DATE: February 6, 2017

Joliet Junior College
1215 Houbolt Road
Joliet, IL 60431

TO:	Prospective Respondents
SUBJECT:	Addendum No. 3
PROJECT NAME:	Website Development & Content Migration
JJC PROJECT NO.:	R17001

This Addendum forms a part of the Bidding and Contract Documents and modifies the original bidding document as posted on the JJC website. Acknowledge receipt of this addendum as specified at the end of this addendum. FAILURE TO DO SO MAY SUBJECT BIDDER TO DISQUALIFICATION.

Questions Submitted:

1. CMS: The RFP states you are interested in a new CMS, and currently use Sharepoint. Does the College have any CMS preferences? Proprietary vs. Commercially Available? .NET vs. Open Source?
   a. We are looking for vendor recommendations and don't have specific preferences at this time.
   b. If proprietary, we will need to understand how it's supported.
   c. .NET

2. Content: Do you have a page count in terms of the content to be migrated to the site? Have you done a review of the existing content? Are you planning any copy rewriting as part of this effort?
   a. See Sharepoint audit assessment report attached. We have just under 300 site collections.
   b. No we will use internal resources for any rewriting.

3. Design: Have you done any research or surveying of your constituents to gather feedback on the current site, and how best to approach a redesign?
   a. The last comprehensive survey and discussion with constituents was in 2014 prior to launch of current web site. We have anecdotal feedback on site improvements.

4. Budget: Do you have a budget established? Even a range will help potential vendors recommend the most relevant software/CMS and approach.
   a. Joliet Junior College does not share budget information.

5. Timeline: Do you have a timeline for the project?

      a. Summer 2017 completion.

6. Can the current web site content be made available is a CSV or XML output? (Raquel)
      a. See Sharepoint assessment for site breakdown.

7. What are JJC's biggest challenges from a marketing and brand perspective? For example, what's holding the institution back from achieving its goals?
      a. Standards for content development, user experience design, and shift in philosophy toward marketing-driven site.

8. What institutions does JJC consider to be among its peer institutions/competitors on a local and national level?
      a. Moraine Valley, College of Dupage, Harper College, Prairie State, Lewis, USF, Rasmussen. We are competing for students with any Higher Education institution or entity that offers equivalent programs and education both for credit and non-credit.

9. What does JJC stand for in the eyes of the public? For example, when external stakeholders talk about JJC, what sort of comments do they make about the institution and its programs?
      a. Our vision is to be the "First Choice", but often times students see us a lessor alternative to 4-year Higher Education institutions or that community colleges are an extension of High School. We have high brand awareness in our District. Brand experience is much different for those with a connection to JJC vs. those who have none.

10. Can you provide access to stakeholders to participate in focus groups and stakeholder interviews (i.e. current students, prospective students, faculty, staff, alumni, etc.)?
      a. Yes.

11. Has any research already been completed (e.g. user testing, feedback, surveys, etc.)?
      a. See Question 3.

12. Do you want the vendor to develop new written content for the website? Do you plan to reuse existing written content? Or, do you plan on producing new written content in-house?
      a. No.
      b. Yes.
      c. Yes.

13. How many pages of content should vendors plan to migrate?
      a. See Sharepoint audit assessment spreadsheet.

14. Do you have an existing library of visual assets (i.e. original photography) that can be used on the website?
    a. Yes.

15. Do you want the vendor to help you select a CMS as part of the Scope of Work? Or, should vendors assume a particular CMS in our proposals?
    a. Yes.

16. Do you have a preference between open-source and enterprise (closed source) technology?
    a. See Question 1.

17. Do you want the website to include an events calendar that is managed within the CMS? Alternatively, if you plan to use a third-party events application, tell us the name of that program.
    a. Yes that would be desirable. We don't have third-party events application.

18. When does JJC expect to begin initiative?
    a. Would begin immediately after Board award. March 2017.

19. Does JJC have a specific launch date in mind for the new website?
    a. See Question 5.

20. Does JJC have a budget set for the work outlined in the RFP? If not, what is a reasonable range to stay within for the work requested?
    a. Joliet Junior College does not share budget information.

21. Who will be the primary project stakeholders?
    a. Marketing
    b. Information Technology
    c. Cross-functional Web Design Team

22. Web projects usually spans technical teams as well as marketing teams. Would you categorize this project as IT-driven or marketing-driven?
    a. Both.

23. How many content managers do you have currently supporting the site?
    a. See Sharepoint assessment spreadsheet.

24. What, specifically, is causing you to examine changing the CMS? Please list out specific issues that must be remedied by a new solution.
   a. Updated functionality (i.e. embedding video)
   b. Establishing content standards and guidelines
   c. Cloud-based or hosted is preferable.

25. Can you share the desired requirements of a new CMS?
   a. See Question 24.
   b. Distributed content management.
   c. Integrated workflow approval.

26. What do you like about your current CMS?
   a. Distributed content management.
   b. Leverages campus licensing agreement with Microsoft.

