



U N I V E R S I T Y O F
SOUTH CAROLINA

AMENDMENT NO. 1 TO SOLICITATION

TO: ALL VENDORS

FROM: Charles Johnson, Procurement Manager

SUBJECT: SOLICITATION NUMBER: USC-RFP-1810-CJ
PROVIDE WEB CONTENT MANAGEMENT (CMS) AND RELATED SERVICES AND SUPPORT
FOR THE EIGHT CAMPUSES WITH MULTIPLE LOCATIONS ACROSS THE STATE OF SOUTH
CAROLINA THAT COMPRISE THE UNIVERSITY OF SOUTH CAROLINA SYSTEM

DATE: September 27, 2010

This Amendment **No.1** modifies the Best Value Bid 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

**SUBSECTION C. SCOPE Business Objectives OF SECTION III
SCOPE OF WORK / SPECIFICATIONS HAS BEEN MODIFIED AND
NOW READS AS FOLLOWS:**

C. SCOPE

Business Objectives

The University seeks to enter into a contract with a qualified offerer for a web content management system and related services and support. This system must be accessible from any USC campus and provide administrative access from any location using existing and future resources.

CMS users may have PC's, MAC's or Linux computers. They may also access university resources with smartphones or other mobile devices. Any web browser could be installed on those devices. The contractor's proposed Web CMS must support a mixed computing environment.

USC technical support personnel requirements should be minimal. Therefore, the contractor will be responsible for updating, maintaining and supporting the application, providing 7X24 access to the application for all users, training USC technical support personnel, providing comprehensive documentation and "train the trainer" courses for CMS users.

Web servers may reside on any campus or at a third party. The contractor's proposed Web CMS must be capable of publishing pages to any of these servers.

Initially a core group of web communications and technical personnel, less than 20, will access the CMS. The technical personnel will be responsible for setup, support and for training; the web team will create templates and migrate the main pages of the university's web site to the new templates. As academic and administrative units prepare to migrate to the new web presence, unit administrators, content managers and approvers will be granted access to the CMS. This number of users is estimated to be 30 - 40 for the first year and increase to about 250 in the following years. Faculty may create their own curriculum vitae and personal pages but would not have access to other university pages. They are not included in the previous numbers, but could reach well over 1000 if a significant number of faculty members participated.

The technical expertise of CMS users may vary widely. **The contractor's proposed Web CMS must allow for users who have no knowledge of web design or development and are only interested in maintaining content or creating a new page using a template.**

It is estimated there are from 250,000 – 500,000 web pages in the university web environment. While many of these could be reworked, and the final number reduced, it is anticipated there will always be a large volume of web pages for the university system.

THE FOLLOWING QUESTIONS AND REQUEST FOR CLARIFICATION REGARDING THE SOLICITATION WERE RECEIVED FROM VENDORS:

QUESTION: Will the University of South Carolina consider a purely Java-based technical solution for their Web Content Management System (CMS) solution?

ANSWER: We will consider any technical solution which meets or exceeds the stated mandatory requirements.

QUESTION: Will the University of South Carolina consider a fully Managed solution for their Web Content Management System (CMS)? Said solution can be hosted by the offeror or at a 3rd party hosting facility. As part of the managed solution the offeror can also integrate with the University of South Carolina's back office systems and security framework.

ANSWER: We will consider any solution for the Content Management System which meets or exceeds the stated mandatory requirements.

QUESTION: Can you please explain the significance of the following?

- Weightage to Offshore contracting percentage (Page 20 of RFP Document)
- Weightage to local presence (Page 20 of RFP Document)
- Weightage to Minority Participation (Page 20 of RFP Document)

ANSWER: The Offshore Contracting clause in Section IV Information for Offerors to Submit of the solicitation is only applicable if contract work would be performed by the Offeror and/or its subcontractors offshore if Offeror were awarded the contract.

Is offeror a minority business that is either a South Carolina Certified Minority Business or a Minority Business certified by another governmental entity? Is offeror planning to have any of the work under this contract performed by a South Certified Minority Business as a subcontractor or a Minority Business certified by another governmental entity as a subcontractor? If not, then the Minority Participation clause in Section IV Information for Offerors to Submit of the solicitation does not apply to offeror.

There is no weightage given by the University to offerors to this RFP based on either Offshore contracting percentage, local presence, or Minority Participation.

QUESTION: There is a qualification clause where the “State Standards of Responsibility” are discussed. Our understanding is the awareness of standard rights and responsibility related to local business laws, ethics, SOPs etc. Can we get clarity on the same if it is correct or different? (Sec. V, Page 21 of RFP document).

ANSWER: The State’s Standards of Responsibility apply equally to both in-state offerors and out-of State offerors in the State’s evaluation of an offeror’s responsibility. State Regulation 19-445.2125 can be accessed using the link below:

<http://www.scstatehouse.gov/coderegs/c019.htm>

QUESTION: Are you able to share a diagram of your current web environment?

