1. We noticed at the very end of the RFP that Appendix IV - Florida Department of State Certificate of Good Standing is missing the Appendix Page. Will this be provided to offer instructions in terms of what we should included in Appendix IV?

Response: Certificate of Gooding is provided by Florida Department of State

2. In addition, is this the last page of the RFP? The RFP stops after this page: We want to make sure this is the last page

Response: Yes

3. “Phase 5 – Annual Hosting and Support” is still on the Price Form (page 33 of 38) and “Hosting Services” is included on the Request for Proposal title page on page 3. I would like clarification regarding the hosting requirements, if there are any, as well as support requirements past the initial support mentioned in phase 4.

Response: The hosting would need to support PHP & MySQL

4. Phase 1 – Design is specified as completed inside the RFP pages but is still active on the Price Form (page 33 of 38). Is this still a phase that needs to be figured into pricing in any shape?

Response: Please see the revised Price Form excluding Phase 1 for pricing consideration. Only provide pricing for items Phase 2 – 4. For the future, if redesign is needed, this makes us aware of your pricing. We would appreciate prices for each phase/service

5. Also regarding Design, the website address given: test.famu.edu/famu2016 features a page but no wire frame on the bottom of the page as mentioned in the RFP (page 25 of 38) or further design specifications/ needed inclusions. Would it be possible to get this information?
Response: Please scroll to the bottom of the page (download all of the website design specification doc and design wireframes) There’s a white button that links to the design and wireframes in a grey box.

6. What prompted for FAMU to cancel the last award and reopen the project for bidding?

Response: Phase 1 has been completed

7. RFP says that ‘the phase 1, i.e. Design phase of the project has been completed’, so is it fair to assume that FAMU will provide final IA (Information Architecture), Sitemaps, Wireframes and Visual designs for Desktop and Mobile.

Response: Yes. We have already provided the designs and wireframes. Please see the link at the bottom of the page: http://test.famu.edu/famu2016

8. It seems CMS (content management system) specs are written for a particular product. Do you have particular preference for a CMS that you would like the selected vendor to use?

Response: While they are not written for a particular product, these are the features that we’re looking for, but we are open to all solutions. We’re looking for the best CMS for our environment.

9. Does the project include main site www.famu.edu only or does it include other sites as well?

Response: The project includes:
www.famu.edu
pharmacy.famu.edu
sjgc.famu.edu
famunews.com
sga.famu.edu

10. Who will write/rewrite the content to fit the new design, information architecture?

Response: We do not currently have any plans to rewrite the content.

11. Is the university comfortable using SaaS (software as service) CMS product?

Response: We prefer Hannon Hill’s Cascade CMS
12. Do you have a budget or monetary range in mind for this bid?

Response: This information not available

13. How many pages will be migrated?

Response: Approximately 8000 web pages (www.famu.edu, and the sub domains mentioned above).

14. What is your current architecture – OS System, Number of Servers, RAM per Server, CPU per Server

Response: We have two dedicated, load balanced Dell R410 Quad processor Servers running windows, with 16GB of RAM and 800 GB of Storage Space. Our hosting is provided by EdgeWeb Hosting. If you have recommendations of a better solution, please include it in your proposal. Please also feel free to consider our current provider as a vendor in your solution.

15. Are all of the required page layouts and types of content which will be required covered in the downloadable .zip file at the bottom of http://test.famu.edu/famu2016/? Are there three page designs

Response: Yes. There are four designs

16. Migration

- Please provide a list of URLs/domains/sub-domains.

  Response: www.famu.edu
  pharmacy.famu.edu
  sjgc.famu.edu
  famunews.com
  sga.famu.edu

- In what format will the content be provided (Word docs / HTML / XML)?

  Response: The content can be had from the above mentioned URLs.

- Approximately how many different page layouts / templates / designs are there within each site?
Response: Our current site only consists of two layouts, the front page, and the internal content page. The designs which we provided for you consists of 4 layouts, front page, college and school pages, departmental pages, and content pages within the department.

- Are the same page layouts / templates / designs used across the different sites? Or are they different?
  
  Response: For each type of layout, the design would be the same across the different colleges, schools, departments, etc.

- How many different Content Types (e.g. News, Events, Courses, etc.) will the client be migrating?
  
  Response: We have a separate site for the news and events that may or may not be migrated depending upon the functionality of the proposed CMS. The majority of the content will just be general content.

- Does the customer require TERMINALFOUR to QA (test/check) every page of migrated content? If so, this will increase the cost.
  
  Response: It’s expected that the vendor chosen will do their best to ensure that they deliver a quality product. Each page should be checked.

17. Other

- Does the university require any integration with third-party applications (apart from the Active Directory Authentication for the CMS content editors)?
  