27. What do you dislike about your current CMS?
   a. Need enhanced capability for digital content.

28. What new CMS tools are you considering?
a. We are looking for vendors to propose solutions.

29. Do you have any requirements around a new CMS being open source vs. licensed?
   a. See Question 1.

30. How many URLs are expected to be part of this project? If multiple URLs, please list them.
   a. See Sharepoint assessment spreadsheet.
   b. Consolidate trainingupdate.org into JJC.edu
   c. Blazer

31. How many third-party systems are expected to integrate into the site?
   a. Less than a dozen.

32. Please list the third-party systems that are expected to integrate into the site.
   a. To be determined, but most are just links.

33. Are there any components of the current site that will not be part of this new redesigned site?
   a. No.

34. Do you have any preference on what will be used for site search?
    a. No.

35. Do you have any preference on what will be used for site analytics?
    a. Google analytics.

36. Who is responsible for hosting of the site currently?
    a. The site is hosted internally.

37. What sort of access is typically granted to outside vendors to the servers?
    a. It is only allowed for approved vendors as part of support or development work.

38. What is the current server architecture and hosting for the site? (Get from Dave J.)
    a. 3 front end servers (one is index server), 1 Database Server, 1 web server for hosting sites not in Sharepoint.

39. How many servers are required for this project?
    a. Our preference would to be have the web site be "cloud-base" or hosted off-site.

40. When did the website last receive a design update?
    a. 2014.

41. Will a current brand guide be provided prior to the start of the project?
    a. Yes.

42. Is there established branding that will be ready prior to the start of this project including brand guidelines and web standards?
    a. Yes.

43. What are the most important criteria for selecting a vendor?
    a. Higher Education experience preferable but not required.
    b. Financial stability of vendor.
    c. Price competitive based on scope of work proposed.
    d. Demonstrated ability to meet goals identified in project scope

44. What is your target start date? What is your target end date for this project?
    See response to question numbers 18 and 19.

45. What is the estimated budget range for this project?
    Joliet Junior College does not share budget information.

46. In this budget range, it is expected that the CMS license fees be included?
    Please see the response to question number 45. In addition, any applicable license fees should be listed within your proposal.

47. If the proposal exceeds the budget will a vendor be automatically eliminated from consideration?
    Please see the response to question number 45.

48. What is the ongoing web maintenance support budget post launch?
    Please see the response to question number 45.

49. The RFP has identified the current web site and CMS to be running on a Microsoft SharePoint architecture. Does Joliet Junior College have a preference to remain on the existing architecture, or are you open to a new system such as WordPress, Drupal, etc.?
    a. We are open to new platforms.

50. Does JJC on integrating Acalog directly into the main site or keeping as a subdomain?
    a. Sub-domain.

51. MyJJC - Is this part of the project or remain a separate system that the main site links?
    a. No.

52. Are there any sub-domains or microsites that JJC intends to be included in the new site build?
    a. Athletics.
    b. Integrate news.jjc.edu
    c. Trainingupdate.org
    d. See Sharepoint assessment attachment.

53. Are there any direct third party integrations that will be required for the site? (Otto)
    a. Yes.

54. What degree of content migration support are you seeking? Completing the manual migration or strategic recommendations of what to migrate?
    a. Both.

55. Does JJC have a preference for the CMS? Does JJC have a preference for the technology of the CMS?
    a. No.

56. Is the project funded? If so, can JJC share the budget or target range?
    Please see the response to question number 45.

57. Does JJC have a desired launch date?
    a. Summer 2017

58. Will you prefer that the CMS be installed locally on your own servers, or hosted as a cloud solution?
    a. Cloud-based is preference.

59. Who currently hosts your website(s)? Are you looking to change this arrangement?
    a. It is hosted internally.
    b. Yes.

60. How many people do you envision that will be users in the CMS system? – How many users will you have?
    a. Average between 50-75 content editors.
    b. See Sharepoint assessment attachment.

61. For a whole new redesign and CMS implementation, costs and expectations vary greatly. Can you share what numbers you are budgeting for? Or share your expectations?
    Please see response to question number 45.

62. Are you interested in an open-source or commercial CMS solution?
    a. See Question 1.

63. What is the projected timeline for implementation and go-live of the newly redesigned website?
    Please see responses to question numbers 18 & 19.
64. Approximately how many pages of content exist on the current site? How much of this will need to be migrated to the new web site?
    a. See Sharepoint assessment attachment.

65. Will the vendor or JJC be responsible for identifying and documenting the content to migrate?
    a. Collaborative approach.

66. Any other data migrations outside of current page content which need to be included as part of the migration?
    a. No.

67. Any 3rd party site or data tools integrations?
    a. Yes.

68. It appears most (all?) current Tools (Class Registration Module, eResources, iCampus, Library, My JCC, etc.) live on other sites. Should any of these be included as part of the new site development?
    a. They would remain as is.

69. Is there a need for any financial transactions to take place on the new site? ex. Collecting donations
    a. Yes, we are doing this today on our 'Make a Gift' page and through our student information system (eResources).

