ADDENDUM NO. 1

Request for Proposals (RFP) 17146
Develop Website for Community and Technical College System of West Virginia (CTCS)
July 6, 2017

A. CLARIFICATIONS AND MODIFICATIONS TO THE RFP

1. This Addendum and subsequent Addenda will be posted on the West Virginia Higher Education Policy Commission (HEPC) purchasing webpage at the following URL. The name of the successful vendor(s) will also be posted on the HEPC purchasing webpage and will constitute official notification of the contract award. It is the responsibility of the vendor to keep current on the latest addenda posted.

   https://wvhepc.org/purchasing/

2. Sealed proposals will be received until 3:00 PM, EDT, July 14, 2017 by:

   Chief Procurement Officer
   RFP 17146
   West Virginia Community and Technical College System
   1018 Kanawha Boulevard, East, Suite 700
   Charleston, WV 25301

   Electronically transmitted (i.e., faxed or emailed) proposals will not be considered.

3. If questions were submitted by the deadline, 5:00 PM, EDT, July 5, 2017, but are not answered in this Addendum please contact the Chief Procurement Officer immediately but not later than 5:00 PM, EDT, July 7, 2016, at: rich.donovan@wvhepc.edu

B. RESPONSE TO VENDOR QUESTIONS

Q1. Could you please help me with the following questions:

1. Whether companies from Outside USA can apply for this? (like, from India or Canada)
2. Whether we need to come over there for meetings?
3. Can we perform the tasks (related to RFP) outside USA? (like, from India or Canada)
4. Can we submit the proposals via email?

Answer: (1) Companies outside the USA may submit a proposal. (2) Meetings via Skype would be acceptable; however, the meeting language will be English and the vendor's meeting representative(s) must be fluent in English. (3) Tasks related to the RFP may be performed outside USA provided that this does not compromise providing the service or communicating with the client. (4) Proposals may not be submitted via email. Proposals must be submitted according to Section VI. Proposal Submittal Instructions in the RFP.

Q2. In our experience, these types of projects generally take much longer than the 1.5 months allocated in the RFP. Is there flexibility in the completion date?

Answer: Yes, there is flexibility. We expect the new website to be complete, up and running within four months after award of a contract.

Q3. Will the project have an assigned owner with authority to approve project direction/decisions? If not, what will be the approval process for design/direction decisions?

Answer: CTCS has a part time Communications Director who will lead this initiative under close direction of both the Chancellor and Vice Chancellor. Directions/decisions requiring a modification to the agreement/contract also require approval by the Chief Procurement Officer.

Q4. Do you intend to provide all copy and assets for the project, or should proposals include resources for copy-writing/editing and asset gathering?

Answer: Vendors should include these costs in their proposals.

Q5. Is there an established brand in place? How much flexibility is there in the visual design of the site?

Answer: Running on a parallel track to this project is development and delivery of a comprehensive brand marketing strategy for the Council and nine public state-funded community and technical colleges within the System. Integration and consistency between these projects is essential; however, some flexibility in the visual design of the website is expected. The successful Vendor/firm shall work directly with the Vice Chancellor for Community and Technical College Education, and the rest of the staff of the Office of the Council, and is expected to fully participate in this collaborative process which to successfully engage a wide variety of constituencies.

Q6. Are there existing documentation or research that might inform the vendor about business goals, user types and so on, or will the vendor need to unearth all this information in discovery?

Answer: The following links provide documentation/information that may be useful:
http://www.wvhepc.edu/wp-content/uploads/2017/01/Report-Card.pdf
http://www.hup.harvard.edu/catalog.php?isbn=9780674368286

Q7. Has there been any user testing done in the past that might inform the vendor about past successes and challenges?

Answer: No.

Q8. The main site is currently built on WordPress. Some of the individual college sites are on WordPress, while others are on Drupal. You are presumably open to proposals for both open source platforms, but does the Council have a preference for either?