ANSWER: **Currently do not have one.**

QUESTION: Do you favor a hosted or in-house solution?

ANSWER: **We are seeking the best solution which meets or exceeds the stated requirements.**

QUESTION: Do you have an LDAP or Active Directory system in place?

ANSWER: **Yes.**

QUESTION: Will you want to implement a new calendaring system that is part of the CMS or integrate with SC's custom-built solution?

ANSWER: **A new calendaring system is desirable, but not mandatory.**

QUESTION: Will the sites developed in proprietary CMS, open source solutions (Drupal and Joomla) and the ones w/ limited agreements to other CMS systems be migrated to new CMS?

ANSWER: **These sites may be migrated to the new CMS, but will not be included in Phase I of the migration.**

QUESTION: What CMS vendors do you already have limited partnerships with?

CLARIFICATION FROM VENDOR REGARDING QUESTION: the question refers to page 14 of your RFI: "*Two regional campuses have limited agreements with two CMS vendors. Another is running the Joomla open source CMS and contracted with a third party for web design and CMS installation and support.*"

ANSWER: Two campuses are using a CMS from either Ektron or Revize. Cyberwoven, Columbia, and Bagley Beale, Columbia, both have agreements with units in the University of South Carolina system.

QUESTION: Will PHP remain the favored scripting language? Are you open to other scripting languages, such as JSP or .NET? Which would you prefer (Java or .NET)?

ANSWER: PHP is the favored scripting language. Do not have strong .NET skill set.

QUESTION: Per Section C (Scope), proposed CMS must be set up, accessible, and ready for use, with trained USC support personnel by March 1, 2011. Are there any additional details available regarding the scope of the implementation? Does this mean that the first site should be live by this date, etc?

ANSWER: By March 1, 2011, CMS application, databases, domain space must be accessible by Administrator and phase I users, and new templates can be created or "imported" to CMS by web designer, pages can be created or uploaded as appropriate.

QUESTION: It is also said that a Contract for this solicitation could be in place by Dec 1 2010. Will there be a separate bid issued for the implementation services?

ANSWER: No, implementation is included in this RFP.

QUESTION: Is there any site traffic analysis available as it relates to all of your sites?

ANSWER: No, but some units collect data.

QUESTION: Do you have multilingual / internationalization requirements?

ANSWER: No mandatory requirements.

QUESTION: What other legacy systems/ applications will you need to integrate with?

ANSWER: Currently web interfaces exist to job postings, RSVP's, registration forms, admission applications, alumni database and others. Sungard Banner will be implemented in the near future.

QUESTION: Are you currently working w/ any industry analysts or system integrators regarding the selection of a new CMS?

ANSWER: No.

QUESTION: Is there a redesign project associated w/ the CMS effort?

ANSWER: Yes.

QUESTION: If so, are you working w/ a design agency?

ANSWER: No.

QUESTION: Has budget been approved for this project?

ANSWER: Yes, budget for this project has been approved. However, we choose not to release the budget for this project at this time.

QUESTION: Do you have a disaster recovery plan today? Can this or the requirements for SLA be shared?

ANSWER: Only off-site server backup.

QUESTION: What is the composition of current Inter/Intranet teams' technical skill sets?

ANSWER: PHP, Javascript, ASP, Java, JSP, Flash

QUESTION: Must the CMS vendor be on the State of South Carolina's approved vendor list?

ANSWER: No, vendors responding to this solicitation are not required to be on the State of South Carolina's approved vendor list.

QUESTION: Can you outline the additional steps of the evaluation process and timeline required for SC to reach final decision on a CMS partner?

ANSWER: The evaluation process normally consists of an evaluation committee composed of representatives of the University staff and/or faculty evaluating and scoring the responsive proposals given to it by the Procurement Officer for this solicitation; a negotiations team headed by the Procurement Officer for this solicitation negotiating with the highest ranked offeror various points of negotiation, if necessary; the University department reviewing the highest ranked offeror's written responses to the points of negotiation and deciding if they are acceptable; the Procurement Officer for this solicitation determining if the highest ranked offeror is responsible; the department giving the Procurement Officer for this solicitation written approval to issue the award from the solicitation to the highest ranked offeror; and the Procurement Officer for this solicitation issuing a notice of intent to award or a statement of award (depending on the estimated potential value of the contract) to the highest ranked offeror. The timeline required for the University to reach final decision and award contract from the solicitation varies from 3 weeks to 6-8 weeks after the deadline for receipt of proposals as it depends largely upon circumstances encountered during the evaluation process.

QUESTION: Do you plan to implement the CMS solution with help from the software vendor, a preferred partner, or both?

