas and journey maps. These artifacts will represent different types of employees and outline their common tasks, pain points, and content or service needs. This step is critical for grounding future design and planning decisions in real user experiences rather than assumptions.

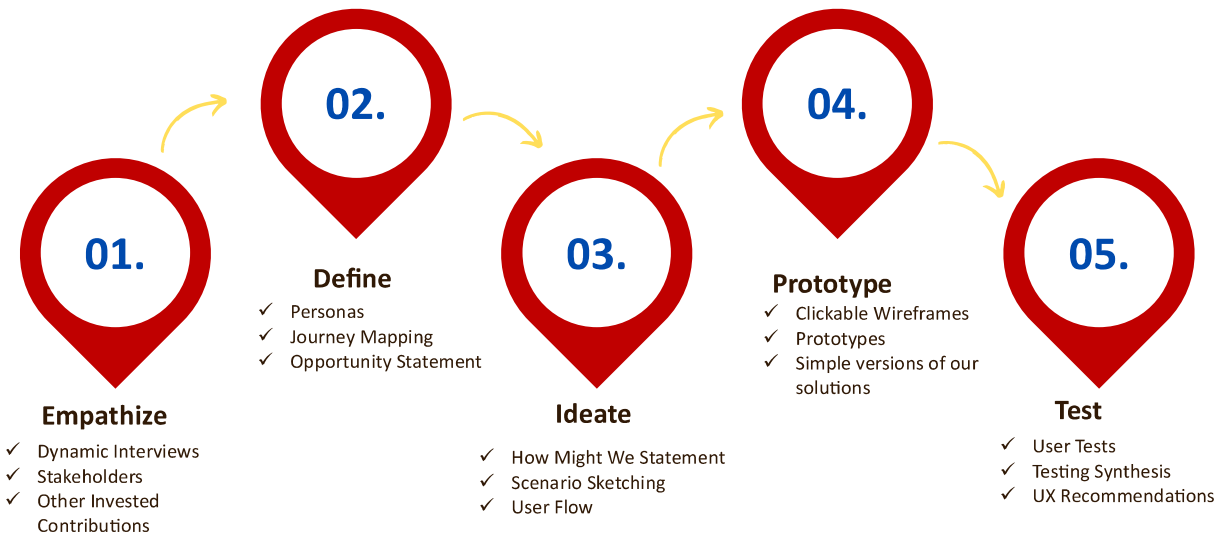
vTech will consolidate all insights from interviews, focus groups, and content analysis into a formal requirements package. This will include business requirements (e.g., centralized communication, cross-departmental visibility), functional requirements (e.g., improved search, document access, mobile compatibility), and technical requirements (e.g., integration points, accessibility standards, authentication needs). This document will serve as the County’s strategic reference point for evaluating future design and development decisions whether conducted internally, externally, or via a hybrid approach.

#### **Deliverables:**

- Discovery Summary Report
- Pain Points and Needs Inventory
- Content Audit Findings
- Employee Personas and Journey Maps
- Requirements Document (business, functional, technical)

## Phase 2: Design and Planning

**Our Goal:** Translate discovery insights into a structured design vision and governance model for the future-state intranet.



**Our Approach:** This phase will translate the findings from discovery into a structured design vision for the future-state intranet. The goal is to establish a clear framework for site architecture, visual design, and content governance that reflects the needs and behaviors of County employees. All activities in this phase are aimed at building a user-centered foundation that enables seamless access to services, promotes internal communication, and supports long-term sustainability.

We will begin with the development of an updated **information architecture** that reflects how employees search for, access, and interact with content. This structure will organize intranet content into logical categories aligned with real user behaviors, department functions, and task flows. vTech will validate the structure using user feedback techniques such as card sorting or tree testing, ensuring that navigation patterns are intuitive across all user types, including remote and field staff.

