

Addendum #1
RFP05252018
Website Content Management System
McHenry County College

This Addendum is in response to the inquiries from potential bidders. This Addendum constitutes changes to the specifications as sent out in the original RFP and other pertinent information shared with all vendors. All changes and information listed on this Addendum should be considered as the official modifications to the specifications and should be included in your proposal with these in mind.

Please acknowledge your receipt of this addendum by attaching a signed copy of the addendum with your proposal response.

Received and acknowledged by: _____

1. What all was completed during your internal Content Analysis mentioned in the RFP? **Our vendor provided a content analysis document containing a review of content structure and some key landing pages.**
Would you like to further refine the website's content with the chosen vendor? For example, we typically do a content audit and inventory with our clients prior to the design phase. **The scope of this project includes acquiring a Content Management System and off-site hosting, content migration, and training, etc. We do not anticipate need for a design phase as we have code from our previous vendor.**
2. Does the agency need to move forward with your sample design? **Yes**
Or can we go in a new direction? **There is no budget for a new design.**
3. Do you have a preferred CMS for the new site? **We cannot consider open-source solutions because we do not have the technical resources to support an open-source product. Beyond that, we're reserving judgement until we see demonstrations. However, we have had the most exposure to CMS products designed specifically for higher education needs.**
Are you open to using WordPress? **No. We do not have the technical resources to support a WordPress installation adequately.**
4. Very few website users use Internet Explorer 9 and developing for this browser version typically takes a considerable amount of time--are you open to developing for IE 10 and above? **According to 5/17/18 analytics, there doesn't seem to be a need for IE9 support any more.**
5. What are the project's deliverables?
Are you only wanting a CMS and back-end development/integration?
Deliverables include:
CMS product + external CMS hosting + external production web server hosting (partner recommendations)
back-end development/integration,
migration/migration assistance,
training,
vendor assistance setting up tools/modules like calendars, press rooms, etc. since we have limited time and in-house resources,
some custom work, as needed, to accommodate tools that our internal users are already expecting,
development/testing as needed
Or do you want the vendor to do a full website redesign, including discovery, information architecture, website design, and development/testing? **Discovery, information architecture, and design have been completed.**
6. For website functionality, do you foresee items marked as "Additional cost" as being outside of this project's scope/budget? **Not necessarily but we need to know ongoing total cost of ownership to budget for the future.**
And "customization" as an extra cost, but included within our budget? **Yes, this should be included in the budget.**
7. For the functionality worksheet, would you like an explanation of each feature? Or is it ok if some of them just include the appropriate check mark? **It depends on the question – some questions specifically ask for descriptions; some are more yes or no questions.**
8. What's the project's budget? **The scope of this project includes acquiring a Content Management System and off-site hosting, content migration, and training, etc. There is no budget for design.**

9. When would you like to launch the new site? **We haven't identified a specific deadline yet; we have to take into consideration resources and existing workloads.**
10. Is there an incumbent vendor (i.e. an agency you're already working with)? **No, MCC does not have a third-party content management system at this time.**
11. How many pages are on the current website? **Under 6,000**
12. How many online forms are on the website? **Approximately 25**
13. How much of the functionality requested in the RFP is currently implemented on your website?

newsroom exists as described except we have limited ability to tag for filtering
athletics schedules/rosters
event calendar
spotlight tool allows us to reuse limited content but reuse of content in multiple places is limited/difficult
some content expiring via JavaScript
many pages are responsive, many are in Foundation – not all have been updated yet
existing calendar can be filtered but filters are limited by time/resources
event detail page exists as described
current site supports browsers and versions specified
current site conforms to accessibility standards to the best of our ability
current site allows metadata/page title/description/custom URL customized per page and is SEO-friendly to the best of our ability
share buttons/social media widgets are sparingly used and require manual intervention
currently using free version Google custom search
faculty directory with limited search/faculty customization functionality
forms are individually custom made but they do have the functionality requested

What features are new?

ability to update pages from browser, off-site
capability to address multiple languages,
post emergency alerts that can be updated quickly, emergency communication on each page
support calendars and important academic dates with filtering features
personalization
print-friendly feature and ability to create PDF version of pages
no real mechanism to use images easily
currently using Google Analytics but not Google Tag Manager
user roles/workflow
ability to easily filter certain events to incorporate into home page

14. Who will be in charge of content migration? **We would appreciate assistance from a vendor.**
15. Who will be in charge of copywriting? **In-house**
16. Who will host the site? **We're seeking external hosting for CMS and production web servers**
17. Are on-site meetings a requirement for this project? **Not necessarily**
18. Is there a preference for agencies located in Illinois? **ANSWER: No**
19. Will you require content migration services? **Yes**
Will the entire .edu domain need to be migrated? **Yes**
Are there parts of the site that will *not* be migrated? **No**
Are there additional domains that need to be migrated? **No**
 - a. In regards to migration, how many different page layouts do you anticipate having in the new design? **No more than five.**