ANSWER: An Implementation Plan is required from Offerors to the RFP in their proposals. Please refer to Proposal Contents subsection of Section IV. Information for Offerors to Submit of the solicitation

CLARIFICATION FROM VENDOR REGARDING THE QUESTION BELOW: The questions below are regarding the CMS. In some cases, a portal infrastructure investment has already been made (ex yours in Sungard) and the two platforms need to share content/applications, etc between each other.

QUESTION: Do you....

- have standard compliant (JSR-168) portlets that you wish to use in the CMS?

ANSWER: No.

- want to use gadgets to enable explicit personalization?

ANSWER: Portal may in the future.

- want to leverage Google gadgets?

ANSWER: May in the future.

- have an existing portal server in place and want to integrate CMS content into it?

ANSWER: Not at this time. Will implement Luminis 5 in 2011. Portal may not be included in CMS.

- want to import content from other systems on a regular basis (enable "feeds")?

ANSWER: Yes.

- want to provide targeted content based on user segments?

ANSWER: Yes.

- want to create/ adapt/ define rules to target content?

ANSWER: Yes.

- want to deliver dynamically personalized content?

ANSWER: Portal may in the future.

- want to optimize your sites by testing different variants (multi-variate testing)?

ANSWER: May in the future

- want to implement blogs, wikis, forums, newsletters, comments, ratings, etc?

ANSWER: Yes.

QUESTION: We would like the sizing document completed, it is attached.

Techline Sizing Questionnaire for IBM WebSphere Portal and Lotus Web Content Management

**When complete, please submit to Techline
per submission instructions below.**

Please complete the customer information below in order to have your request processed

(COMPLETION OF ALL APPLICABLE FIELDS IS REQUIRED.)

Client Name: Client Company Name Here

Street Address: Client Address Here

City, State, Zip: Client City/State/Zip Code Here

Client Contact Name: Client Contact Here

Client Phone Number: Client Phone# Here

Email Address: Email Address Here

Requester IMT/GMT: Requester Country Here

Client IMT/GMT: Client Country Here

IBM Sales Contact: IBM Contact Here

Phone Number: IBMer Phone# Here

Business Partner Contact Name: BP Contact Name Here

BP Phone Number: BP Contact Phone# Here

BP Email Address: BP Email Here

Industry/Business Description: Enter Industry/Business Description Here

Opportunity Number: Enter Required Siebel Opportunity # Here

DON'T FORGET TO INCLUDE THE SIEBEL OPPORTUNITY NUMBER.

What is a sizing estimate?

“A sizing estimate is an approximation of the hardware or software resources required to support an application that is either implemented or new. It is a pre-sales effort aimed at addressing customer requirements. The level of effort and scope of a sizing degree variability can range from small to very significant. Sizing does not constitute a performance guarantee.”

Customer results may vary, and IBM assumes no liability for actual results that differ from any estimates provided by IBM. Please refer to the “Confidentiality and Disclaimers” section of this estimate for additional information.

Table of Contents

| | |
|--|-----------|
| INTRODUCTION | 10 |
| INSTRUCTIONS FOR COMPLETING THIS QUESTIONNAIRE..... | 11 |
| CONFIGURATION..... | 12 |
| SIZING QUESTIONS..... | 13 |
| GENERIC USERS..... | 13 |
| LOTUS WCM RENDERING | 13 |
| LOTUS WCM AUTHORIZING..... | 13 |
| PORTAL SERVER | 14 |
| TOPOLOGY | 15 |
| SERVICE ORIENTED ARCHITECTURE (SOA) SIZING SUPPORT..... | 17 |
| SIZING QUESTIONS HELP | 18 |
| GENERIC USER..... | 18 |
| PORTAL SERVER | 18 |
| TOPOLOGY | 18 |

Introduction

Thank you for providing this information for sizing your environment. This information will allow us to determine the appropriate non-functional requirements we need to collect in order to make a recommendation based on your business environment and requirements.

The accuracy of this sizing estimate is dependent upon many variables such as the accuracy of the information provided by you, the customer, (we recognize that it may be difficult to provide exact numbers on your environment) and the actual usage of the system in a real-time environment. Sizing should be viewed as an iterative process.

Techline sizing support offering is a technical marketing support program for IBM reps and eligible business partners. This is not a post-install offering and it is not a service to customers. The estimates are intended to help you roughly size the processor capacity needed for a solution in situations prior to implementation and deployment. Ideally a pilot workload running in a test environment would provide a more accurate sizing estimate than the results from this sizing process.

IBM reps or business partners, perhaps in conversation with your customer, should fill out this questionnaire. This questionnaire should NOT be given out to customers to answer without an IBMer's active participation. In other words, we expect you to be knowledgeable enough about the customer's plans to use any information they have on the nature of their work to make appropriate assumptions that we will use for the sizing estimate, and answer the questions below.