  Response: Enhanced functionality that would enhance our site would be advantageous.

- What advanced features/modules will the university need included in the implementation (e.g. Events Calendar, Course Search, etc.)? If any specific requirements for the modules are known, please provide details.
  
  Response: Events Calendar, Search, Form Builder, etc.

- Does the university require any integration with backend systems (e.g. Staff database, Student Management System, etc.)? If so, please outline requirements?
Response: The ability to pull information from PeopleSoft or Active Directory to create an employee directory would be nice

- Does the university require any part of the published site protected via Access Control or Personalised? If so, please outline requirements?

  Response: If there are restricted access areas, access should be granted via Active Directory/LDAP account credentials

- Does the university need us to implement any web forms? If so, can we please have as much detail as possible on the functionality of each form, how the submissions should be handled.

  Response: All forms should be sent to a database. We do not have the number of necessary forms at this time.

18. Content Portability - can you please expand on what is required here?

  Response: We want the ability to move individual sites or our entire CMS database quickly and easily. For example, should we decide to develop content on a development server and then move it to a production server, we want the ability to do that easily.

19. As per the Americans with Disabilities Act, the University must provide the same level of service to individuals with visual, hearing, motor, or cognitive disability that we do to the general public. Web interface options that can accommodate individuals with disabilities in accordance with the American with Disabilities Act (ADA). Is there a WCAG conformance level which you wish to meet: https://www.w3.org/TR/WCAG20/#conformance-reqs?

  Response: Level A

21. The site must be developed to function effectively with common versions of software and hardware, which must be identified in your proposal. Which software and which versions?

  Response: This statement refers to the end users and their common versions of hardware and software, which includes mobile devices. It is expected that the web site would be able to be viewed by today's popular web browsers using common mediums.

22. All documents, including maps and tables, should be in HTML, Portable Document Format (pdf), or in a format approved by the University to provide ease of viewing, printing and downloading, and in alternate ADA
acceptable download formats. Can you let us know which additional formats the University may require?

Response: None

23. The site must be compatible with current versions of commonly used Internet browsers. Please identify proposed compatibility with your response.

Response: I’m not sure I fully understand the question: Browser compatibility includes the latest versions of: Chrome, Firefox, Safari, Internet Explorer, Edge, Opera

Is the set of designs which have been created responsive?

Response: Definitely

24. Can you be more specific please? Does this refer to content in the site? If so the new design templates must be able to accommodate the various types of content which exist in the site.

Response: We expect the proposal to have provisions for all of the content currently found on:

www.famu.edu
pharmacy.famu.edu
sjgc.famu.edu
famunews.com
sga.famu.edu

25. Capability to maintain an archive of existing and past records such as agendas, minutes, press releases, newsletters, etc., preferably in HTML format. In what format is that content now?

Response: HTML/PDF/Word

26. The proposal should include basic training for a minimum of fifteen (15) employees including user manuals, training plan and timeline for same. Is this about CMS training?

Response: Yes. We require source code files for all documentation.
27. Develop a highly functional, easy-to-use, interactive website that will meet the University’s needs. What types of interactivity need to be supported? Is there a full list of requirements with specific use cases?

Response: There are not any specific interactivity requirements

28. The website must provide for high-speed upload/download response times for both low and high speed computers that are used by the average citizen. Specifically, the site should be developed to minimize loading times for analog dial-up customers. Can you be more specific about upload/download times?

Response: All images, video, etc., should be optimized to yield the smallest file with the greatest quality. Please adhere to industry standards.

29. Minimizing load times for analog dial-up connections could affect significantly the extent to which the designs can be implemented accurately in code. Are a lot of your users on dial-up connections?

Response: Please see previous question

30. Why is this project being rebid?

Response: completion on phase 1

31. Is this work for the entire school or just a department?

Response: entire University

32. Did the school purchase Percussion CMS?

Response: yes, we no longer have the license for it. It has been decommissioned.

33. Does Florida A&M have any statistics on the number of users who visit the site using analog dial-up connections?

Response: unknown

34. What time lines does FM&M envision for each of the remaining three phases?

Response: The end of April
35. Does FA&M have a preference for a CMS? If so, which CMS? Are you open to a commercial CMS?

   Response: Yes, Hannon Hill Cascade CMS. Hannon Hill Cascade CMS is the #1 commercial CMS in Higher Education.

36. What is the level of satisfaction with the current systems? Are there specific difficulties you want to avoid or eliminate with this project?

   Response: We want the CMS to allow users to paste from Microsoft word, and strip out all of the Word formatting code.

37. How many languages does FA&M require?

   Response: If you’re asking about spoken languages, we only require the ones that are currently on our web site.