Building on the architecture, we will create **wireframes and initial visual design concepts** for key intranet pages. These will include page types such as the homepage, departmental hubs, employee self-service areas, and quick-access toolbars. Designs will follow user experience best practices and align with Charlotte County's existing branding guidelines. Wireframes will be shared with County stakeholders for input and refinement, ensuring alignment with both employee needs and organizational standards.

A critical component of long-term intranet success is content oversight. In this phase, vTech will define a **content governance framework** that outlines roles, responsibilities, and maintenance workflows for intranet content. This includes identifying who owns specific types of content, who is responsible for updates, and what standards will be applied to ensure accuracy and consistency. Governance planning will also cover metadata standards, content review cycles, and escalation procedures for outdated or incomplete material.

By the end of this phase, Charlotte County will have a comprehensive intranet design blueprint, including structure, visuals, and content management protocols. These materials will be ready for use by internal teams or external vendors for implementation in the next stage.

#### **Deliverables:**

- Information Architecture and Site Map
- Wireframes and Design Concepts
- Content Governance Framework

### **Phase 3: Implementation Planning**

**Our Goal:** Provide clear, actionable recommendations for how Charlotte County can move forward with intranet development and sustain long-term adoption.

**Our Approach:** This final phase will focus on preparing Charlotte County for a successful intranet build and rollout. Drawing on insights and decisions from the discovery and design phases, vTech will develop a set of practical, actionable plans to guide implementation. The objective is to equip the County with the information needed to execute development whether through internal resources, an external vendor, or a hybrid model while also ensuring employee readiness, adoption, and measurable success.

We will begin by delivering a set of **implementation recommendations** that outline possible pathways for development. This includes a comparative analysis of internal-only, vendor-led, and hybrid approaches highlighting considerations such as cost, speed, resource availability, scalability, and long-term maintainability. The recommendations will be aligned with the County's IT environment, staff capacity, and strategic goals. Each option will be clearly defined to help leadership make an informed decision on the best path forward.

To support smooth deployment and adoption, vTech will also develop a **change management strategy** tailored to the County's unique environment. This will address communications, training, stakeholder engagement, and support planning. We will identify potential resistance points and propose proactive steps to ensure employees at all levels, from field workers to department heads—understand the value of the new intranet and how to use it. Messaging will be inclusive and targeted to different user groups to promote broad adoption.

#### **Change Management Planning**



Lastly, we will define a clear set of **success metrics and KPIs** to track the effectiveness of the intranet after launch. These will focus on usability, engagement, content accuracy, system accessibility, and overall service value. Examples may include employee task completion rates, search success rates, content update frequency, and feedback scores. Establishing these metrics up front ensures the County can monitor progress, identify areas for improvement, and demonstrate return on investment.

With these plans in place, Charlotte County will have everything needed to transition confidently into the development phase. The outcome of Phase 3 will be a clear roadmap, well-informed strategy, and shared understanding among stakeholders—positioning the County for a successful implementation and long-term impact.

#### **Deliverables:**

- Implementation Strategy Document
- Change Management Plan
- KPI and Success Metrics Framework



### Stakeholder Engagement Strategies for Diverse Work Modes

vTech will ensure that engagement strategies are inclusive of the County's varied workforce, including on-site, hybrid, remote, and field-based employees.

#### Engagement Activities by Work Arrangement:

- **On-Site Employees:**
  - Participate in structured in-person interviews and focus groups
  - Attend collaborative design workshops during normal working hours
- **Remote and Hybrid Workers:**
  - Join virtual workshops via Teams or Zoom
  - Provide feedback through asynchronous online surveys
  - Engage in short, recorded sessions to accommodate scheduling needs
- **Field-Based Staff (e.g., public works, first responders):**
  - Participating through mobile-accessible surveys
  - Offer feedback in short 1:1 interview scheduled around their field shifts
  - Receive information summaries via email or text-based tools

#### Inclusive Design Review Sessions:

Stakeholders from all departments will be invited to periodic walkthroughs of user flows, wireframes, and visual design drafts. This ensures buy-in and feedback from all groups before finalization.

