



UNIVERSITY OF SOUTH CAROLINA

AMENDMENT NO.3 TO SOLICITATION

TO: ALL VENDORS

FROM: Michelle Robinson, CPPB, Procurement Manager

SUBJECT: SOLICITATION NUMBER: USC-IFB-2992-MR
Website Development for USC Upstate

DATE: July 25, 2016

This Amendment No.3 modifies the Invitation For Bid only in the manner and to the extent as stated herein.

Vendor Questions and Answers

Attachment #1 – List of Content Managers with a Hierarchy

**Extend Opening Date: From July 29, 2016
To: August 2, 2016**

Opening Time remains the same.

BIDDER SHALL ACKNOWLEDGE RECEIPT OF AMENDMENT NO.3 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

QUESTION RECEIVED FROM VENDOR A

Question #1: Can Companies from Outside USA (like India or Canada) apply for this?

Answer: No

Question #2: Do we need to come over there for meetings?

Answer: Teleconference is ok. No physical presence is necessary.

Question #3: Can we perform the tasks (related to the IFB) outside the USA?

Answer: No

Question #4: Can we submit the proposals via email?

Answer: No, see page one of the solicitation *“The Term “Offer” Means Your “Bid” or “Proposal”*. Your offer must be submitted in a sealed package. Solicitation Number & Opening Date must appear on package exterior. See *“Submitting Your Paper Offer or Modification”* provision.

QUESTIONS RECEIVED FROM VENDOR B

Internal Support

Question #1: Could you please share who prepared and wrote the RFP?

Answer: The Invitation For Bid (IFB) was prepared by the Office of University Communications with assistance from the Purchasing Department.

Question #2: With whom will we meet for the project Discovery session?

Answer: The Office of University Communications and two members of the Admissions staff.

Question #3: Who are the primary decision makers for the project as a whole?

Answer: Tammy Whaley, Associate Vice Chancellor for the Office of University Communication is the primary decision maker. Input will also come from the web team within the Office of University Communications and two members of the Admissions staff.

Question #4: Who will be the primary stakeholders?

Answer: the Office of University Communications and Admissions.

Question #5: Who would be the primary project stakeholders?

Answer: Eric Swearengin, web developer and Katie Freseman, web content coordinator.

Question #6: Web projects usually spans technical teams as well as marketing teams. Would you categorize this project as IT-driven or marketing-driven?

Answer: Marketing Driven

Question #7: Can a defined list of content managers be provided with a hierarchy?

Answer: Yes, see attachment.

Question #8: How many content managers do you have currently supporting the site?

Answer: ~75

Development

Question #9: Did you use a partner for the original development?

Answer: Yes

Question #10: If so, who did you use?

Answer: Stamats, Inc.

Question #11: If so, what worked or didn't work about that arrangement?

Answer: Stamats is not a certified EpiServer Partner

Question #12: If so, what about that experience lead you to open this project up to bid to other vendors?

Answer: Statemats is not a certified EpiServer Partner and we are transitioning our current website from Ektron to EpiServer.

Question #13: How many third-party systems are expected to integrate into the site?

Answer: Currently there are 4

Question #14: Please list the third-party systems that are expected to integrate into the site?

Answer: 1. Active directory for users' login; 2. RSS feeds from our external newsroom website; 3. RSS feeds from our external Events Calendar website; 4. External Alumni website (We still have an Alumni landing page).

Question #15: Are there any components of the current site that will not be a part of this new redesigned site?

Answer: The new site will be based off of a completely new architecture. The site will be very much paired down. 1. External newsroom website; 2. External Events Calendar website; 3. External Alumni website.

Question #16: What will be used for site search?

Answer: Custom Google search

Question #17: What will be used for site analytics?

Answer: Google Analytics

Question #18: Is there a need for multilingual?

Answer: It is something we would like to have the option to do in the future but not at this time.

Servers and Hosting

Question #19: Who is responsible for hosting of the site currently?

Answer: Worthwhile

Question #20: Are you interested in evaluating new hosting options? Hosting service options as well as recommendations can be provided.

Answer: No, not at this time.

Question #21: What sort of access is typically granted to outside vendors to the servers?

Answer: We use a virtual environment called Green Sky.

Question #22: What is the current server architecture and hosting for this site?

Answer: This is a windows based server with active directory services.

Question #23: How many servers are required for this project?

Answer: One development staging server, and one live production server.

Branding and Design

Question #24: When did the website last receive a design update?

Answer: The homepage was redesigned in 2013. The overall website has not be redesigned since it was built on the Ektron platform in 2007-2008.

Question #25: Will a current brand guide be provided prior to the start of the project?

Answer: Yes, Stamats is finalizing the brand guide. This can be provided to the contractor as it is available.

Question #26: Is there established branding that will be ready prior to the start of this project including brand guidelines and web standards?

Answer: Yes

Research

Question #27: What is your expectation for any research around audience needs? Will project stakeholders be able to speak for the audiences or will focus groups be necessary?

Answer: Project stakeholders can speak on their behalf. Stamats has conducted focus groups for our target audiences and can provide insight into the findings. Stamats conducted extensive interviews in fall 2015 with a variety of our users – students, faculty, staff, alumni, etc.

Question #28: Are you interested in usability testing?

Answer: No

Selection

Question #29: Will presentations be required? If so, is the expectation that these will occur onsite?

Answer: Presentations of the designs can be completed remotely via teleconferencing software.

Question #30: What are the most important criteria for selecting a vendor?

Answer: We are seeking a qualified verified Episerver partner with experience using Ektron who has experience in replatforming websites from Ektron to Episerver. Cost is a driving factor.

