

## **Addendum I – Q & A Responses RFP# SEA1901 Enterprise Reporting Solution**

Q 1 - You have outlined the weaknesses of your current CMS platform. Does the current platform have any strengths that you would like to highlight?

A 1 - The website is currently 10 years old. Advancements in technology have improvements in both made both design and maintenance approaches make the current website laborious to maintain and limited in functionality. The instruction is looking for a systematic overhaul that is routed in best practices and scalable as new advancements are made.

Q 2 - Which of your organization's lines of business will be impacted by this project?

A 2 - All lines of business will be impacted.

Q 3 - Are there any specific considerations for vendors in this procurement process?

A 3 - Refer to Terms & Conditions document posted with RFP. Southeast Arkansas College is a state funded institution of higher education. All contracts with vendors are subject to the state of Arkansas procurement laws and regulations.

Q 4 - Who are the stakeholders involved in this project?

A 4 - All college stakeholders are involved.

Q 5 - Who will be involved in the evaluation and decision-making process?

A 5 - A committee is formed from a cross section of the campus.

Q 6 - What is your ideal timeline for the start and completion of this project?

A 6 - Start – As soon as possible; Completion – By end of Fall of 2019 semester

Q 7 - What is your budget for this project? If you cannot specify, could you provide a target range in USD? 0 - 100 000 | 100 000 - 250 000 | 250 000+

A 7 - While budget is a significant factor in the overall evaluation of the project specific cost confines are left broad to encourage surfacing a best solution for the institution's needs.

Q 8 - User experience design is the process of defining the manner in which users interact with the website functionality. Are you seeking a firm to assist in user experience design?

A 8 - Yes

Q 9 - User interface design, also known as creative design, is the application of an organization's brand to create website style tiles, wireframes, and prototypes. Are you seeking a firm to assist in user interface design?

A 9 - Yes

Q 10 - User interface design, also known as creative design, is the application of an organization's brand to create website style tiles, wireframes, and prototypes. Are you seeking a firm to assist in user interface design?

A 10 - Yes

Q 11 - Do you have a preference of web content management system? We recommend Drupal, an enterprise-ready, open source content management system that powers some of the world's largest and most popular websites.

A 11 - The institution is open to all options that provide best solutions.

Q 12 - If you do not have a preferred CMS, do you prefer an open source or proprietary solution? Upon review of the project requirements, we believe that an open source approach would provide the best value for your organization.

A 12 - The institution is open to all options that provide best solutions.

Q 13 - We understand you currently use Drupal. Can you please elaborate on the version of the platform and how it has been implemented?

A 13 - Drupal v7.65 It's implemented via a specialized version control system purpose built to manage the Drupal framework.

Q 14 - How many people manage and update content on a regular basis?

A 14 - Currently website management is overseen by 1 person (with a back up person in the event that primary is unavailable)

Future design will be a disseminated approach in which 15-20 individuals (divided by division) will be able to update pages under their ownership. In addition, there will be a select number of "super users" to overall support.

Q 15 - Do you require a Service Level Agreement for Maximum Initial Response time?

A 15 - Question unclear

Q 16 - How many page views do you receive per month?

Q 17 - How many authenticated (content writer) page views do you get per month?

Q 18 - How many content items (pages) do you have in your existing website?

Q 19 - How much file system space does your existing website use?

Q 20 - Do you currently use a Content Delivery Network (CDN)?

Q 21 - Do you require any specific networking rules or customization?

Q 22 - Does your site require external authentication (LDAP, SAML, etc.)?

Q 23 - Do you require a Service Level Agreement for uptime (99.95%)?

Grouping questions 16-23 – Assumption is these questions are designed to determine the kind of hosting that would be needed. As a general answer needs would be infrastructure to handle 1000+ pages and be able to scale if needed

Q 24 - What tools/processes are you currently using to evaluate the accessibility of the website?

A 24 - Currently We use site improve and checks we receive weekly reports about accessibility

Q 25 - How often is content checked against standards for compliance?

A 25 - Weekly

Q 26 - Is there a plan to ensure legacy content (copy) carried over from the current website meets accessibility guidelines? Will this be the responsibility of the proponent or internal?

A 26 - Meeting Accessibility Requirements for all website components should be included in the proposal

Q 27 - How are organizational content policies enforced during publishing?