### 4.2 Requirements Management

vTech will conduct thorough and structured gathering of both functional and non-functional requirements to ensure alignment with the County's strategic goals and user needs. Our approach captures all necessary features and system qualities through direct engagement with stakeholders and detailed analysis.

**Functional Requirements** will be identified through interviews, workshops, and user journey mapping. These requirements will cover core intranet capabilities such as intuitive navigation, advanced search, content access, user personalization, mobile responsiveness, and role-based permissions.

**Non-Functional Requirements** will address performance, scalability, security, accessibility standards, system integration, and compliance mandates. We will collaborate closely with County IT and content owners to define these parameters accurately.

To manage changes after finalization, vTech will implement a formal change control process. Proposed modifications will be documented using standardized Change Request Forms and reviewed by a Change Control Board comprising County and vTech representatives. Each request will be evaluated for impact on scope, schedule, and budget before approval. Approved changes will be incorporated into an updated Requirements Traceability Matrix and relevant documentation, ensuring transparency and traceability throughout the project.

### 4.3 Risk Management

vTech recognizes that proactive risk identification and mitigation are essential for project success. Our risk management approach includes continuous monitoring and collaboration with County stakeholders to minimize potential impacts on schedule, budget, and quality.

**Risk Identification:** We will conduct risk assessment workshops with the project team and key stakeholders early in the project to identify potential risks related to technology, resources, schedule, and

change management. Examples include delays in stakeholder availability, integration challenges with existing systems, and adoption resistance by end-users.

**Risk Analysis and Prioritization:** Each identified risk will be evaluated based on its likelihood and potential impact. Risks will be categorized as high, medium, or low priority to focus mitigation efforts effectively.

#### **Mitigation Strategies:**

- **Stakeholder Availability:** Schedule flexible sessions, including multiple engagement methods (in-person, virtual, surveys), to ensure broad participation.
- **Integration Challenges:** Early technical assessments and collaboration with County IT to align system requirements and compatibility.
- **User Adoption Risks:** Implement change management initiatives, including training, communication, and continuous feedback loops to encourage acceptance and reduce resistance.
- **Schedule Delays:** Maintain a detailed project timeline with buffer periods, regular progress tracking, and quick issue resolution processes.

**Risk Monitoring and Reporting:** A risk register will be maintained and reviewed weekly during status meetings. New risks will be added as they arise, and mitigation plans updated accordingly. Transparent communication on risk status will be shared with County management to enable informed decision-making.

#### **4.4 Post-Project Support Recommendations (Charged separately)**

vTech will provide a detailed post-implementation support plan covering ongoing maintenance, feature enhancements, user support, and training updates. Support SLAs and escalation procedures will be defined to ensure sustained intranet performance and user satisfaction.

### **5. Project timeline and work plan**

Charlotte County has structured this initiative into three key phases – **Discovery and Requirements, Design and Planning, and Implementation Planning**. Each phase is designed to build a clear foundation for a future intranet platform that improves internal communication, accessibility, and service delivery. The timeline below outlines the tasks, sequencing, and responsibilities required to complete the scope as defined by the County.

#### **5.1 Work Plan Approach**

- The project will begin with structured engagement and research activities to understand user needs and current limitations.
- It will transition into design planning based on collected insights, including content organization and visual layout strategies.
- Finally, the plan will conclude with actionable implementation recommendations and a framework for adoption and success measurement.
- Stakeholder involvement will be continuous across all phases to ensure alignment, feedback loops, and decision readiness at each milestone.