70. What are the project goals and expected outcomes of the website redesign?
    a. See project scope in RFP.

    b. How does the current website fall short of these goals?
       i. Needs to evolve to meet today's standards for mobile-first and web technology and be targeted at our diverse student populations, both prospective and current.

71. Can JJC provide a few names of Colleges that you feel are the College's biggest competitors in regards to recruitment?
    a. See Question 8.

72. Can JJC list a few sites that you like? Or even would like to model the redesign after? (Get from notes)
    a. University of Chicago
    b. Depaul
    c. Northwestern University
    d. Governor's State University
    e. George Washington University virtual tour
    f. Bucknell University (ability to customize experience)
    g. Northern Illinois University (A-Z index)
    h. Bates College
    i. Monroe Community College (Pathways)

73. Does JJC have an anticipated launch date in mind?
    a. Summer 2017.

74. Please elaborate on what is expected or intended by the phrase "robust search capability". Does the requirement extend beyond site-wide keyword searches to include a searchable program/course lookup? If so, please provide an overview of what is envisioned.
    a. Does not include program/course lookup no.
    b. Should adhere to industry standard and best practice.

75. Will the vendor be driving the creative portion of the redesign?
    a. In collaboration with Marketing and stakeholders.

76. Are there any subdomains, microsites or 3rd-party sites that are part of the scope? If so, will these sites utilize the design that will be established for JJC.edu or will they require unique design treatments?
    a. Yes.
    b. Should follow established branding standards where possible.

77. Will the vendor responsible for editing or producing new content for the website? If so, approximately how many pages will require editing? How many pages will need to be written?
    a. No.

78. Is the vendor responsible for producing other content – photography, video, etc? If so, please elaborate on the needs.
    a. No.

79. Is the redesign of the JJC intranet in scope? If so, please elaborate on the requirements.
    a. No.

80. What platform(s) does JJC currently use for Website analytics?
    a. Google analytics.

81. Approximately how many pages will the vendor be responsible for migrating?
    a. See Sharepoint assessment attachment.

82. Is JJC looking to the vendor for help in reviewing and selecting a new CMS?
    a. Yes.

83. Has the College researched any CMS? If the College has researched a new CMS, is there a preference for any one system? (Raquel)
    a. No, we are looking for recommendations.

84. Is there a preference for a hosted solution versus a solution hosted on premise?
    a. Hosted or cloud-based.

85. Is there a preference for an open source solution versus a proprietary system?

a. See Question 1.

86. What are JJC's wants and needs, both functional and technical, with a new CMS?
    a. Cloud-based would be preferable.
    b. Distributed content management.
    c. Integrated workflow approval process.
    d. Maintains branding standards and guidelines.

87. Will the CMS support multiple websites?
    a. JJC.EDU and sub-domains.

88. How many users will use the CMS?
    a. See Sharepoint assessment attachment.

89. Is the vendor responsible for training users? If so, how many users?
    a. Yes.
    b. Web developers, Web design team, Web content specialist.

90. Is the vendor responsible for supporting the CMS and JJC after site launch? If so, for what period of time? 3 months, 6 months, indefinitely?
    a. There may be a need for post go-live support for some period of time. Vendor should provide options.

91. Please elaborate on the requirement of each system and application that will need to be integrated. For each, if possible, please specify the vendor and version of the system, the nature of the system/application and how JJC utilizes it.
    a. The majority of integrations are with the college's student information system, Ellucian Colleague.

92. Is the vendor responsible for modifying, creating and/or integrating Web forms? If so, please elaborate on the requirements and nature of each.
    a. Integration of existing forms will be required.

93. Are there any ecommerce platforms in use or being considered?
    a. None in use today.

94. Does the College utilize an events management system? Are there any special handling requirements to support events – registrations/reservations, online payments, etc?

      a. No.

95. How are online donations currently supported – is this within the scope of work? Are there any other sections of the website that JJC accepts online payments?
      a. Integration to Raiser's Edge through the 'Make a Gift' link.
      b. Utilize Nelnet as part of student information system to arrange tuition payment plans.
      c. Utilize Paypal for payment processing to a limited degree.

96. What are JJC's technology/website development and testing standards and preferences?
      a. Should adhere to industry standards and best practices.

97. What are JJC's data security standards?
      a. The college has a Responsible Use of Information Technology policy that currently covers information security and privacy. In addition, the college requires all contracted partners dealing with digital or electronic information to complete a 3rd Party Controls questionnaire. All contracts with 3rd party hosts are reviewed diligently for Information Security best practices.

98. Is the vendor responsible for hosting the Website?
      a. Cloud-based or hosted is preferred.

99. Does JJC require additional training services?
      a. See Question 89.

100.   Does JJC need support beyond the launch of the new Website – technical support, website maintenance, etc?
      a. Post go-live support should be provided. Internal resources will have ownership of maintenance from there.