A 27 - Recommendations for best practices for publishing policies are encouraged as part of the proposal.

Q 28 - Do content editors require resources and training on accessible content best practices?

A 28 - Yes

Q 29 - How many content types (or content templates) are needed for this project?

A 29 - Question unclear – refer to RFP for additional details

Q 30 - Beyond Office 365 Calendar, are there any third party applications to be integrated with the CMS? If so, can you elaborate on which applications and the level of integration?

A 30 - Refer to RFP for information

Q 31 - What content governance and workflow requirements do you have for this project?

A 31 - Refer to RFP for information

Q 32 - How many pages do you plan to migrate?

A 32 - Exact number unclear. Determination will be made once design and approach are established as part of the proposal.

Q 33 - Please specify the format of the source data to be migrated (database, .csv, XML, etc.).

A 33 - Best practices for maintaining consistency and ease of use are encouraged

Q 34 - Can you provide a sample of the data to be migrated?

A 34 - Most all information from current website will migrate. Additional information available in RFP

Q 35 - Do you have a preferred project management methodology? We use the Agile methodology to ensure that we are able to deliver the projects that our clients envision.

A 35 - The institution is looking for best practice methodology recommendations as part of the proposal.

Q 36 - Could you elaborate on what the resource library involves as it exists today?

A 36 - Resource library is lean with significant limitations on both content and structure.

Q 38 - Are you wanting to host the site or have us provide the hosting?

Hosting is addressed on page 18 of RFP

Q 39 - How is the current site hosted today?

A 39 - Hosting is provided by the current vendor.

Q 40 - Is the Vendor required to port over all content from the current site to the new site?

A 40 - Some information will be transferred while new content will be developed per the recommendation of the vendor.

Q 41 - Is the Vendor required to port over all content from the current site to the new site?

A 41 - Some information will be transferred while new content will be developed per the recommendation of the vendor.

Q 42 - "SEARK College will maintain ownership of all existing branding and logos, as well as what is developed as a part of this project"

Q: Is there a need for new branding assets to be designed within this project?

A 42 - The College's branding information can be located at <https://www.seark.edu/branding-guide>  
The College welcomes any recommendations concerning branding from the vendor.

Q 43 - "Develop tool that automatically detects and notifies administrators of problems with the website, such as broken links, broken images, etc."

Q: Is it completely necessary to develop a new tool for this, or can the vendor provide an option to use a third party tool that already exists?

A 43 - Third party resources are permitted as long as any cost is clearly defined, handled by the vendor and included as part of the proposal.

Q 44 - There are several links to other sites and applications within the main marketing site. Are any of these considered in scope for this project, or will be just be linking to them as they exist today?

Examples:

- Application tool
- User Portal
- Net Price Calculator
- SEARK Moodle
- Email Accounts
- Online bookstore
- Career site

A 44 - The links to these sites would be appropriate. Other sites not currently included may also be added but this RFP is just for the institutions website and content management system.

Q 45 - "Responding agency is responsible, as a part of ongoing support and care, for the licenses and maintenance of plugins, themes or software used in the development and ongoing support of the website. As well as backups and basic security monitoring."

Q: Is SEARK open to the Vendor's recommendation of owning the licenses, themes or software used with the maintenance of them being managed by the Vendor?

Q 45 - Vendor recommendations and justifications are welcome.

Q 46 - "Responding agency is responsible, as a part of ongoing support and care, for the licenses and maintenance of plugins, themes or software used in the development and ongoing support of the website. As well as backups and basic security monitoring."

Q: Is SEARK open to the Vendor's recommendation of owning the licenses, themes or software used with the maintenance of them being managed by the Vendor?

A 46 - Vendor recommendations and justifications are welcome.

Q 47 - In the RFP it states a requirement for us to obtain Automobile and Comprehensive insurance by a company authorized to business in State of Arkansas? (*General Liability: with no less than \$1,000,000 each occurrence/\$2,000,000 aggregate for bodily injury, products liability, contractual liability, and property damage liability... Comprehensive Automobile Liability: with no less than combined coverage for bodily injury and property damage of \$1,000,000 each occurrence. Policies shall be issued by an insurance company authorized to do business in the State of Arkansas and shall provide that policy may not be canceled except upon thirty (30) days prior written notice to SEARK*)

Q: Can this be policy be obtained after award or does it need to be acquired before submitting our proposal?