## 5.2 Project Timeline

Phase	Activities / Tasks	Estimated Duration	Timeline (Weeks)
<b>Phase 1: Discovery and Requirements</b>	Conduct kickoff meeting, confirm scope, finalize communication plan Stakeholder interviews and department workshops Employee focus groups (on-site, remote, field-based) Identify current intranet limitations and pain points Conduct content inventory and usage analysis Develop user personas and journey maps Draft business, functional, and technical requirements	5 weeks	Week 1–5
<b>Milestone:</b> Discovery Summary, Requirements Document, and Journey Maps Completed			
<b>Phase 2: Design and Planning</b>	Define information architecture and navigation structure Design wireframes for key templates and page types Align designs with County branding and ADA compliance Define publishing workflows, governance models, and content roles Conduct design review sessions and gather feedback	4 weeks	Week 6–9
<b>Milestone:</b> Visual Design Mockups, Content Strategy, and Governance Model Finalized			
<b>Phase 3: Implementation Planning</b>	Recommend technical implementation approach (internal, vendor-led, or hybrid) Define integration points with existing systems Draft change management and user adoption strategy Develop training plan and internal communications roadmap Establish KPIs, measurement framework, and support plan	3 weeks	Week 10–12
<b>Milestone:</b> Final Deliverables Submitted & Executive Presentation Delivered			

## 5.3 Communication Plan & Stakeholder Engagement

vTech will establish a structured, transparent, and inclusive communication approach to keep all stakeholders informed and engaged throughout the project lifecycle.

### Core Components of the Communication Plan:

- Weekly Status Meetings:** These will include the County Project Manager, IT staff, and relevant department leaders. Meetings will:
  - Review progress against deliverables and timeline
  - Address risks, issues, or blockers
  - Capture decisions and document action items

- **Centralized Project Dashboard:** vTech will set up a real-time dashboard (via Microsoft Teams or SharePoint) to provide:
  - Visibility into task status, milestones, and deliverables
  - Centralized file storage and version control
  - Meeting notes, discussion logs, and approvals
- **Defined Communication Channels:** Channels will be established based on stakeholder roles, for example:
  - IT and technical team coordination via Teams
  - Content editors via shared folders with commenting
  - Leadership updates via scheduled briefs and executive summaries
- **Escalation Pathways:**  
A RACI (Responsible, Accountable, Consulted, Informed) matrix will define who to contact for:
  - Clarifications or issue resolution
  - Approval checkpoints
  - Change request reviews

#### 5.4 Performance Metrics

vTech will establish clear Key Performance Indicators (KPIs) to measure the success and effectiveness of the intranet post-implementation. These KPIs will align with the County's strategic goals and user experience objectives.

##### User Engagement:

- Track active user rates and login frequency across all employee groups (on-site, remote, hybrid, field).
- Monitor page views and time spent on key sections identifying popular and underused content.

##### Content Effectiveness:

- Measure content update frequency and accuracy to ensure timely, relevant information.
- Monitor search success rates and keyword effectiveness to evaluate content findability.

##### System Performance:

- Monitor website load times and uptime to ensure fast and reliable access.
- Track error rates and technical issues reported by users.

##### User Satisfaction:

- Conduct periodic user satisfaction surveys to gather feedback on usability, accessibility, and functionality.
- Analyze support requests and issue resolution times to evaluate user support effectiveness.

##### Adoption and Training Impact:

- Measure participation in training sessions and usage of resources provided (guides, videos).
- Track improvement in user proficiency over time through assessments or feedback.

vTech will provide regular KPI reports and dashboards to the County, enabling data-driven decisions for ongoing improvements and support. These metrics will guide continuous optimization of the intranet to meet evolving user needs and business objectives.



## 6. Cost proposal

The following table outlines the estimated cost for delivering the services described in the scope of work, broken down by project phase. The proposed cost is based on projected effort, a blended hourly rate, and the required level of engagement across stakeholder groups and County departments. All costs reflect professional services only and exclude any third-party platform fees, software licenses, or future development costs.