101.   What is the budget for this project? (If the College cannot state a budget, can the College provide a range of what it expects the project to cost? $50,000 - $100,000; $100,000 - $150,000; $150,000 - $200,000; $200,000 +)
Please see response to question 45.
102.   As a small business, we do not have independently audited financial statements. Can this requirement be modified or removed?
This is a requirement.
103.   How will you define and measure the success of this project?
      a. Meets the scope identified in the RFP.

104.   Have measurable goals been set that will allow you to determine if this project is a success? What are they?

a. See Question 103.

105.   What is the single most important objective to achieve through your online and digital channels?
    a. Easy access to information by our targeted student populations through a "mobile-first" web interface.

106.   What are the pain points you are experiencing with your current CMS that you want to avoid or eliminate with this project?
    a. Version and support of current Sharepoint CMS deployment.
    b. Ability to embed video and other modern digital content types.

107.   Do you have a preference between open source and commercial platforms? If so, why?
    a. See Question 16.

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

109.   What is your server architecture today (i.e. how many servers are being used to run your current website(s))? Please include staging, test or failover environments.
    a. 3 front end servers (1 for indexing), 1 Database server, 1 web server for non Sharepoint sites.

110.   Are you interested in hosting services as a part of the proposal? If so, what type of a SLA /availability do you require? Do you need a disaster recovery environment?
    a. We prefer a cloud-based or hosted solution, yes.

111.   What is your current site traffic (i.e. number of visitors and page views per month)?
    a. Average 100,000 visitors/week.

112.   What group or division is driving the project (i.e. marketing, IT, board, etc.)?
    a. See Question 22.

113.   What is the budget / range for the project?

114.   What CMS options have you considered (if any)?
    a. None.

115. How many total users or content providers will the CMS have?
   a. See Sharepoint audit assessment report attached.

116. How many concurrent users or content providers will there be?
   a. 50-75 on average.

117. How many internal developers 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?
   a. The IT staff has 3 full-time web development resources.

118. Could you provide more detail on the level of interoperation with other software applications, databases, and platforms you desire?
   a. The majority of integrations are to the college's student information system, Ellucian Colleague.

119. What internal systems must the site be connected, and can you provide the technical details / programming languages / database for each?
   a. Ellucian Colleague student information system. Unidata database (currently).
   b. Microsoft Sharepoint

120. How many vendors received this RFP? How many responses do you expect?
   This is a public request for proposal (RFP), so any vendor is welcome to obtain RFP information from our website and submit a bid. Joliet Junior College does not know how many responses to expect.

121. What type of social media integration are you looking for in the new website?
   a. Align with best practices. We currently have 7 social media channels.

122. What are the SEO requirements for this project (if any)?
   a. The site should be developed utilizing best practices and as a result should be optimized for SEO. SEO is a priority of the college.

123. What level of 508 compliance are you seeking?
   a. Should adhere to WCAG industry standards.

124. Content migration: what are the need / requirements…and whose resources?
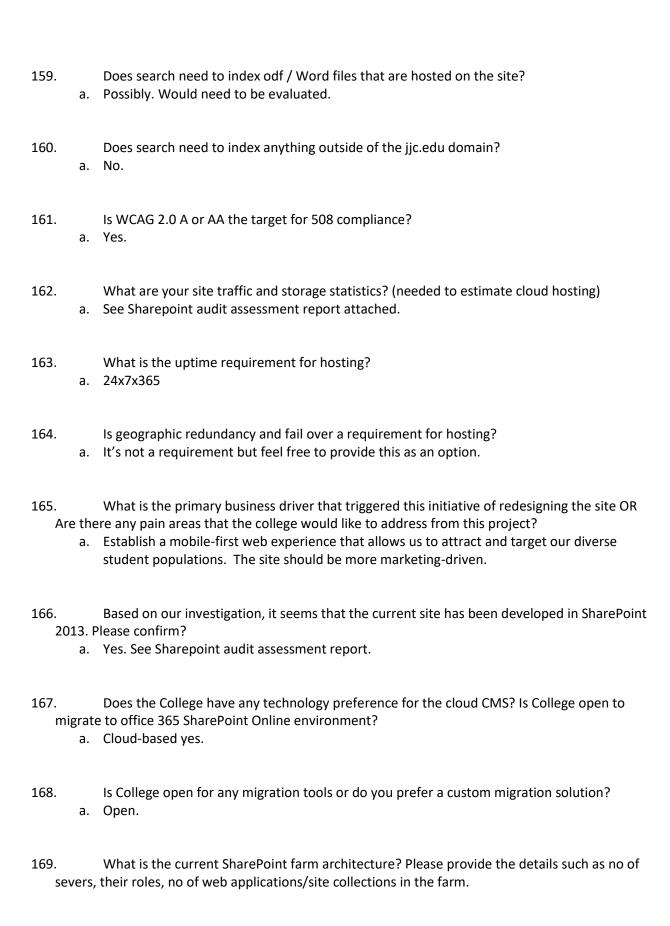   a. Migration of existing content that is deemed usable and adheres to college standards.