Instructions for Completing this Questionnaire

Please follow these steps to complete the questionnaire:

- Make Sure You Have the Current Version of the Questionnaire
- Over time we revise the Sizing Questionnaire, and before taking the time to complete it you should make sure you have the most recent version. For a softcopy of the questionnaire, please download from:

| | |
|------------------------------|---|
| IBM Internal | http://w3.ibm.com/support/techline/sizing/index.html |
| Business Partners | https://www-304.ibm.com/jct01005c/partnerworld/mem/support/trs_sizing_support.html |

1. **Complete the questionnaire**

Please read each question carefully to understand the response being requested. If you are unsure of a question, please review the "Sizing Question Help" section located at the end of this document.

2. **Submit your completed Questionnaire**

Submit your completed questionnaire and any other items for consideration to Techline via:

| | |
|------------------------------|---|
| IBM Internal | http://dalnotes1.dfw.ibm.com/techline/webforms.nsf/techlineswsizing.html |
| Business Partners | https://www-304.ibm.com/jct01005c/partnerworld/mem/support/techline/formsaver/tl_gcoe_form.jsp |

Assistance

If you need assistance at any stage please contact Techline:

| | North America, Latin America | Europe, South Africa, Middle East and Asia | AP |
|---------------|---|---|-------------------|
| e-mail | sizing@us.ibm.com | sizeu@pl.ibm.com | sizeap@my.ibm.com |

This document is a series of questions to help size the portal implementations customers are considering. The output will be a number of processors required to meet the customers expected demand. As with all sizing exercises, the processor estimates are based on the expected peak hour workload.

Configuration

Use this questionnaire for a combined Portal and Lotus WCM environment, a stand-alone Portal environment, or a stand-alone Lotus WCM environment. See the following table for the sections that will need to be completed for each type of deployment:

| Section | Combined Portal + Lotus WCM | Stand-alone Portal (no Lotus WCM) | Stand-alone Lotus WCM (no Portal) |
|---------------------|-----------------------------|-----------------------------------|--------------------------------------|
| Generic Users | ✓ | ✓ | ✓ |
| Lotus WCM Rendering | ✓ | x | ✓ |
| Lotus WCM Authoring | ✓ | x | ✓ |
| Portal Server | ✓ | ✓ – Skip 25 & 26 | x |
| Topology | ✓ | ✓ – Only Portal-related questions | ✓ – Only Lotus WCM-related questions |

For additional help, please see the help section at the bottom of the questionnaire or contact Techline.

Note: This questionnaire is for the WebSphere Portal component only. Other applications which are bundled with WebSphere Portal Express, WebSphere Portal Enable, WebSphere Portal Extend, and the Portal Accelerators will require separate sizing requests.

Sizing Questions

Generic Users

| | |
|--|--|
| 1. Which WebSphere Portal and Lotus WCM configuration is being sized? (Default: Portal Only) (More Help) <input type="checkbox"/> Portal Only (no WCM) <input type="checkbox"/> Portal w/Local WCM <input type="checkbox"/> Portal w/Remote WCM <input type="checkbox"/> WCM Only | |
| 2. How many users will register for access to this Website? | Enter # Here |
| 3. What percent of the registered users will initiate a session during the peak hour? Please note that this is not concurrent users but the number of active users during the peak hour. (More Help) | Enter % Here |
| 4. How many times will each registered user log on during the peak hour: 1, 2, or 3? (Default: 1 session) (More Help) | Enter # Here |
| 5. During a typical user SESSION, on average how many requests will the user make to the Website? (Note: A request is anything that causes a web page to be regenerated. (Default: 16 Pages) | Enter # Here |
| 6. On average, how long will a logged on user pause before requesting a new page view? This is known as "Think Time". (Default: 30 Seconds) | Enter # Here |
| 7. Will unregistered (anonymous) users be allowed to access the Website? (Default: No) | <input type="checkbox"/> Yes <input type="checkbox"/> No |
| 8. If unregistered users will be allowed to access the Website, how many will visit the Website during the peak hour? | Enter # Here |
| 9. If unregistered users will access the Website, how many requests will each user make inside the portal during each visit? (Default: 16 Pages) | Enter # Here |
| 10. If unregistered users will access the Website, on average how long will a logged user pause before requesting a new page view? This is known as "Think Time". (Default: 30 Seconds) | Enter # Here |

Skip the Lotus WCM sections if Lotus WCM is not part of the configuration

Lotus WCM Rendering

| | |
|---|--|
| 11. How many content items will be stored in the Lotus WCM content repository? (Default: 50,000) | Enter # Here |
| 12. Do you require high availability for delivering Lotus WCM content? This only applies for Portal w/Remote WCM and Lotus WCM Only configurations. (Default: No) | <input type="checkbox"/> Yes <input type="checkbox"/> No |