Answer: The CTCS does not have a preference.

Q9. Should the main site be developed with the expectation that each college's website will eventually be moved to the same platform? Or will each college continue to manage its own web presence independently?

Answer: The CTCS and each college will continue to manage their own web presence independently.

Q10. Will Site Search for the main site be capable of showing results from the 9 college sites?

Answer: This is preferred but not required.

Q11. Can you refer us to a website with interactive mapping that is similar to what you are imagining for the interactive campus/program map / or is the Council looking for best practice recommendation.

Answer: While not a perfect example, http://www.cnn.com/election/interactive-electoral-college-map/ with the attached CTCS map and the intention of communicating location of programs of study.

Q12. In the Scope of Work, the RFP states that the new CMS should allow for the import of existing copy and direct entry of new site copy. Were you looking to have this content migration automated? If so, would you be looking to migrate all of the site's content including the Meetings & Agendas and Rules & Policies content?

Answer: Yes.

Q13. How many pages approximately exist on www.wvctcs.org currently?

Answer: 23

Q14. On page 2 under project requirements by "Craft content management system" do you mean vendors must use the Craft Content Management System, or are you referring to craft as in skilled, and are open to other Content Management Systems?

Answer: We mean skilled. We are open to other content management systems.

Q15. Do you have a budget you can share for this project?

Answer: The CTCS has a budget for this project that should be sufficient for the services requested in this RFP.

Q16. You mention Craft content management system, is this the current CMS that your site is on? Do you want the new site also built in Craft cms? Who will do that build in the Craft CMS?

Answer: We are open to other content management systems. Vendor should plan to build content in approved CMS.

Q17. You mention as agile process should be followed throughout the project, but this RFP is a fixed bid, do you anticipate signing with a vendor at a fixed price and then if needed add deliverables as needed per scope changes? How do you see that working with a fixed bid?

Answer: The CTCS is requesting a proposal, not a bid. A vendor should propose the fees and expenses it requires to provide the services identified in this RFP based on deliverables. The CTCS may negotiation the scope of services, fees and expenses with the selected vendor prior to awarding a contract. After the contract is awarded and a purchase order issued, the dollar amount identified is the maximum that may be billed. If the CTCS substantially modifies or changes the scope of services after a contract/purchase order has been issued, an adjustment in fees and expenses will be considered before additional services are provided.

Q18. Are you looking for recommendations on a new CMS?

Answer: Yes.

Q19. Do you have a targeted launch date?

Answer: This will be negotiated with selected Vendor.

Q20. How many pages of content are being migrated?

Answer: 23

Q21. How many different Content Types (News, Events, Courses etc.) are being migrated?

Answer: Four

Q22. How many page layouts are being migrated?

Answer: See answer to Q20.

Q23. In what format will the content be provided (Word/HTML/XML) to migrate?

Answer: Word

Q24. Is there a requirement for the CMS to integrate with any third party systems managed by WVHEPC? If so please provide a list of all systems.

Answer: Not required, but we would like the WVCTCS site to integrate with WVHEPC.