- b. What form of data export is available from your current CMS setup? **We can export data from SQL (i.e. For partial data on program pages like www.mchenry.edu/accounting)**
20. Do you prefer that the CMS be installed locally on your own servers, or hosted as a cloud solution? **We're seeking external hosting for CMS and production web servers.**
21. Who currently hosts your website(s)? **MCC hosts in-house**
Are you looking to change this arrangement? **Yes**
22. How many individuals at your institution will need to use the CMS? **30-50 at this time except for calendar, all employees can contribute events to calendar**
23. **Who makes the final CMS decision and how is it made?** **The decision/selection of a final CMS will be by a committee, including web team and marketing members, and the Vice President of Marketing, Communications, and Development. The final approval of the selection will go to the Board of Trustees in June.**
24. **What is the established budget for the CMS portion of the project?** **The scope of this project includes acquiring a Content Management System and off-site hosting, content migration, and training, etc. There is no budget for design.**
25. It is our understanding that a redesign is *not* part of the scope of this RFP--is that correct? **Correct**
26. What firm is performing the redesign of your website? **Hodgson Consulting**
27. When do you anticipate having the complete HTML redesign files in hand? **We have files in hand to be used to code templates in the CMS.**
28. What is the anticipated go-live date for the new CMS? **We haven't identified a specific deadline yet; we have to take into consideration resources and existing workloads.**
29. In the Functional Requirements section 2.3.2 of the RFP you list "Emergency Alert notification." Will this be included as part of the design, or are you looking for CMS functionality to support emergency alerts? **We are looking for CMS functionality to support emergency alerts**
30. In the Functional Requirements section 2.3.24, you list "Academic Listing/Search pages". In section 2.3.5 and 2.3.6 you then list two URLs as examples. Do you intend to keep the functionality as it works on your current site, or are you looking for a solution to replace this functionality? **We need a way to display a list of programs and www.mchenry.edu/programs is consistently in the top five highest page views. There is no functionality associated with those pages – they are static, updated manually, and do not offer a search function.**
31. In the Functional Requirements section 2.3.27, you list "Academic Program Detail page" and then give a URL as an example. Do you intend to keep the functionality as it works on your current site, or are you looking for a solution to replace this functionality? **Our vendor provided an updated design for the program pages. We need to have the same functionality with respect to our ability to update these 90+ federally-mandated pages (at least) annually with data provided by our institutional research department. Some text on the program pages is database driven, some is manually entered.**
32. In the "Capabilities and Requirements" section of the RFP starting on page 10 there is a column for "Feature weighting"; however, a weight is not assigned to each feature. Would you like to assign a weight to each feature (Mandatory/highly desired/optional)? **See addendum. We pictured ourselves using this as a ranking tool during demonstrations, however we made an attempt to assign weight where possible.**
33. In the "Capabilities and Requirements" section, question 81: "Can the system display content items and search items and search for content in language other than English?" Does this question refer to search within the CMS or search for website visitors? **Search for website visitors.**
34. Do you currently use Google for the search results on your public website? **Yes**
Are you looking to replace Google search with a different solution? **If there is a better option available, yes.**