Lotus WCM Authoring

| | |
|--|--|
| 13. How many users will author Lotus WCM Content? | Enter # Here |
| 14. What percent of authors are concurrent during peak? | Enter % Here |
| 15. Will you be authoring on a separate authoring server or on the publishing server? (Default: separate authoring server) <input type="checkbox"/> Separate Authoring Server <input type="checkbox"/> Authoring on Publishing Server | |
| 16. Do you require high availability for authoring Lotus WCM content? This only applies if a separate authoring server is chosen in #3. (Default: No) | <input type="checkbox"/> Yes <input type="checkbox"/> No |

Skip the Portal Server section if Portal is not part of the configuration

| Portal Server | | | | | |
|---|--|--|---|---------|--|
| 17. Which version of WebSphere Portal will be installed? Please select "None" if you will not be serving content to a Portal. (Default: Server V6.1) | | | | | |
| <input type="checkbox"/> None <input type="checkbox"/> V6.0 <input type="checkbox"/> V6.1 <input type="checkbox"/> Portal Express <input type="checkbox"/> Portal Server <input type="checkbox"/> Portal Enable <input type="checkbox"/> Portal Extend | | | | | |
| 18. If SSL is being used, what percentage of the Portal pages will be encrypted? (Default: 0%) (More Help) | | | | | Enter % Here |
| 19. What type of Authentication will be used? (Default: WAS) (More Help) | | | | | |
| <input type="checkbox"/> WAS | <input type="checkbox"/> Tivoli Access Manager | <input type="checkbox"/> 3 rd Party | <input type="checkbox"/> Separate Server Required | | |
| 20. Is Persistent Session support required for the Portal Server? (Default: No) (More Help) | | | | | <input type="checkbox"/> Yes <input type="checkbox"/> No |
| 21. On average, how many portlets make up a web page (including Lotus WCM portlets if applicable)? (Default: 4) | | | | | Enter # Here |
| 22. What is the percentage breakdown of portlet complexity (totaling 100%)? | | | | | |
| Simple | Enter % Here | Moderate | Enter % Here | Complex | Enter % Here |
| 23. Will you be using Web 2.0 themes? For v6.1 only (Default: No) | | | | | <input type="checkbox"/> Yes <input type="checkbox"/> No |
| 24. What % of page requests contain Lotus WCM content? (Default: 20%) | | | | | Enter % Here |
| 25. Will you be using Multiple Virtual Portals? (Default: No) | | | | | <input type="checkbox"/> Yes <input type="checkbox"/> No |
| If Yes, how many virtual portals will be rendered? (Max: 150) | | | | | Enter # Here |
| 26. How many Portal pages will a user be able to access? (Default: < 2K) | | | | | <input type="checkbox"/> < 2K <input type="checkbox"/> 2K – 10K <input type="checkbox"/> 10,001K – 30K <input type="checkbox"/> 30,001K – 70K <input type="checkbox"/> > 70,001K |

Topology

27. If Portal is being installed, which n-tier configuration do you plan to implement for Portal. Select (x) one.
[\(More help\)](#)

Single (1)Tier

Two (2)Tier

Three (3)Tier

28. Specify preferred platform on which **WebSphere Portal** will run. Please indicate server model and speed if sizing for specific hardware.

| X | PLATFORM (Select One) | Web (HTTP) Server Tier 1 | Portal Server Tier 2 | Database Server Tier 3 |
|---|----------------------------|--------------------------|----------------------|------------------------|
| | IBM Power (POWER7 – AIX) | | | |
| | IBM Power (POWER6 – AIX) | | | |
| | System p (POWER5 – AIX) | | | |
| | System x (Windows) | | | |
| | System x (Linux) | | | |
| | IBM Power (POWER7 - IBM i) | | | |
| | IBM Power (POWER6 - IBM i) | | | |
| | System i (POWER5 - i5/OS) | | | |
| | Sun (Solaris) | | | |
| | HP (PA-RISC - HP-UX 11i) | | | |
| | HP (Itanium - HP-UX 11i) | | | |

29. Specify preferred platform on which **Lotus Web Content Management** will run (Note: not all platforms will apply to stand-alone Lotus WCM configurations):

| X | PLATFORM (Select One) | Authoring Server | Publishing Server |
|---|----------------------------|------------------|-------------------|
| | IBM Power (POWER7 – AIX) | | |
| | IBM Power (POWER6 – AIX) | | |
| | System p (POWER5 – AIX) | | |
| | System x (Windows) | | |
| | System x (Linux) | | |
| | IBM Power (POWER7 - IBM i) | | |
| | IBM Power (POWER6 - IBM i) | | |
| | System i (POWER5 - i5/OS) | | |
| | Sun (Solaris) | | |
| | HP (PA-RISC - HP-UX 11i) | | |
| | HP (Itanium - HP-UX 11i) | | |

30. What is the maximum Processor utilization you prefer for all machines in the configuration? (Default: 60%)

50%

60%

70%

80%

How would you like the results displayed? [\(More help\)](#)

