UNIVERSITY OF
SOUTHCAROLINA

AMENDMENT NO. 1 TO SOLICITATION

TO: ALL VENDORS

FROM: Charles Johnson, Procurement Manager

SUBJECT: **SOLICITATION NUMBER: USC-RFP-1605-CJ**
                   WEB-CONTENT MANAGEMENT SYSTEM FOR USC
                   BEAUFORT

DATE: January 8, 2010

**This Amendment No. 1 modifies the Request For Proposals only in the manner and
to the extent as stated herein.**

**BIDDER SHALL ACKNOWLEDGE RECEIPT OF AMENDMENT NO. 1 IN THE
SPACE PROVIDED BELOW AND RETURN IT WITH THEIR BID RESPONSE.
FAILURE TO DO SO MAY SUBJECT BID TO REJECTION.**

_____	_____
Authorized Signature	**Name of Offeror**

_____

Date

SUB ITEM E, OPTIONAL FEATURES OF CMS, OF ITEM C, WEB SITE CMS AND REDESIGN SCOPE, IN SECTION III. SCOPE OF WORK / SPECIFICATIONS OF THE SOLICITATION HAS BEEN MODIFIED / REVISED AND NOW READS AS FOLLOWS:

(e) Optional Features of CMS

If offeror would like to add additional unique features, please do so but also include the necessary related costs.

THE FIRST PARAGRAPH OF THE PROPOSAL CONTENTS CLAUSE IBN SECTION IV. INFORMATION FOR OFFERORS TO SUBMIT OF THE SOLICITATION HAS BEEN REVISED/MODIFIED AND NOW READS AS FOLLOWS:

PROPOSAL CONTENTS

To be considered for award, all proposals must include, at a minimum, the following information. <u>All information must be presented in the listed order:</u>

THE FOLLOWING QUESTIONS WERE RECEIVED FROM VENDOR A:

QUESTION 1.: What is the preferred development language?

ANSWER: There really is no preferred development language, though our Web and Interactive Marketing department's main experience is with PHP. However, our expectation is that the contractor will support and maintain the CMS code.

QUESTION 2.: You mention support for UNIX/Linux. Is there a preference towards Java based products as opposed to .NET?

ANSWER: Support for Unix/Linux is so that we may host the CMS on our current Web server platform. We do realize that some CMS vendors offer a hosted product, which would eliminate the need for us to run it on our server.

QUESTION 3.: Can you elaborate on the current web environment?

ANSWER: The current Web environment is a dedicated server utilizing a typical LAMP configuration and running the Plesk control panel. The current CMS is written in PHP.

QUESTION 4.: What is your estimated budget for software and implementation? Who owns the budget? Which department?

ANSWER: At this time, the University has decided not to release the estimated budget for this procurement. The University is using federal stimulus funds for this procurement.

QUESTION 5.: You are looking for redesign to be included in this proposal, correct? Or is that to be deemed separate? If included, what is the estimate budget for redesign?

ANSWER: We are considering redesign services as a value add in that it can be beneficial to have one point of contact for both design and functional aspects of the Web site. However, a separate decision will be made as to any optional design services a CMS vendor may offer.

QUESTION 6.: Will you implement onsite? Or is there a preference towards a hosted model?

ANSWER: Our current Web site runs on a dedicated server contracted out to a third party. It is not technically on-site at the University. We do not have a preference for or against a hosted model. Our main concern is functionality and features.

QUESTION 7.: If redesign is separate, do you have any agencies in mind for the redesign?

ANSWER: At this time, the University is preparing a separate RFP for redesign services and does not have specific agencies in mind.

QUESTION 8.: Are you talking to any analysts? For example, Gartner, Forrester, etc.

ANSWER: While we have access to Gartner information both prior to and during the solicitation process, we don't have any particular CMS provider in mind. That's the reason that the University is doing this RFP.

QUESTION 9.: What's the timeframe for selection and implementation?

ANSWER: We hope to have the solicitation process completed in time to make the current Award Posting Date of 2/8/10. If that happens, then we anticipate that the contract will start March 1, 2010.

QUESTION 10.: What legacy systems and apps do we need to integrate with?

ANSWER: As outlined in the Capabilities Matrix, integration with Banner and EMAS Pro is beneficial, though not required.

QUESTION 11.: Are there any site traffic numbers available?

ANSWER: From 1/1/2009 to 12/31/2009, USCB.edu had over 900,000 visits from over 400,000 visitors and nearly 1.8 million page views.

QUESTION 12.: How many users? i.e., content authors.