125.	What video requirements will the site need to handle? How will you define and measure the success of this project?
   a.	The college expects to increase the use of video and photography in its web properties. The site should adhere to industry standards and allow the college the ability to scale up as required.
   b.	Meeting the scope as identified in the RFP.

126.	What will the role(s) of the college's web design team and website development team in the website development and migration process?
   a.	They will be collaborators throughout the project and would be available to take on technically oriented activities as necessary.

127.	Who is responsible for meeting with department heads/staff?
   a.	Web Development design team

128.	Who is responsible for building and collecting content?
   a.	The college.

129.	Who will be responsible for the design of the new website?
   a.	The successful bidder.

130.	Will the necessary branding and color schemes be provided before the start of the project?
   a.	Yes.

131.	Will a full design with mockups be required or will an internal design team provide a new design?
   a.	Yes.

132.	Are there any restrictions or requirements for technology?
   a.	Should adhere to industry best practice and standards.

133.	Are there any further requirements for the CMS?
   a.	No.

134.	Will the website integrate with any other software? What are the other systems and how will they need to be integrated?
   a.	The college's student information system, Ellucian Colleague.

135.   Robust search capabilities is very broad. Are there any specifics that can be provided to clarify what is required from the search?
   a.   Should adhere to industry standards and be inclusive of JJC.EDU and sub-domains.

136.   We are assuming that the web team will need training on content editing and site administration. How large is that team?
   a.   5-6

137.   Will the developers need training in managing / app development for the new Drupal CMS?
   a.   Yes. The CMS has not been identified yet.

138.   Approximately how many pages need to migrate to the new site?
   a.   See Sharepoint assessment audit attachment.

139.   What are the acceptable alternatives to audited financial statements for privately owned companies that don't have any need to engage in annual audits?
   Please see response to question number 102.

140.   What is the target launch date for the new site?
   Please see response to question number 19.

141.   How are you making a decision? What is the weighting on the key decision criteria?
   a.   Utilizing matrix that correlates to the priorities identified in the project scope.

142.   How much do you expect to spend on the site? On hosting?

143.   Is there a preference for a Microsoft or Sharepoint based solution?

   a.   No.

144.   Does the web team have experience with any other CMS'?
   a.   Limited.

145.   Can you support a PHP based solution?
   a.   No.

146.   What is the primary goal of the web site?
   a.   See project scope in RFP.

147.   What are the 2 or 3 most relevant secondary goals?
   a. See project scope in RFP.

148.   Do you have research on user personas and target audiences? If not, is that work budgeted as part of the redesign process?
   a. Yes. If you feel this would enhance your proposal you may include it as an option.

149.   Are there any multi-lingual requirements?
   a. Yes. Spanish translation would be the initial priority.

150.   What schools do you consider your primary competitors for students?
   Please see response to question number 8.

151.   How many user types exist in current CMS structure? Will that change?
   a. 2-3. Not greatly.

152.   What are the publishing workflow requirements?
   a. CMS should provide integrated workflow approval process.

153.   Please describe all third party integrations that are more complex that a simple iFrame or javascript embed code.
   a. Interface to the college's student system, Ellucian Colleague.

154.   Are subdomains such as catalog.jjc.edu and eresources.jjc.edu in scope for the redesign?
   a. No. They will remain sub-domains.

155.   What is the data source for the course catalog?
   a. This is provided by a third-party application.

156.   What is the data source for the directory?
   a. Microsoft Active Directory

157.   What does the online application data end up?
   a. In our Student System.

158.   Is my.jjc.edu in scope for the redesign?
   a. No.

159.   Does search need to index odf / Word files that are hosted on the site?
   a.   Possibly. Would need to be evaluated.

160.   Does search need to index anything outside of the jjc.edu domain?
   a.   No.

161.   Is WCAG 2.0 A or AA the target for 508 compliance?
   a.   Yes.

162.   What are your site traffic and storage statistics? (needed to estimate cloud hosting)
   a.   See Sharepoint audit assessment report attached.

163.   What is the uptime requirement for hosting?
   a.   24x7x365

164.   Is geographic redundancy and fail over a requirement for hosting?
   a.   It's not a requirement but feel free to provide this as an option.

165.   What is the primary business driver that triggered this initiative of redesigning the site OR
   Are there any pain areas that the college would like to address from this project?
   a.   Establish a mobile-first web experience that allows us to attract and target our diverse
        student populations. The site should be more marketing-driven.

166.   Based on our investigation, it seems that the current site has been developed in SharePoint
   2013. Please confirm?
   a.   Yes. See Sharepoint audit assessment report.

167.   Does the College have any technology preference for the cloud CMS? Is College open to
   migrate to office 365 SharePoint Online environment?
   a.   Cloud-based yes.

168.   Is College open for any migration tools or do you prefer a custom migration solution?
   a.   Open.

169.   What is the current SharePoint farm architecture? Please provide the details such as no of
   severs, their roles, no of web applications/site collections in the farm.

a. 3 front end servers (1 for indexing), 1 Database server, 1 web server for non Sharepoint sites.

170. Can you please provide the size of the content database in terms of the SQL size in GBs?
   a. See Sharepoint audit assessment report attached.