Maximum page rate for above CPU rate

Actual CPU rate for required page rate

31. Is High Availability/Failover required for the Portal? (Default: No)

Yes No

32. Will hardware configuration assistance from Techline be needed for this request? (Default: No)

Yes

No

Service Oriented Architecture (SOA) Sizing Support

-- IBM Techline provides composite Service Oriented Architecture (SOA) sizing support. --

| | |
|--|--|
| 33. Is this sizing request part of an SOA solution implementation? | <input type="checkbox"/> Yes <input type="checkbox"/> No |
| 34. If you answered yes above, have you submitted more than one sizing request to address this SOA solution? | <input type="checkbox"/> Yes <input type="checkbox"/> No |
| 35. If you answered yes to both questions above, please notate (X) which product(s) under which IBM SOA Entry Point(s) additional sizing requests have been submitted. | |

| Process: | | People: | |
|--|--|--|--|
| WebSphere Process Server (WPS) | | WebSphere Portal (WP) | |
| WebSphere ESB (WESB) | | WebSphere ESB (WESB) | |
| WebSphere Message Broker (WMB) | | WebSphere Application Server (WAS) | |
| WebSphere Business Monitor (WBM) | | Tivoli Composite Application Manager (ITCAM) | |
| Connectivity: | | Collaboration: | |
| WebSphere ESB (WESB) | | Lotus Domino/Notes Mail | |
| WebSphere Message Broker (WMB) | | Lotus Sametime | |
| DataPower (DP) | | Lotus Quickr | |
| | | Lotus Connections | |
| Governance: | | Information: | |
| WebSphere Service Registry & Repository (WSRR) | | DB2 | |
| WebSphere Business Services Fabric (WBSF) | | WebSphere ESB (WESB) | |
| Tivoli Access Manager (TAM) | | | |
| Tivoli Composite Application Manager (ITCAM) | | | |

Sizing Questions Help

This section contains supplemental help for completing this questionnaire.

Generic User

Question 1: Lotus WCM supports two kinds of Portlets:

1. Local rendering portlets - Local rendering, which uses the Lotus WCM API, assumes the customer will run the instance of Lotus WCM which is installed with Portal server.
2. Remote rendering portlets - Remote rendering, which uses the Lotus WCM servlet interface, assumes the customer will run Lotus WCM on a separate server or LPAR.

Question 3 – Percent of users active during peak hour vs. Concurrent Users:

The Percent of users active during peak hour will differ from concurrent users. When calculating the page rate, we assume the user sessions will be spread evenly throughout the peak hour based on the number of page requests and the think time. For example, if you have a 1,000 user population and 20% active during peak hour and the defaults for page requests and think time, then this is only about 38 concurrent users.

Questions 4 & 5: Question 3 asks how many sessions the average user will have in a peak hour. Question 4 asks how many page requests are made PER SESSION. Therefore, if a user has 2 sessions and makes 16 requests per session, this will be a total of 32 page requests for the peak hour.

Portal Server

Question 20: Portal supports SSL between the web client and the HTTP server, and between the HTTP server and the Portal server. This percentage assumes SSL between the web client and the HTTP server.

Question 21: Portal supports several different authentication methods including the built-in WAS authentication capabilities, or integration with external security managers like Tivoli Access Manager (TAM). Choose WAS if the Portal itself will be doing the authentication, such as the default forms-based login. **Note:** this question does not refer to the user repository or LDAP in use. For more information on Portal authentication, please refer to the [Portal InfoCenter](#).

Question 22: In a distributed environment, you can save sessions in a database using database session persistence or you can store sessions in multiple WebSphere Application Server instances using memory-to-memory session replication.

Topology

Questions 29 & 30: The three major tiers are HTTP server, Portal server, and the database server.

1. If all three functions are running on one physical server or LPAR, choose single tier.
2. If the HTTP server and the Portal server functions are running on one physical server or LPAR and database is on a separate server, choose two tiers.
3. If all three functions are each running on separate physical servers or LPARs, choose three tiers.

Question 32: The results in sizing document may be displayed in two formats:

1. Maximum page rate: This will show the capacity of the server at a given CPU rate. For instance, if 60% maximum CPU rate is chosen, the results will show the page rate at 60% CPU.
 - Actual CPU rate: This will show the estimated CPU rate at the required workload. The required workload is calculated in the Generic User section. For instance, if the required page rate is 10 pages per second, the results will show the estimated CPU rate at 10 pages per second.

ANSWER: We do not feel it is appropriate at this time to complete the Techline Sizing Questionnaire for IBM WebSphere Portal and Lotus Web Content Management at this time. If the vendor who submitted the questionnaire is the successful offeror (Contractor) to the solicitation, then the University will consider completing the questionnaire after the award of the contract goes final.

QUESTION: Please elaborate on the following requirement, specifically; in terms of communication are you referring to, for example, an email being sent to an approver when a content author creates a draft content item that needs to be approved?