Phase	Tasks	Estimated Hours	Blended Rate (\$/hr)	Total Cost (USD)
<b>Phase 1: Discovery and Requirements</b>	Stakeholder interviews, focus groups, content audit, requirements documentation, persona mapping	230 hrs	\$85.00	\$19,550.00
<b>Phase 2: Design and Planning</b>	Information architecture, wireframes, visual design, content governance planning	160 hrs	\$85.00	\$13,600.00
<b>Phase 3: Implementation Planning</b>	Implementation roadmap, change management, success metrics/KPIs, presentation to County leadership	120 hrs	\$85.00	\$10,200.00
<b>Project Management &amp; QA</b>	Ongoing project oversight, scheduling, coordination, quality review	60 hrs	\$85.00	\$5,100.00
<b>Total Cost</b>				<b>\$48,450.00</b>

### Pricing Assumptions

- Blended hourly rate of \$85 includes project management, technical consulting, UX design, and business analysis roles.
- Scope includes Phase 1 to Phase 3 only. Actual intranet development (build, migration, hosting) is not included.
- The county will provide:
  - Access to existing intranet content and analytics
  - Point-of-contact to coordinate stakeholder access
  - Timely feedback on deliverables within 3 business days
- Timeline assumes no major delays in stakeholder availability or data access.
- The county will handle any procurement/licensing of platforms or tools needed for future development or content migration.
- Pricing is valid for 90 days from the proposal submission date.
- Post-project support services are currently not included in the base project cost. vTech can offer flexible support packages on a time-and-material or fixed-fee basis, tailored to the County's needs. Detailed pricing options for ongoing support and enhancements will be provided upon request to align with budget and service expectations.

**PART IV - SUBMITTAL FORMS**  
**PROPOSAL SUBMITTAL SIGNATURE FORM**

1.	Project Team Name and Title	Years experience	City of office individual will work out of for this project	City individual's office is normally located	City of individual's residence
	Troy Postin, Project Manager	20+ Years	Herndon, VA	Herndon, VA	Sterling, VA
	Freny Patel, Business Analyst	6+ Years	Herndon, VA	Herndon, VA	Ashburn, VA
	Maxim Mendelson, UX/UI Designer	9+ Years	Herndon, VA	Herndon, VA	Fairfax, VA
	David Anthony, Information Architect	12+ Years	Herndon, VA	Herndon, VA	Fairfax, VA
	Harsh Patel, Technical Lead	13 Years	Herndon, VA	Herndon, VA	Chantilly, VA

2.	<b>Magnitude of Company Operations</b>				
	A) Total professional services fees received within last 24 months:			\$ 40M+	
	B) Number of similar projects started within last 24 months:			7	
	C) Largest single project to date:			\$ 25M      State of Maryland	

3.	<b>Magnitude of Charlotte County Projects</b>				
	A) Number of current or scheduled County Projects			None	
	B) Payments received from the County over the past 24 months (based upon executed contracts with the County).			\$ 0.00	

4.	Sub-Consultant(s) (if applicable)	Location	% of Work to be Provided	Services to be Provided
	N/A			

5.	<b>Disclosure of interest or involvement:</b> List below all private sector clients with whom you have an active pending contract and who have an interest within the areas affected by this project. Also, include any properties or interests held by your firm, or officers of your firm, within the areas affected by this project.				
	Firm	Address			
	Phone #	Contact Name			
	Start Date	Ending Date			
	Project Name/Description				
	N/A				

vTech Solution Inc.  
**NAME OF FIRM** \_\_\_\_\_  
 (This form must be completed and returned)

Yes   x   No       

Comments or Additional Information:

The undersigned attests to his/her authority to submit this proposal and to bind the firm herein named to perform as per contract, if the firm is awarded the Contract by the County. The undersigned further certifies that he/she has read the Request for Proposal, Terms and Conditions, Insurance Requirements and any other documentation relating to this request and this proposal is submitted with full knowledge and understanding of the requirements and time constraints noted herein.

In accordance with section 287.135, Florida Statutes, the undersigned certifies that the company is not on the Scrutinized Companies with Activities in Sudan List, the Scrutinized Companies with Activities in the Iran Petroleum Energy Sector List, and does not have business operations in Cuba or Syria (if applicable) or the Scrutinized Companies that Boycott Israel List, or is not participating in a boycott of Israel.