171. Are there any workflows in the current SharePoint Farm? If yes, Please specify how they are built (mode of development of workflow – Designer, Nintex) and how many?
   a. Yes, Designer.

172. Are there any custom solutions in current SharePoint environment? If yes, how were they developed?
   a. Were they built using SharePoint Designer, Visual Studio, or some other tool
       i. Yes, but limited.

   b. Are there any InfoPath or other forms solutions in the existing sites
       i. Yes.

   c. Are there any third party components used in the current SP environment? If yes, please provide details.
       i. No.

173. Please confirm if the college wants an exclusive mobile app to be built as a part of the engagement or mobile responsive pages will suffice the need.
   a. No. We have a mobile app.

174. With reference to the requirement mentioned in the RFP - "Marketing-focused toward target student populations". Can you please provide details of this requirement with business scenarios?
   a. The site should allow us to attract and target our diverse student populations. Ultimately we desire the ability to track students through the entire process of prospect, inquiries, applicants, admits, confirms, enrolled, and retention.

175. Please elaborate the 'analytics capability' need for the new website?
   a. We currently use Google analytics and should have the same, equivalent, or better.

176. Does the College's SharePoint sites have any integration with third party applications? If yes, can you please list out the applications to be integrated?

177.   Could you please explain the role and composition of the web development team to be used in this project?
    a. Sr. Web Developer and 2 Web Developer's.

178.   Is the utilization of College Web Development team limited to knowledge transfer or for any development/migration work activity?
    a. All of the above.

179.   Does the College expect any reduction in effort in terms of timeline/cost with the involvement of Web development Team?
    a. Yes.

180.   Do you expect the vendor to provide content migration design only and provide assistance for content migration work? Please confirm?
    a. Both.

181.   Do you have any preference of the work to be done at onsite or can we also provide an offsite and/or offshore model?
    a. We will consider all proposals that meet the project scope as outlined in the RFP.

182.   Does the College have any allocated budget approved for this project? If yes, then does the budget fall under any of the below range:
    a. Less than $100,000
    b. $100,000 – $150,000
    c. $150,000 - $200,000
    d. $200,000+
        Please see response to question number 45.

183.   What is the expected timeline the College would like the new website to Go-Live?
    Please see response to question 19.

184.   What are the top three critical success factors for this project as per the College?
    a. See project scope in the RFP.

185.   Will JJC accept bids from Canadian web development firms?
    All vendors are welcome to submit bids.

186.   Will JJC entertain a proposal focused on building a solution that utilizes the Drupal CMS platform?
    a. Yes.

187. Has a budget ceiling been set for this project?
Please see response to question 45.

188. Please clarify what work internal teams will be performing on this project.
    a. They are available as resources to this project.

189. What is the total budget limitation of this RFP?
Please see response to question number 45.

190. Please share the details of the incumbent or vendor currently providing the same services along with last year's expenditure?
    a. We can't provide this information.

191. Is it a single or multiple award?
    a. Single.

192. Is it possible to provide the required services via remote or offsite mode?
    a. We will consider all proposals.

193. Is there any technology preference for the upgradation of the website?
    a. No.

194. Can we do a 30 min online demo before proposals are due?
The RFP Committee will be in touch with you if a demo is necessary after proposals are received.

195. Whether companies from Outside USA can apply for this?
Please see the response to question number 185.

196. Whether we need to come over there for meetings?
    a. We will consider all proposals.

197. Can we perform the tasks (related to RFP) outside USA?
    a. We will consider all proposals

198. Can we submit the proposals via email?
No, all proposals must be submitted in a sealed envelope or box. Please see the RFP document for specific submittal instructions.

199. What do you love about your current site?
    a. Mobile responsive.

200. What do you dislike about your current site?
    a. Need better site organization and a marketing driven focus.

201. Are there existing key performance indicators for the current (or proposed) site? If so, can you share them, any monitoring tools you use, and any progress towards them?
   a. We utilize Google analytics. The site sees about 100,000 visitiors/week.

202. Does this website need to be accessible to people with disabilities and/or compliant to any WCAG standard?
   a. Yes.

203. Describe your browser compatibility requirements (if any).
   a. Should support all commercially available web and mobile browsers.

204. Describe your responsivity requirements (if any).
   a. The site should be designed mobile-first according to industry standards and best practices.

205. Do you have a preference for using existing modules over writing your own?
   a. We would prefer less customizations.

206. Does the solution have to be delivered in multiple languages? If so, what languages other than English are targeted
   a. Spanish is a priority for multi-lingual.

207. On a scale of 1 to 10 with 1 being "you're the experts, just give us updates" – how involved in day-to-day project activities are you planning to be?
   a. This will be a highly collaborative initiative with the chosen vendor and college stakeholders.

208. Do you have clear deliverables in mind for this project? If so, please share.
   a. See project scope outlined in the RFP.

209. Do you have clear acceptance criteria for this project? If so, please share.
   a. See project scope outlined in the RFP.