Requirement - CMS users and support personnel must exchange information regarding the CMS, web pages and associated data. In its technical proposal, offeror must explain the communication capabilities of its Web CMS.

ANSWER: Yes, or any other method of notification, comment, approval, etc.

QUESTION: Will you accept non academic references for a portion of our references?

ANSWER: Yes, but academic references are preferred.

A. Business Background

QUESTION: Is the WCM RFP part of an approved and budgeted project?

ANSWER: Yes.

QUESTION: Which department within USC is Sponsoring this RFP?

ANSWER: Office of Information Technology.

QUESTION: If USC expects a contract in place as early as Dec 1st, when is the purchase of the WCM likely to be?

ANSWER: The Blanket Purchase Order for the first year of the contract will be cut shortly after the Statement of Award from the solicitation is issued or the Notice of Intent goes final and becomes the Statement of Award from the solicitation (depending on the estimated potential value of the contract award). To summarize, the purchase of the WCM is likely to occur shortly after the contract award from the solicitation goes final.

QUESTION: What is the a consequence of not having a contract in place by Dec 1st?

ANSWER: **May not meet deadlines for release with a university scheduled event.**

QUESTION: What is the significance of the March 1st deadline?

ANSWER: **Required in order to meet internal deadlines for release with a university scheduled event.**

QUESTION: What is the consequence of missing the March 1st deadline?

ANSWER: **May not meet deadlines for release with a university scheduled event.**

QUESTION: To what extent is the site being changed/redesigned?

ANSWER: **Complete redevelopment.**

QUESTION: Does USC require a CMS that doesn't dictate how the site is designed and built?

ANSWER: **Designer must have ability to define architecture, layout and content areas. Ability to import a template from another package such as Dreamweaver is a plus.**

QUESTION: USC is planning to start with "main university pages." Is this specific to the Columbus campus?

ANSWER: **The main pages are designed and developed on the Columbia campus, the content addresses all campuses.**

QUESTION: Of the 250,000-500,000 pages in the system, how many are part of phase 1?

ANSWER: **Approximately 50 in Phase I.**

QUESTION: What is the expected rate of change of content using the new WCM?

ANSWER: **At least daily.**

QUESTION: What are USC's top 3 goals for implementing the WCM?

ANSWER: Allow non-technical content managers to update pages; create a thematic harmony across the university's website; and no broken links on published pages

QUESTION: What are USC's top 3 concerns about implementing the WCM?

ANSWER: Demand on limited resources; ease of use; and controlling costs

QUESTION: How important to its future/strategic plan is the selection and implementation of a new WCM to USC?

ANSWER: Redevelopment of the university website was identified as a strategic initiative for the university. Included in the redevelopment is a content management system.

QUESTION: How will USC measure the success of this project 6 months from now, 12 months from now, and 24 months from now?

ANSWER: Short term - success of a CMS is measured by time to train users, time to create or migrate pages, number of help desk calls, number of problems escalated to vendor, and ability to contain project costs. Long term – in addition to above, number of units migrating to CMS.

QUESTION: Is there a website in the public domain today that USC identifies as a leading example of the web experience that USC would like to recreate as a result of this project?

ANSWER: No.

B. Technology Background

QUESTION: Is USC to replace hardware to accommodate a .NET or Java only system?

ANSWER: No.

QUESTION: If price, functionality and technical/security are equal, were it a choice between a Java based WCM vs. a .Net based WCM, which would USC prefer?

ANSWER: USC has limited .net expertise. It does have Java expertise.

QUESTION: In addition to the USC websites, what additional "channels" do you envisage publishing content to: mobile, kiosk, print, etc.?

ANSWER: Phase I will publish to mobile and print, subsequent phases could publish to other channels.

QUESTION: What does USC use for authentication? (LDAP, Active Directory etc.)

ANSWER: LDAP, Active directory

QUESTION: What WCM does your organization use to manage the main USC web presence today?

ANSWER: In-house developed

QUESTION: What do users like about that system?

ANSWER: Reduces time to update pages

QUESTION: What do users dislike about it—what are the “pain points”?

ANSWER: It is not scalable – specific to main pages.

QUESTION: How successful are the Drupal and Joomla Solutions currently used.

ANSWER: Drupal is being rolled out now, no assessment at this time. Joomla is limited installation, not scalable.

QUESTION: Is there a preference toward these or other Open Source solutions?

ANSWER: No, we are seeking the best solution to meet the stated requirements.

QUESTION: Who are the other two vendors currently providing CMS to USC?

ANSWER: Ektron, Revize.

QUESTION: Are the two CMS vendors currently supplying USC under consideration for the system-wide WCM?

ANSWER: If the two CMS vendors currently supplying USC choose to submit proposals, their proposals will be considered as long as the proposals are determined to be responsive to the solicitation.

QUESTION: What web properties will be brought under management of the new WCM?
Public facing, intranets, extranets, portals?