35. **Question:** MCC mentioned in the RFP that you engaged a consulting firm to develop a plan for website redesign. - Do you mind if we ask the name of this consulting firm? **Hodgson Consulting**
36. **Question:** Do you want all vendors to respond to the items listed under 2.3 Functional Requirements? Items 2.3.1 - 2.3.19 in the RFP. **This is information for the vendor, response is not expected.**
37. Responses to questions are set for 5.23.18, but the proposal response is due only 2 days later. Given that the answers to many of the following questions would have significant impact on approach and pricing, can MCC provide an extension to the proposal response deadline? **The deadline is not flexible.**
38. Can MCC provide the results of its Discovery process (Web Strategy, Functional Requirements, Content Analysis, Wireframes, Sample design, including sample HTML and CSS coding)? **We will provide this to the company chosen.**
39. Are the "Capabilities and Requirements" listed in MCC's order of priority? **No**
Is there otherwise an indication of whether a requirement is Mandatory/Highly desired/Optional? **See addendum – we pictured ourselves using this as a ranking tool during demonstrations, however we made an attempt to assign weight where possible.**
40. What is the project budget? **The scope of this project includes acquiring a Content Management System and off-site hosting, content migration, and training, etc. There is no budget for design.**
41. What is the projected project timeline? **The specific timeline hasn't been determined yet; we have to take into consideration resources and existing workloads.**
42. Is there a (CMS) platform and/or technology stack preference? **MCC has relied on the web tools (calendar, newsroom, etc.) created by an in-house developer using ASP and .Net for automation where possible. We would like a CMS to be compatible with ASP and .Net since this is the expertise we have in-house.**
43. Can MCC confirm that the response scope only encompasses www.mchenry.edu? **Correct**
44. Can MCC provide current storage/bandwidth/traffic statistics to enable more accurate pricing for hosting? **Size: 7.25 GB/Total bandwidth to entire college is 500 mg but web server uses less/Monthly average for 2017 of 228,140 unique page views**
What is the current architecture? **Virtualized Windows 2016, 64 bit, on VMware ESX environment**
45. What 3rd-party integrations are included in current project scope? **We are currently pulling faculty data from Ellucian Colleague for faculty pages and corresponding courses taught. Currently embedding iframes from Raiser's Edge for registration and donation forms.**
46. Which of these integrations are deeper than simply links out to external resources? **We are currently pulling faculty data from Ellucian Colleague for faculty pages and corresponding courses taught - www.mchenry.edu/faculty/ViewFacultyDetails.asp?PageId=10898 .**
47. How many people will be administering content? **30-50 at this time. However, our current calendar set up allows all MCC employees to contribute events to the calendar.**
48. How much of the current content is within static Dreamweaver templates? **Lots of static content. We don't use templates.**
How much content is stored in a database? **Calendar, newsroom, spotlights, some information on 90+ program pages,**

athletics rosters and schedules, bid page, academic calendar page, transfer guides, crime incident log
If content is stored in a database, what type and version of database is it? **SQL 2014**

49. **Question:** Under Section: Design and Templates
30. Is there a way to monitor/limit page weight to insure quick download? Could you please provide more clarification? **We would like to know if our contributors would be able to add unreasonably large images or other files to a page or is there a way for us to restrict their ability to add unnecessarily large files.**
50. Does your product's dashboard integrate with any third party solutions such as Raisers Edge, Hobson, MS Dynamics, TargetX / Salesforce etc.? **Question:** In order to best answer the question, we would like to know exactly what you would like to accomplish? Pull content from those systems into the CMS? Or into the website? Or push content from the CMS into those systems? And would this be a one-time sync or a constant synchronization? **At this time, we're not doing anything more complicated than embedding iframes from Raiser's Edge for registration and donation forms.**
51. **Question:** Regarding Items 2.3.4, 2.3.5, 2.3.6, and 2.3.7 below:
2.3.4 Academics Listing / Search pages
The current site has a few pages that provide an overview or listing of academic programs. For example:
2.3.5 www.mchenry.edu/programs
2.3.6 www.mchenry.edu/atc/degreeinfo.asp
A program listing and search page could be useful.
2.3.7 Academic Program Detail page
An example from the current site: www.mchenry.edu/accounting
- Where will the content for these pages will come from? **Some text on the page is database driven, some is manually entered. We already possess the content and the data is provided by our institutional research department. The cost data exists in an SQL database here on campus. It is refreshed as needed, at least annually, more often as tuition and fees change.**
- Is this expected to pull from an existing system? **Not necessarily**
If so, which one? **The cost data exists in an SQL database here on campus. It is refreshed as needed, at least annually, more often as tuition and fees change.**
Or do they want the program listings and program details to be managed in Cascade? **We don't know what's possible**
52. 147. The system must allow for user feedback through the submission of forms via a workflow process. **Question:** Could you please provide more clarification? **Can content contributors provide feedback/ask questions to editors within the system?**
53. Regarding your Terms and Conditions...we have one exception: 7. Indemnification: The Contractor shall protect, indemnify and hold MCC harmless against any liability claims and costs for injury to or death of any person or persons and for loss or damage to any property occurring in connection with or in any incident to or arising out of occupancy, use, service, operations or performance of work in connection with the contract, resulting in whole or in part from the negligent acts or omissions of the Contractor. **ANSWER: The Mutual Indemnification is fine.**
54. How many concurrent users will MCC have? **Less than 5**
55. What is the desired launch date? **We haven't identified a specific deadline yet; we have to take into consideration resources and existing workloads.**
56. Will content migration be required? **Yes**
57. Under section 2.3.19, the RFP requests that the CMS have the ability to send email confirmations and reminder emails to the submitter as a part of a form. What type of reminder will need to be sent? **Some in-house apps send a repeat of the confirmation email as a reminder at a certain date before the event.**