210. Describe your IT team's make-up, skill level, and the degree to which there is interest for them to assume a level of self-sufficiency in: site building, development, debugging, support, and maintenance.
   a. The college's has 3 web developers, a web content specialist, and a few other skilled resources that will be available to this project and provide post go-live support.

211. Will you need super-admin privies to the admin? (And do you accept the responsibility that comes with that?)

a. Yes.

212.   Describe your staff's existing capacity to:
- a. Draft, edit, and publish content
  1. High

- b. Create and administer CMS Users
  1. High

- c. Create and administer Drupal Menus
  1. Low

- d. Create and administer Drupal taxonomy
  1. Low

- e. Administer the exiting Drupal 6 Site Config
  1. Low

- f. Administer a Drupal 8 Site Config
  1. Low

- g. Apply, test, and deploy Drupal Core updates?
  1. Low

- h. Apply, test, and deploy Drupal contrib module updates?
  1. Low

- i. Maintain custom Drupal modules?
  1. Low

- j. Conduct backups and provide emergency support?
  1. High

213.   Do you have a current sitemap for your existing site? The RFP states that a current sitemap can be found in Appendix A. Appendix A is a list of specs about the current site, not a sitemap.
- a. Yes. See Sharepoint audit assessment report.

214. How many unique pages exist on the site? If that can be broken down by page-type/content bucket that would be ideal.
   a. Yes. See Sharepoint audit assessment report.

215. How many top-level site sections are envisaged?
   a. Yet to be determined but are looking to simplify.

216. How many types/buckets of content (e.g. news, blog, calendar), as well as data (e.g. stock performance data, gold prices) are envisaged?
   a. Yet to be determined.

217. Will any content be crowd-sourced?
   a. Not currently.

218. Will PDFs need to be previewed within the site?
   a. Yes.

219. With what frequency will content be added? To what volume?
   a. Content is added and updated daily.

220. Please share any database schemas, download or upload samples, diagrams and maps relevant to this project or its integrations.
   a. See Sharepoint audit assessment attachment.

221. How many distinct content publishing workflows are needed? (e.g. We need two content publishing workflows; one need one for micro/sub-sites and one for the master site.)
   a. To be determined. Needs to be equivalent or better than what we have in place today.

222. Will the workflow need to send notifications to publishers once authors have submitted content for review and approval?
   a. Yes.

223. How much content (volume or %) will be shared between master sites and any micro/sub-sites?
   a. To be determined. At least what's in place today.

224. Is content revisioning required? If so:
   a. Is there a requirement to be able to compare and/or contrast the differences between versions?
      1. Yes.

        b.   How many revisions must be kept?
            1.   The most recent.

        c.   Do you have any corporate governance or regulatory compliance requirements dictating the revisioning strategy?
            1.   No.

225.   What would you like to see happen when content is deleted?
        a.   That it's kept, but un-published?

        b.   That it's deleted entirely?

        c.   Other?
            1. Should be evaluated as part of the CMS implementation.

        d.   Do you have any corporate governance or regulatory compliance requirements dictating retention duration?
            1. We comply with State records retention policies.

226.   Do you have an existing website traffic tool (i.e. Google Analytics)? If so, which, what service level, and how often do you check it?
    a.   Yes. Google Analytics.
    b.   Analytics are looked at on an almost daily basis and reported weekly.

227.   Will analytics reports need to be printed?
    a.   Yes.

228.   Is there a requirement (or desire) for capturing and tracking the location history of users using phone IMEI, carrier unique identifiers, mobile and/or browser cookies, etc?
    a.   The college would have a desire to have this capability. Please provide this pricing as an option if it's separate.

229.   Will consumer data (specific or in aggregate) be used or linked to site users? Will data need to up-streamed to these data providers?
    a.   This is not done currently.

230.   How many user accounts exist and/or are envisaged? Can that be broken down by type?
    a.   See Sharepoint audit assessment report attached.

231. Will users need to be migrated into the new site? If so, will all users be migrated, or a subset and has that subset been identified?
    a. All users would be migrated.

232. Are there Partners or Vendors that will need CMS admin accounts?
    a. No.

233. Are there Partners or Vendors that will need access to JIRA project planning and project documentation?
    a. No.

234. List any sites that inspire you aesthetically, or from a user experience standpoint. Please provide the URL, what you like and don't like about the site, and if you have an idea of how you'd like to see that applied to your project.
    a. See Question 72.

235. Is there a preference for a design framework, icon library, etc.?
    a. No.

236. Is there a preference on the use of an existing mobile-first framework?
    a. Mobile-first design is a priority of this project and should adhere to industry standards.

237. Do separate branding guidelines exist for master and micro/sub-sites? Can they be shared?
    a. Yes.

238. Do internal-only pages need to be responsive?
    a. The college's portal is not part of the scope of this project.

239. Are there any integrations required for this project? (Including YouTube, Slideshare, and other embed-ish types of integrations.)
    a. Yes.