38. Besides HTML and PDF what other formats are approved for ease of viewing by FA&M?

   Response: HTML and PDF are the only approved formats.

39. Would any FA&M subsites remain outside of the any CMS?

   Response: Yes, and as such, would be out of the scope of this project.

40. What internal systems must the site be connected to, and can you provide the technical details / programming languages / database for each?

   Response: Active Directory/LDAP. If we also decided to interact with Peoplesoft, we would like the capability to do so.

41. What level of 508 compliance are you seeking? Is there anything beyond WCAG 2.0 that would need to be considered?

   Response: No.

42. Could you provide more detail on the level of interoperation with other software applications, databases, and platforms you desire (e.g. Peoplesoft, etc.)?

   Response: Active Directory/LDAP

43. What are the SEO requirements for this project?

   Response: Just basic SEO standards consistent with best practices.

44. Does the search functionality need to be provided by Google?
**Response:** No, but we would like it as an option

45. Do you have any Single Sign On (SSO) needs?

**Response:** Yes

46. Content migration: what are the needs/requirements…and whose resources? How many pages currently exist in the FA&M website? How many would be migrated?

**Response:** Approximately 8000 pages.

47. Does your current IT/ development staff have a technology preference (e.g. .NET, Java, etc.)?

**Response:** PHP

48. How many internal developers & resources do you have to support this project, and what is their anticipated role in the initial development of the solution, ongoing maintenance, and feature enhancements to the website?

**Response:** Please indicate any assumptions/requirements/recommendations to provide on-going maintenance and enhancements to your solution. We have over 300 content managers throughout the university

49. What internal systems must the site be connected to, and can you provide the technical details / programming languages / database for each?

**Response:** Active Directory/LDAP

50. Do you host your website internally? Is there any desire to move to a new hosting environment?

**Response:** We are expecting all vendors to provide a hosting solution as indicated in the RFP

51. Could you provide more detail on the level of interoperation with other software applications, databases, and platforms you desire (e.g. does the EHS need to link to any regulatory agencies websites)?

**Response:** Active Directory/LDAP

52. Do you have any video requirements?

**Response:** We prefer MPEG 4/h.264 codec

53. What type of social media integration are you looking for in the new website?
Response: Facebook, Twitter, Instagram, Youtube, etc. Please specify what your solution provides for us as options.

54. What is the budget/range for the project?
   Response: This information is not available

55. Who are the decision makers for this project?
   Response: The Evaluation Committee

56. What group or division is driving the project (i.e. marketing, IT Department, etc.)?
   Response: Collective effort of the University

57. Is there an incumbent vendor? If so, is that vendor bidding on this contract?
   Response: No

58. How many vendors received this RFP? How many responses do you expect?
   Response: Unknown

59. How many content authors/editors need training?
   Response: About 15. Those 15 will then provide training to everyone else.

60. Is there a preference for local web technology firms?
   Response: No, We encourage local participation

61. Section 3.3 references “other information currently provided on the website” to be included in the proposal. What information does this refer to?

   Response: makes reference to information that’s currently found on the web site. We expect the proposal to have provisions for all of the content currently found on:
   www.famu.edu
   pharmacy.famu.edu
   sjgc.famu.edu
   famunews.com
   sga.famu.edu
1. **TOTAL PROJECT COST** for Phase 2 - 5 **NOT TO EXCEED** $ 

2. **Phase 1 Conceptual Design** - completed price for future redesign $ 
   - Total Hours: 
   - Total Materials: 
   - Total Expenses: 

3. **Phase 2 - Development** $ 
   - Total Hours: 
   - Total Materials: 
   - Total Expenses: 

4. **Phase 3 – Conversion of existing website and Implementation** $ 
   - Total Hours: 
   - Total Materials: 
   - Total Expenses: 

5. **Phase 4 – Training and initial support** $ 
   - Total Hours: 
   - Total Materials: 
   - Total Expenses: 

6. **Phase 5 – Annual Hosting and Support** $ 
   - Backup and Recovery 
   - Disaster Recovery 
   - Service Level agreement 
   - Redundancy 

7. **Cost per page (future development)** $ 
8. **Bulk rate cost for multiple pages (future development)** $ 
9. **Hourly Rate for Services (please specify)** $ 

10. **Annual Cost to maintain Website** $ 
11. **Minimum charge for updates to website** $ 

The undersigned, as Proposer, certifies that this submittal is made without collusion with any other person, firm, or corporation; and in submitting a response to this request; has examined instructions, specifications, and terms and conditions of the solicitation. Respondent proposes and agrees to execute and fully perform in accordance with the instructions, specifications, terms and conditions of this request and any resulting agreement.

______________________________  ________________________
Signature of Authorized Representative  Date