A 47 - Yes, after the award will be sufficient.

Q 48 - In the RFP it states, "The vendor shall provide 3 to 5 references from customers who use the Colleague platform (Appendix I)". - Our company has designed, developed and maintained similar platforms for the Department of Defense and these sites are currently being used worldwide. We have not developed specifically for a colleague platform, thus will our work performed for the past 20 years for the Department of Defense meet your requirements for references?

A 48 - The ability to fully support and interact with Colleague is absolutely critical to the success of this project. If previous evidence of support is not available the prospective vendor needs to fully define how they will be able to ensure success as it relates to Colleague.

Q 49 - In RFP it states, "The redesigned site must contain seamless functionality with the college's *"learning management system (LMS)"*, the student and employee portal, and college mobile applications" Who is the developer of your currently LMS? Is it currently being maintained by SEARK or the developer?

A 49 - The Moodle LMS is hosted and maintained on the backend by eThink Education LLC.

Q 50 - Please answer the following questions about the integrated systems. Namely, LMS, Student and Employee Portal, and Mobile App.

A 50 -

- a. What are the names of each system?  
LMS: Moodle; Student and Employee Portal: Currently Unified, but will change to Workspace One (Digital Backpack); Mobile App: Ready Education.
- b. Which CMS platforms do these systems offer integration?  
Moodle will be integrated into Workspace One. Workspace One can integrate almost everything. Mobile app has some integration (more information about the intended use). Beyond these limited examples the 3rd party vendor would have to provide greater direction.
- c. Are these systems maintained in-house or provided by external vendors?  
The systems are maintained by external vendors.
- d. Do any of these applications offer APIs?  
Determination of API will have to be determined on a case by case basis with specific decision made with best practice recommendations of the vendors.

Q 51 - Which content management system, if any, are you currently using at your institution? Do you prefer to keep the same one?

A 51 - Institution is looking for recommendations for best solution for campus website and content management system. Significant change in approach, structure and management is expected.

Q 52 - How many individuals at your institution will need to use the CMS?

A 52 - At peak operation 15-20 sorted by division/program with a select number of “super users” for overall management and administration.

Q 53 - Are you able to share the established budget for this project?

A 53 - While budget is a significant factor in the overall evaluation of the project specific cost confines are left broad to encourage surfacing a best solution for the institution’s needs.

Q 54 - Are you interested in an open-source or commercial solution?

A 54 - The institution welcomes the best recommendations provided by the vendor.

Q 55 - Specific Requirements/Goals:

A 55 -

- a. You mention Office 365 Calendar Integration. Please describe the intended meaning and provide an example.  
The publishing of a campus calendar (varying versions) to different place throughout the website
- b. You mention E-Commerce module or Plug-ins Are you currently using an e-commerce solution? Please provide an example of the intended functionality.  
The institution does not currently have an electronic ecommerce solution.

An example of the intended functionality would include meeting or event registration in which there would be a registration fee. The fee would be paid at the time of application.

Q 56 – Website Requirements, you mention a resource library. Please provide an example of a resource library.

A 56 - The Resource Library is the templating system/approach for CMS users to create consistent content.

Q 57 - Website Delivery, you mention the contract delivery date. Do you have a delivery/go live date?

A 57 - The institution would like to have the go-live during the fall 2019 semester.

Q 58 - On Appendix II: Official Price Sheet, can rows be added for price itemization of each specific service?

A 58 - Yes

Q 59 - On Appendix II: Official Price Sheet, can rows be added to reflect Year 2 and 3 pricing?

A 59 - Yes

Q 60 - Is there a chance to get an extension on the submission date?

A 60 – No, the college is on a tight deadline for implementation.

Q 61 - What would your overall budget be for the project?

A 61 - Project budget to be determined contingent on RFP response.



Q 62 - How many concurrent users you expect to have logged into the CMS at one time?

A 62 - Approximately 20 total users, not all on at the same time.

Q 63 - Please advise how many end users require training? Are you interested in a train the trainer approach?

A 63 - Broad training (approx 15-20) at onset with train trainer once operationally in place

Q 64 - Have you seen any peer or competing higher education websites that you aspire to or find inspiring?

A 64 - SEARK wants recommendations based on needs outlined in RFP

**The other questions regarding outside US companies is clearly outlined in the RFP.**