ANSWER: We anticipate approximately 25 content authors initially. We project that the number of content authors may grow by 40% (i.e. 10) during the life cycle of the selected Web CMS product.

QUESTION 13.: What other vendors are you considering?

ANSWER: The University is considering all vendors who respond to the RFP in a correct and timely manner.

QUESTION 14.: Who would you prefer implements? Working with a partner? Prefer to work direct with a vendor, etc.?

ANSWER: The University envisions working directly with the selected vendor to implement the CMS.

THE FOLLOWING QUESTIONS WERE RECEIVED FROM VENDOR B:

QUESTION 1: I have highlighted a part in red below, we are not quite sure exactly what you are referring to. Can you explain the items listed in the Application Requirements section of Section III (we don't find an "Application Requirements" subsection) and what we are to respond to?

IV. Information For Offerors To Submit

INFORMATION FOR OFFERORS TO SUBMIT - GENERAL (JAN 2006): Offeror shall submit a signed Cover Page and Page Two. Offeror should submit all other information and documents requested in this part and in parts II.B. Special Instructions; III. Scope of Work/Specifications; V. Qualifications; VIII. Bidding Schedule/Price Proposal; and any appropriate attachments addressed in section IX. Attachments to Solicitations.

INFORMATION FOR OFFERORS TO SUBMIT - EVALUATION (JANUARY 2006): In addition to information requested elsewhere in this solicitation, offerors should submit the following information for purposes of evaluation:

PROPOSAL CONTENTS

To be considered for award, all proposals must include, as a minimum, the following information. Offerors should restate each of the items listed in the Application Requirements subsection of Section III of the solicitation and provide their response immediately thereafter. All information should be presented in the listed order:

   a. **LETTER OF UNDERSTANDING / EXECUTIVE OVERVIEW OF PROPOSED CMS**
   Signed Letter stating Offeror's understanding of the scope of work to be performed under contract awarded from this solicitation. Signed letter should also include an executive overview of the Offeror's proposed CMS. The letter must be signed by a person having the authority to commit the Offeror to a contract.

b. METHODOLOGY – CMS MANDATORY, PREFERRED, & BENEFICIAL CAPABILITIES MATRIX

Completed CMS Mandatory, Preferred, and Beneficial Capabilities Matrix
in Section III. Scope of Work / Specifications of the solicitation.

> **NOTE: An explanation or comment on how your proposed Web CMS meets/exceeds the mandatory, preferred, and beneficial capabilities should be supplied for each capability listed in the Matrix. This will facilitate the University's understanding of the capabilities of the Offeror's proposed Web CMS.**

c. OFFEROR'S EXPERIENCE AND QUALIFICATIONS

Offeror should submit any information, which documents successful and reliable experience in providing Web CMS solutions same or similar to the requirements of this RFP.

1. **Provide a brief description of your company, including its history of selling and supporting Web CMS products and services; its organizational size; the Web CMS products and services it currently offers; a brief company history that includes recent or planned acquisitions, mergers, sales and/or restructuring; number of years of experience your company has in the sale and support of the Web CMS products and services it is proposing to the University and areas of particular specialization or expertise applicable to same or similar Web CMS products and services that it has proposed to the University; its customer service and support philosophy; a description of its experience with institutions of higher education in the sale and support of same or similar Web CMS products and services as proposed; and any other information you feel might be useful to the University for the purpose of becoming familiar with your company .**

2. Provide at least four (4) reference accounts for Web CMS projects the Offeror has done that are similar in size, scope, and/or content to this RFP. For each reference account, provide a brief description of the project and work performed by Offeror, name of the reference account and its physical address, and contact person's current information (Name, Title, Telephone Number, Fax Number, and E-mail Address). At least one reference account should demonstrate successful delivery and implementation of the same or similar Web CMS solution as it is proposing. At least one reference account should be a recognized public institution of higher learning in similar size and scope to the University of South Carolina Beaufort where Offeror has experience in the successful delivery, implementation, and support of the same or similar Web CMS solution as it is proposing.   The University reserves the right to contact the reference accounts supplied by Offeror.

3. Provide the name, title and applicable experience of the person(s) who will be the assigned service representative(s) for the University of South Carolina Beaufort account if awarded contract from the solicitation. Please include information including titles, position descriptions, and experience of the staff members who will be performing significant activities pursuant to the delivery, implementation, and support of the proposed Web CMS at the University of South Carolina Beaufort.