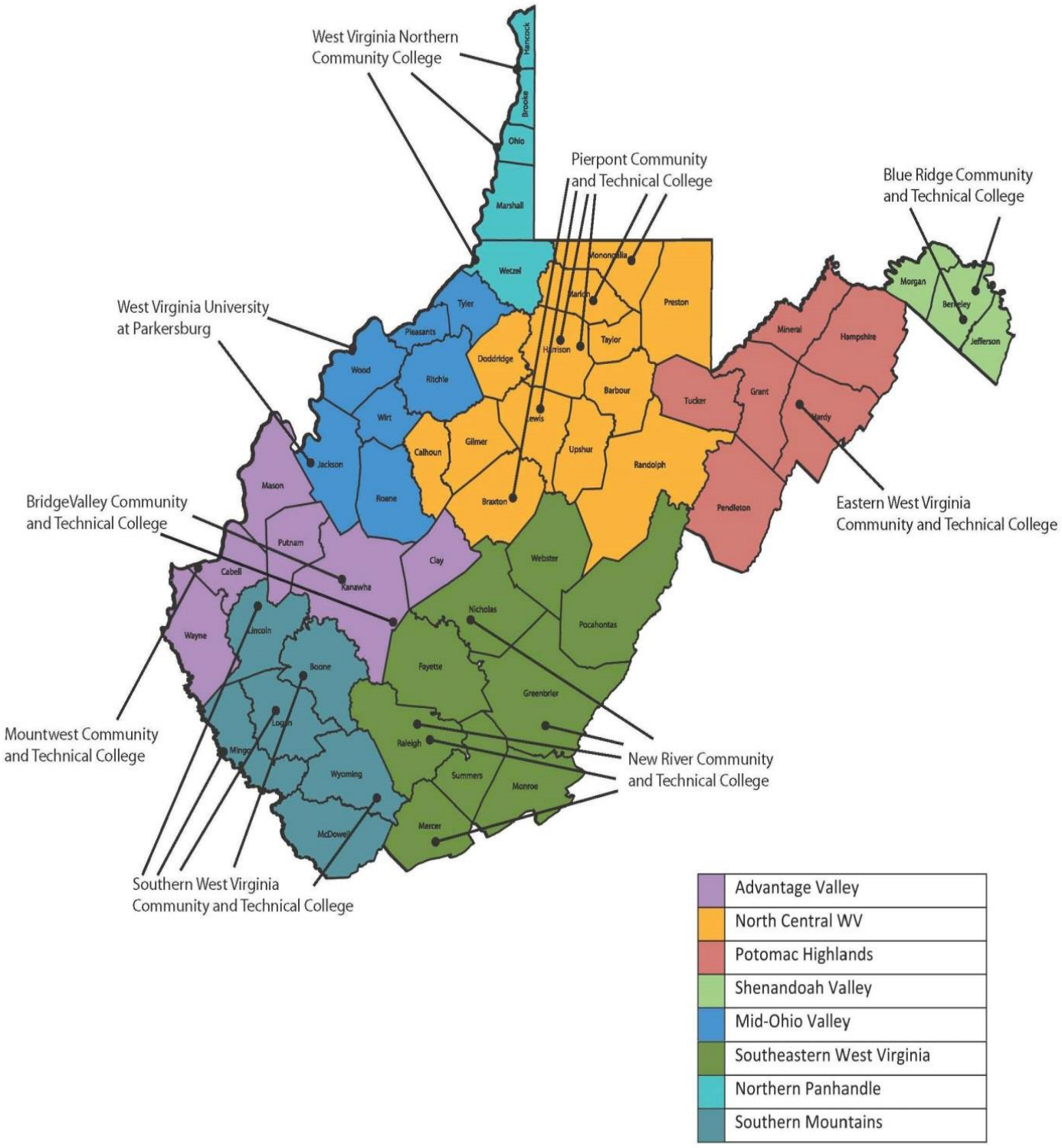
Q25. There are several separate 'College' websites (e.g. Http://www.newriver.edu/ http://www.easternwv.edu/Home.aspx) built on multiple platforms. Is the content and design of these sites considered part of the scope of work?

Answer: No.

Q26. I see exhibits A - D, Does exhibit C, the Agreement Addendum and Exhibit D, the Purchasing Affidavit need to be agreed to and signed and sent with the bid? Or are those documents for the contract phase with the chosen vendor?

Answer: Exhibits C and D should be signed, notarized if required, and included with the proposal.

Q27. Do you have a total enrollment number across the total colleges?

Answer: Enrollment and other information for the CTCS is available in the West Virginia Higher Education Report Card – 2016 beginning on page 64. See the first link in Q6.

CTCS
COMMUNITY AND TECHNICAL COLLEGE SYSTEM OF WV