Question #31: How important is other higher education experience to the vendor selection?

Answer: Some higher education experience is preferred.

Question #32: Will vendor selection be prioritized by proximity to South Carolina?

Answer: No.

QUESTIONS RECEIVED FROM VENDOR C

Question #1: 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.

Answer: Windows based servers, one development staging server (Windows Server 2008) and one live production server (Windows Server 2012)

Question #2: 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

Answer: No

Question #3: What is your current site traffic (i.e. number of visitors and page views per month)?

Answer: Approximate Sessions: 125,780 - Page views: 382,359

Question #4: What group or division is driving the project (i.e. marketing, IT, board, etc.)?

Answer: Office of University Communications and Admissions

Question #5: What is the budget / range for the project?

Answer: Approximately \$80,000

Question #6: How many total users or content providers will the CMS have?

Answer: Approximately 75

Question #7: How many concurrent users or content providers will there be?

Answer: Approximately 75

Question #8: 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?

Answer: The web team consists of one developer, one site administrator and content manager and two student workers as well as a network specialist.

Question #9: What third party / internal systems must the site be connected, and can you provide the technical details / programming languages / database for each?

Answer: Windows Active directory for users' login

RSS feeds from our external newsroom website (WordPress, PHP/MySQL, RSS/XML)

RSS Feeds from our external Events Calendar website (WordPress, PHP/MySQL, RSS/XML)

Question #10: Is there an incumbent vendor? If so, is that vendor bidding on this contract?

Answer: No. The contractor will work with another vendor on the design portion of this project.

Question #11: How many vendors received this RFP? How many responses do you expect?

Answer: This Invitation for Bid (IFB) was advertised in the South Carolina Business Opportunities magazine and posted on USC's Department of Purchasing web-site.

Question #12: What type of social media integration are you looking for in the new website?

Answer: Some social media iframes

Question #13: What are the SEO requirements for this project (if any)?

Answer: Must follow the standard SEO requirements and best practices

Question #14: What level of 508 compliance are you seeking?

Answer: Full compliance with section 508/W3C

Question #15: Content migration: what are the needs / requirements...and whose resources?

Answer: USC Upstate is responsible for content migration

Question #16: What video requirements will the site need to handle?

Answer: The site will utilize YouTube videos in iframes.

Question #17: Is there a need for content development?

Answer: No.

Question #18: What type of files and documentation will be handed over from Stamats to the selected Contractor?

Answer: The contractor will work closely with Stamats on this project. The contractor will receive a pdf file of the architecture, excel document of the content inventory, pdf files of the wireframes, and Photoshop files of the design.

Question #19: How many staff members / content providers will need training?

Answer: The training will be open to the 75 content providers.

Question #20: Does taxonomy need to be included to improve search results?

Answer: No. This has already been done and will be provided

ATTACHMENT #1 – USC-IFB-2992-MR – Amendment #3

Members:	User Hierarchy
FRESEMAN, KATIE	Administrator
SWEARENGIN, ERIC	Administrator
FARR-SHANESY, CAROLYN	Administrator Access/Publishing Rights
MCDERMOTT, ARRAN	Power User
PATANE, RONALD	Power User
WRIGHT, LATRESSA A	Power User
WEBINTERN	Student Work/User
WEBINTERN2	Student Work/User
BARWICK, BRETT	User
BISMARCK, TIFFANY	User
BLAIR, SELENA	User
BOGGS, RYAN	User
BOURGOIN, TRACEY	User
BROWN, JANE	User
BUTLER, SARAH	User
BUTTON, BETH	User
CAGGIANO, LISA	User
CONONIE, VIRGINIA ALEXANDER	User
COOPER, SAM	User
DAMREL, DAVID	User
DAVIS, LYNDA	User
DELOACH, MELISSA	User
DICKERSON, ALYSSA	User
DONALDSON, MATTHEW	User
DUGGINS, LES	User
EDWARDS, CAMERON	User
FERGUSON, KARA	User
FLOWERS, MARK	User
GLENN, DAPHNIE	User
HARE, DALYNN	User
HAYES, ADRIAN	User
HENDERSON, AMY F	User
HOLLAND, SUSAN	User
JENNINGS, CINDY	User
JOSEPH, SARAH	User
KARAS, LAURA B	User
KUSCH, CELENA	User
LAMPE, MICHAEL	User

MARLOW, DAVID	User
MARSHALL, ELAINE J	User
MARSHALL, SANDRA	User
MASTO, SHAWN	User
MCADAMS, SHERRY M	User
MCCLEARY, PATRICK	User
MCCURRY, DAVID	User
MILLER, LISA	User
MONTEMAYOR, JOHN J	User
OBRIEN, RENEE	User
PERRY, KRISTEN	User
PETERS, DOUG	User
PUCKETT-BOLER, LAURA D	User
PURDY, KIM A	User
RITTER, MARK	User
RODDY, JOHN	User
SANDOR, DONNA S	User
SARVER, ROBERT	User
SCHWARTZ, AMANDA	User
SEGARS-SZUSTAK, MYRA	User
SHEHAN, KEVIN	User
SHEHI, MONIKA	User
SLUSHER, LAURA	User
SMITH, KHRYSYAL	User
SNYDER, BEN	User
STOWE, DON	User
SWETLAND, KAREN L	User
TAYLOR, CORY	User
THOMAS, TASHA	User
VANWINGERDEN, LUKE	User
WALLACE, DAVID	User
WHITAKER, TERRI	User
WHITFIELD, BARRY	User
WILL, SYDNEY	User
WILLIAMS, GEORGE	User
WOODSBY, WENDY	User