ANSWER: Public facing is within the scope of the web redevelopment project, a Luminis portal may be included.

QUESTION: If the new WCM is not intended to manage intranets, portals etc, what technology will be used to manage those web properties?

ANSWER: The unit responsible for the “property” may determine how to manage it.

QUESTION: What is the typical profile of your current and expected WCM user? What is your most common content management task?

ANSWER: Currently, web-knowledgeable designers, developers manage content. Expectation is for non-technical personnel or no web-training can maintain content. Most will have MS Office knowledge. News and event updates are common.

QUESTION: What existing (or expected) applications and solutions are in place that will either be a source of content from an integration point of view, or a target for content to be published to? Examples include: Digital Asset Management, Document Management, HR applications, Syndicated Content from 3rd party providers etc; Booking Engines, Search Engines, Translation Memory Systems, Email Marketing Systems, Web Analytics Systems etc.

ANSWER: Job postings, RSVP’s, registration forms, admission applications, alumni database and others. Databases are integrated with scripting now. Web analytics tools are used.

QUESTION: Of the content to be migrated what type of content is it stored in, and what format?

ANSWER: Databases and text.

QUESTION: What does USC use for it’s portal? What does USC use for it records management? What does USC use for its CRM (or other tool for tracking students)?

ANSWER: USC is implementing a SunGard Banner ERP and a Luminis portal. Most current systems were developed in-house.

QUESTION: What flavors of SQL are used by USC?

ANSWER: Oracle, Microsoft, MYSQL, and Postgres.

C. Clarification – updates, maintenance & support for the application

*On page 12, C.Scope- Business Objectives, paragraph 3 the RFP states "the contractor will be responsible for updating, maintaining and supporting the application, providing 7X24 access to the application for all users, training USC technical support personnel, providing comprehensive documentation and "train the trainer" courses for CMS users." On page 14, Mandatory Web CMS Requirements, paragraph 2, the RFP states **"In its technical proposal, offeror should explain the required USC personnel required for Web CMS setup, updates, maintenance and support."***

QUESTION: Could you please clarify "be responsible for updating, maintaining and supporting the application?" on page 12?

ANSWER: Updates, upgrades and failure diagnosis and resolution should require minimum intervention on the part of USC personnel.

QUESTION: Could you please clarify what party (USC, the vendor or combination of both) is expected to update, maintain and support the application?

ANSWER: Updates, upgrades and failure diagnosis and resolution should require minimum intervention on the part of USC personnel.

QUESTION: Does USC envision it's vendor to provide staff to be onsite to implement upgrades, upgrades and new versions?

ANSWER: It would be acceptable for a vendor to push software and automate or remotely install.

QUESTION: Likewise, if the function of the CMS is interrupted does USC envision it's vendor to provide staff to be onsite to diagnose and fix any problems?

ANSWER: Remote diagnosis and resolution is acceptable.

QUESTION: Is USC interested primarily or with a preference to a SAAS model?

ANSWER: USC will consider the best solution to meet the stated requirements.

D. Customer References

QUESTION: In section E.b.3 of the Proposal Contents (page 20) the vendor is asked to provide reference. It is our customer's preference that we arrange references with them. Would USC be willing to allow us to leave blank the contact information for reference customers? If providing contact information is mandatory for the vendor to be considered, would USC be willing to consider our request to arrange for reference calls

ANSWER: No, the University would not be willing to allow offerors to leave blank the contact information for reference accounts they provide in their proposals. Because we conduct reference checks via email (i.e. we send out a reference check questionnaire to the contact person at the reference account and ask him/her to complete it on behalf of the offeror and return it to us within 48 hours), we must have the contact information (contact person's name, telephone number, and current email address) for each reference account provided by offeror in its proposal. Yes, it is mandatory for offeror to supply contact information (contact person's name, telephone number, and current email address) for each reference account it provides in its proposal. No, the University would not be willing to consider your request to arrange for reference calls.

QUESTION: How many unique page layouts will The University have as part of the design of the site?

ANSWER: Phase I is expected to have three page layouts. We do want to limit the number of page layouts, but as more units are integrated, the number will likely increase.

QUESTION: How many unique page layouts are anticipated as part of the initial CMS implementation?

ANSWER: Phase I is expected to have three page layouts, with approximately five variations.

QUESTION: Approximately how many pages need to be brought under management by the CMS during the initial implementation phase?

ANSWER: Approximately 50 in Phase I.

QUESTION: Does the university need help with migration and a bid for the migration in this RFP?

ANSWER: For this solicitation, migration is considered "add-on functionality". Therefore, migration cost can be included in offeror's "Cost for Add-on functionality or tools not included in basic package of its proposal" section of response.

QUESTION: What is the anticipated number of websites/sub-domains that the CMS is expected to support?

ANSWER: Currently we have approximately 100.