4. Provide a list of recent industry recognition received by the Offeror, its employees, or current or previous customers as a direct result of Web CMS products and services it has successfully implemented and supported of that are same or similar Web CMS products and services as outlined in its proposed solution. Include the name of the recipient, award/recognition title, award/recognition description, and award/recognition sponsor.

d. **IMPLEMENTATION PLAN & SCHEDULE**

   A detailed plan and schedule for implementation of this project. Please note significant milestones/deliverables.

e. **COST**

   Offeror's Total Cost to furnish, deliver, implement, and support/maintain a new content management system for the Web site at www.uscb.edu as specified herein.

ANSWER: Reference to the Application Requirements subsection of Section III. Scope of Work / Specifications of the Solicitation has been deleted from the first paragraph of the Proposal Contents clause in Section IV. Information for Offerors to Submit of the solicition. Please see second page of this amendment.

QUESTION 2: Also how many end users is the University looking for in the CMS? We can price out for a specific number or end users and make it less expensive but don't know how many you are looking for.

 ANSWER: As for the number of end users, we anticipate an initial number of approximately 25.   We project that the number of end users may grow by 40% (i.e. 10) during the life cycle of the selected Web CMS product.

THE FOLLOWING QUESTIONS WERE RECEIVED FROM VENDOR C:

QUESTION 1: In relation to content migration could you tell us how much content you will require to migrate.

ANSWER: We currently have between 750 and 1,000 pages of information. Some of these may be deemed out-dated and not necessary to migrate, but the numbers given represent a worst-case scenario.

QUESTION 2: Also, is this content already in another content management system?

ANSWER: Most of these pages are already in our current CMS, though a small number of them (less than 100) are static HTML pages.

THE FOLLOWING QUESTION WAS RECEIVED FROM VENDOR D:

QUESTION: On Page 14, line item 2 it refers to a vendor hosted CMS solution or one that can run on a UNIX/Linux server. Is UNIX/Linux a preference, does USC prefer to host and is that a technology standard that will gain a competeitve advantage in the RFP process?

ANSWER: Our current Web server utilizes a standard LAMP (Linux-Apache-MySQL-PHP) configuration and a CMS solution that is to be hosted by the University should support this configuration. We are also open to a vendor-hosted solution and have no preference with regard to hosting the application ourselves.

However, if a solution requires the University to provide a different hosting platform (Windows hosting with ASP support, for example), the vendor should include the name of one or more recommended hosting providers along with the associated cost for the contract period.

THE FOLLOWING QUESTIONS WERE RECEIVED FROM VENDOR E:

QUESTION 1.: If the CMS is missing a "Required Capability" will the CMS be immediately disqualified. What if the missing feature is scheduled for a future release of the product?

ANSWER: If an offeror's proposed product is missing a required (mandatory) capability in Section III. Scope of Work / Specifications of the solicitation at the time that the offeror submits its proposal, the offeror's proposal will be deemed "non responsive" and removed from further consideration by the University.

QUESTION 2.: Can you expand on USCB's "Workflow Management" requirements?

ANSWER: By "workflow management" we mean a robust system for content to be created, sent to the necessary person(s) for approval, and then published, kicked back to the content creator, or edited by the approver and published.

QUESTION 3.: Can you expand on USCB's "Contact/Directory Management" requirements?

ANSWER: The University's current CMS features an online faculty and staff directory with contact information (phone number, e-mail address, physical office location, etc.) which is viewable by visitors to the Web site. We would like a robust system for managing this information and keeping it up-to-date.

QUESTION 4.: Can you expand on USCB's "CGI-mode Support" requirements? Do you have existing CGI scripts that you want to reuse in the new site?

ANSWER: In reality, "CGI mode support" should have been re-worded to say "External script support." We do currently utilize some PHP scripts to accomplish needed functionality and we would like to retain the ability to utilize external scripts in the event that we encounter a future need that the solution selected from the solicitation process does not support.

QUESTION 5.: Do you envision integration with social networking sites to permit bi-directional sharing of content or a one-way push from USCB to the social networking site?

ANSWER: We envision social networking integration to permit us to "share" content quickly and easily to University accounts on social media sites, such as Facebook and Twitter in a one-way push scenario. If the solution chosen from the solicitation process offers bi-directional functionality as well, it would be welcomed, but we are not requiring it.

THE FOLLOWING QUESTIONS WERE RECEIVED FROM VENDOR F:

QUESTION 1: Microsites
a.   Will this be served as a sub domain, or folder concept from the main site
www.uscb.edu

ANSWER: We would prefer the ability to specify both subdomains and sub-folders for microsites to maximize marketing and advertising flexibility.

b.   Is the CMS should accommodate this microsite content as well

ANSWER: The CMS should accommodate the creation and editing of content for microsites with the same functionality as the main site.

QUESTION 2: Do we need to integrate the design software's to create brochures, magazine etc… and to be generated automatically upon completion using the website.