240. Describe the needed integration (e.g. we will need to only ingest info X, Y, and Z; we will need to ingest and be able to create new records or update existing records).
    a. The college's student information system, Ellucian Colleague.

241. Does the service provide an API? Is it RESTful?
    a. Not sure what is being asked here. Would need further clarification.

242.   Will any GIS/mapping services be needed?
      a. No.

243.   Describe any push-pull, push-only, or pull-only data flows.
      a. Would need further clarification on what you're looking for.

244.   Describe any social networking requirements. Include the name of the social network, and envisaged interactions.
      a. The college has 7 social media channels.

245.   What types of notifications are envisaged? (E.g. on content publishing, we would like to notify groups A & B; anytime a password is reset, the user should be notified; anytime a sale on a product is notified, anyone subscribed to list X should be notified.)
      a. Would need to be identified as part of the CMS implementation.

246.   Will any notifications be scheduled or recurring?
      a. See Question 245.

247.   Does the delivery (or lack of delivery) of these notifications meet (or violate) any contractual obligation with customers?
      a. No.

248.   Are there compliance regulations that need to be met?
      a. Section 508 WCAG compliance.

249.   Are there any encryption requirements?
      a. Yes if PII is being collected or related to any payment processing.

250.   Will the initial version of this application store any PII info?
      a. No.

251.   Will stored information (usage, demographic, PII, traffic patterns, etc.) be sold as a source of revenue?
      a. No.

252.   Are there are requirements to physically host the website or databases in a specific data center, geographic location, or legal jurisdiction?
      a. The preference is that the web site is hosted off-site. Please provide specifics of the hosting solution you are proposing.

253.   We recognize that you are interested in receiving the most aggressive bids, and acknowledge that price will remain a significant evaluation factor, such that we will it will behoove every contractor to bid as aggressively as possible. However, we also know that software projects come in many different shapes and sizes based on your operating budget, target audience, and the degree to which this project is a cost center vs. revenue center. In the interest of enabling bidders to make the most practical bid decisions, and subsequently submit realistic bids, it would be incredibly helpful to have a sense of the approximate project budget – even if it's a range, or upper/disqualifying limit.

254.   Do you have a target hourly rate you are looking to stay near, and can you share that?
    a.   No.

255.   Do you have an idea of how many development hours you would like to see estimated over this engagement? Can that be broken down by role type (i.e. X development hours; Y design hours; Z QA hours, etc.)?
    a.   No.

256.   On a scale of 1-10, with 10 being extremely significant, how important is the hourly rate to the project?
    a.   9.

257.   If all of your features and requirements are budgetarily out of reach, are you prepared – and do you have approval within this RFP – to:
            a.   take a phased approach?
                1.   Yes we would consider a phased approach assuming the site integrity is not compromised.

            b.   lengthen your delivery timeline?
                1.   Yes we would consider this.

            c.   take a lean approach to documentation, meetings, admin, etc?
                1.   Yes we would consider this.

258.   Do admin pages need to be responsive? Some (which), all, none?
    a.   If this allows site administration easily from multiple device types, yes.

259.   To what degree is self-sufficiency over having a retained firm for support and maintenance preferred?
    a.   Self-sufficiency is desired post go-live.

260.   Describe any event eCommerce or payment processing requirements. Please include information about the number and type of items that can be purchased, existing (or preferred) payment processors, and any integration or inventory requirements.
   a. Currently we are interfacing to payment processors for accepting donations and arranging tuition plans and payments. Paypal is used for the latter and will need to be interfaced from the new web site.

261.   Describe any event display requirements. Please include information about the number and type of events that will be displayed, if online registration is allowed, and the registration workflow (including payment, notification, and day-of aspects.)
   a. Events capability should be equivalent or better than what exist today on jjc.edu.

262.   Describe any blog requirements. Please include, number and subject of blogs, target users, and if any existing content will need to be migrated (including information about volume.)
   a. The JJC Blog on the college's home page will need to be accounted for in the new web site. Expanded blogging capability would also be desirable.

263.   Who is your existing hosting provider?
   a. The site is hosted internally.

264.   Do you have a hosting provider preference (e.g. AWS, Rackspace, GoDaddy, Internal, etc.)?
   a. No. However, we have recently contracted with Microsoft for migrating some of our network services and virtual servers to Azure.

265.   Does the system need to be made highly available (e.g. available during storms and other outages)?
   a. Yes.

End of Addendum #3

DATE: February 6, 2017

Joliet Junior College
1215 Houbolt Road
Joliet, IL 60431

TO: Prospective Respondents
SUBJECT: Addendum No. 3
PROJECT NAME: Website Development & Content Migration
JJC PROJECT NO.:   R17001

Please acknowledge receipt of these addenda by including this page with your proposal. Include your company name, printed name, title, and signature in your acknowledgement below. Failure to do so could result in disqualification of your bid.

Issued by:

Janice Reedus
Director of Business & Auxiliary Services
Joliet Junior College
815.280.6643

I acknowledge receipt of Addendum #3.

_____
Company Name

_____
Printed Name

_____
Title

_____
Signature