Addendum No. 1 Dated 05/21/2025 Addendum No. 2 Dated 05/22/2025 Addendum No. 3 Dated 05/28/2025  
Addendum No. 4 Dated 06/10/2025 Addendum No. 5 Dated 06/10/2025 Addendum No. 6 Dated 06/12/2025

( ) PARTNERSHIP ( )  
(X) JOINT VENTURE ( )

(202) 644-9774

Telephone

20-4271088

Federal Employer Identification Number (FEIN)

Washington DC 20005

19 Years

Number of Years in Business

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Name/Title of your Charlotte County Rep.

Telephone

Anisha Vataliya, President

Name/Title of Individual Binding Firm (Please Print)

Signature of Individual Binding Firm

6/11/2025

Date \_\_\_\_\_

rfp.vtech@vtechsolution.com

Email Address

RFP No. 20250363

## DRUG FREE WORKPLACE FORM

The undersigned vendor in accordance with Florida Statute 287.087 hereby certifies that vTech Solution, Inc  
does: (name of business)

1. Publish a statement notifying employees that the unlawful manufacture, distribution, dispensing, possession, or use of a controlled substance is prohibited in the workplace and specifying the actions that will be taken against employees for violations of such prohibition.
2. Inform employees about the dangers of drug abuse in the workplace, the business's policy of maintaining a drug-free workplace, any available drug counseling, rehabilitation, and employee assistance programs, and the penalties that may be imposed upon employees for drug abuse violations.
3. Give each employee engaged in providing the commodities or contractual services that are under bid a copy of the statement specified in subsection (1).
4. In the statement specified in subsection (1), notify the employees that, as a condition of working on the commodities or contractual services that are under bid, the employee will abide by the terms of the statement and will notify the employer of any conviction of, or plea of guilty or nolo contendere to, any violation of Chapter 893 or of any controlled substance law of the United States or any state, for a violation occurring in the workplace no later than five (5) days after such conviction.
5. Impose a sanction on or require the satisfactory participation in a drug abuse assistance or rehabilitation program if such is available in the employee's community, by any employee who is so convicted.
6. Make a good faith effort to continue to maintain a drug-free workplace through implementation of this section.

As the person authorized to sign the statement, I certify that this firm complies fully with the above requirements.

  
\_\_\_\_\_  
Proposer's Signature

6/11/2025  
\_\_\_\_\_  
Date

**(This form must be completed and returned)**

**HUMAN TRAFFICKING AFFIDAVIT  
for Nongovernmental Entities Pursuant To FS. §787.06**

**Charlotte County Contract #20250363**

The undersigned on behalf of the entity listed below, (the "Nongovernmental Entity"), hereby attests under penalty of perjury as follows:

1. I am over the age of 18 and I have personal knowledge of the matters set forth except as otherwise set forth herein.
2. I am an officer or representative of the Nongovernmental Entity and authorized to provide this affidavit on the Company's behalf.
3. Nongovernmental Entity does not use coercion for labor or services as defined in Section 787.06, Florida Statutes.
4. This declaration is made pursuant to Section 92.525, Florida Statutes. I understand that making a false statement in this declaration may subject me to criminal penalties.

Under penalties of perjury, I declare that I have read the foregoing Human Trafficking Affidavit and that the facts stated in it are true.

Further Affiant sayeth naught.

  
\_\_\_\_\_  
Signature

Anisha Vataliya  
\_\_\_\_\_  
Printed Name

President  
\_\_\_\_\_  
Title

vTech Solution, Inc.  
\_\_\_\_\_  
Nongovernmental Entity

6/11/2025  
\_\_\_\_\_  
Date

**END OF PART IV**

**NAME OF FIRM** vTech Solution, Inc.

(This form must be completed and returned)