ANSWER: We would like the ability to convert PDF documents to interactive "flip-through" documents, either on-the-fly or through a manual process.

QUESTION 3: Do we require developing user based Galleries, contents, etc?

ANSWER: At this time, we do not plan to utilize content created by Web site visitors. We would control all content sources and would create a user account within the CMS for any approved users.

QUESTION 4: Does this involve dynamic form creations?

ANSWER: With regard to form creation, we want to be able to create a form within the CMS, store submitted data in a database, and be able to export that data to an application such as Microsoft Excel for manipulation/sorting/reporting purposes. We would like to be able to control which CMS users are able to access each form and the data generated from each form.

QUESTION 5:   In CMS
a.   Let us know the functionalities for which Undo feature is to be provided.

ANSWER: Undo functionality should be both as simple as undoing the last modification to the content/page and as robust as being able to revert back to the last saved version. Note that this is separate from the versioning capability which would allow us to maintain and publish and schedule multiple versions of a page.

b.   Should FTP Support be provided inside CMS for publishing Contents?

ANSWER: FTP support does not have to exist within the CMS, but we would welcome the ability to connect to the server via FTP as a secondary or "backup" way to place revised images, media files and documents on the site in the event of a technical problem with the CMS interface/functionality.

THE FOLLOWING QUESTIONS WERE RECEIVED FROM VENDOR G:

After a Thorough review of the RFP , these questions/terms used would need clarification from your side.

QUESTION / CLARIFICATION 1: Commercial Support : What do they mean by term Commercial, its being used quite a few times in RFP.
Commercial Training/Commercial Manuals : Oracle University can do that, not sure if they mean the same and Oracle documentation is available.

ANSWER: Commercial Support/Training/Manuals: This refers to support, training, and manuals beyond the community-based support/training/documentation that is typically found with open-source solutions.

QUESTION / CLARIFICATION 2: Job Postings/FAQ Management : Would need more info. on this. Do they need some kind of prebuilt application/s.

ANSWER: Job Postings: The goal here is to give the Human Resources department a way to quickly post job opportunities to the site, either through a customizable input form or by parsing a properly formatted and uploaded document, and being able to schedule an expiration for those postings.
FAQ Management: We are looking for the ability to create and manage a hierarchical FAQ section, with each question being assignable to one or more categories (e.g. Admissions, Financial Aid, Meal Plans, Grading Policies, Housing, etc.)

QUESTION / CLARIFICATION 3: Chat/Collaboration/Integration with third party blogging engines -- These are not available in Oracle WCM, Solution may require including Beehive for these features.

ANSWER: Chat/Collaboration: As these are listed as beneficial capabilities, they are considered "nice to have" but not essential as they can be accomplished with third party tools.
Integration with third party blogging engines: It is a preferred capability to be able to set up blogs either natively within the CMS or through the use of a third-party solution such as Wordpress. Web site visitors should feel that the blog is integrated into the main site and not "tacked on." It is not necessary for the CMS to support creation/editing of blog content.

QUESTION / CLARIFICATION 4: Online Donations/Shopping Cart : These features are not available and would require use of third party solutions.
Pluggable Payments and Professional Services.

ANSWER: Online Donations/Shopping Cart : As these are listed as beneficial capabilities, they are considered "nice to have" but not essential as they can be accomplished with third party tools.
Pluggable Payments and Professional Services: As these are listed as beneficial capabilities, they are considered "nice to have" but not essential as they can be accomplished with third party tools.

THE FOLLOWING QUESTIONS WERE RECEIVED FROM VENDOR H:

QUESTION 1: Do you have a go-live date for the CMS?

ANSWER: Live date: We would like the CMS to be in place during the summer of 2010, in advance of the Fall 2010 semester. The end of July, 2010 would be a good target date.

QUESTION 2: Support: is this 24x7 remote support for website and CMS?

ANSWER: Support: We are looking for a level of support that is beyond the community-based support that is associated with open-source solutions. While 24x7 support is certainly welcomed, it is not listed as a required capability. Our expectation is that we will be able to report any functional problems with the system and receive a response on the same or next business day for critical issues.

QUESTION 3: Training: p13 (d) Training: how large is the entire user group?

ANSWER: Training: We anticipate the initial user group being between 25 - 35 users.

QUESTION 4: Content entry: is this restricted to certain staff/users or will students and academics have the ability to enter content?

ANSWER: Content entry: This will be done primarily by staff members, although some academics will have access to specific areas of the site as well. Generally,

students will not have access to create content, though we may create accounts for selected students on an as-needed basis.