ADDENDUM NO. 1

TO: **ALL VENDORS**

FROM: **Jason McGarry, Procurement/Contracts Administrator**

SUBJECT: **WIOA2018-01 – SC Works Website Design, Development and Hosting**

DATE: **March 12, 2018**

This Addendum No. 1 modifies the Request for Proposal (RFP) only in the manner and to the extent as stated herein.

QUESTIONS AND ANSWERS

Q1.   **Please confirm that this project is for the website design and development of the Trident SC Works site/pages (tridentscworks.org) only...and does not extend to the SC Works page (scworks.org) or the SC Works Online pages (jobs.scworks.org/) that are linked from the SC Works Trident site.**
A1.   Confirmed. Does not include linked pages

Q2.   **If this project does not extend to the SC Works site (scworks.org), will the site design or architecture for the Trident SC Works site (tridentscworks.org) be set and/or governed by the SC Works site (scworks.org)?**
A2.   The branding will need to be consistent but the design does not.

Q3.   **If this project does extend to the SC Works site (scworks.org), is there a specific job posting platform/application being used for its job seeker and employer online services?**
A3.   Does not extend

Q4.   **Is there a staff (or staff member) responsible for maintaining the Trident SC Works website (tridentscworks.org)?**
A4.   Yes

Q5.   **Is there a preferred Content Management System/backend for the staff who be maintaining the new website?**
A5.   WordPress is preferred

Q6.   **Are their agreements in place requiring the "ads" for job listing sites in the right column of this page: http://tridentscworks.org/JobSeekerServices.htm**
A6.   No

Q7.   **Is there a system in place into which data from this form could be automatically submitted: http://www.tridentscworks.org/files/joborderformscworks.pdf?**
A7.   No

Q8.   **Is the E-Newsletter design considered part of this initiative?**
A8.   No

Q9. **If so, is Constant Contact the preferred email/e-newsletter platform moving forward or open to suggestion?**

A9. NA

Q10. **Is a custom created Content Management System required? Or will the contracted team's recommendation for a proven out of the box solution suffice?**

A10. Out of the box is acceptable.

Q11. **Please clarify on "web hosting service support for multiple platform environments"**

A11. The ability to provide support when and if necessary on multiple platforms/applications including Windows, Mac OS, smartphones or iPhone or in development using platforms that will run on many operating systems and hardware types with little need of support.

Q12. **"Spam filter for email" – Would the contracted team be providing an email hosting solution?**

A12. No

Q13. **Is there an incumbent for this effort? If so what is the level of effort for the prior contract period and who developed the original source code?**

A13. No

Q14. **Are there any socio-economic goals (Small Business, Woman Owned, Minority Owned) associated with this procurement? Are there any evaluation preferences based on socio-economic status?**

A14. No

Q15. **Are there any evaluation preferences offered for companies who domicile in the Berkeley, Charleston or Dorchester counties?**

A15. No

Q16. **What is the expected date of award for this contract?**

A16. Estimated April 2018

Q17. **What is the desired date for the first release of the newly designed tridentscworks.org website?**

A17. ASAP

Q18. **What is the page limit for the proposal to be submitted and other page criteria, such as font, size, etc.?**

A18. No page limit requirement.

Q19. **What programming languages are primarily used in the current website?**

A19. NA. The current site was developed using Microsoft Expression Web.

Q20. **Is there a required or preferred programming language for this project?**

A20. No

Q21. **What is the current deployed or demonstrated configuration of servers, databases, and connectivity?**

A21. Currently using an onsite server for hosting.

Q22. **Will the Selected Consultant have full access to all current environments (application and database)?**

A22.   Yes

Q23. **From an architecture standpoint what freedom does the Selected Consultant have to select programming languages, database technologies, and caching technologies? Does the consultant have control over the frameworks for front end and business logic?**

A23.   Yes

Q24. **Is there already a set of rules surrounding caching and how long it needs to persist? Is there a preferred caching technology?**

A24.   No

Q25. **How many concurrent users are envisioned for the target steady state use of the application/website?**

A25.   Unlimited

Q26. **After the delivery of the initial version release of the application/website, is there an expected release frequency of subsequent versions?**

A26.   No

Q27. **How many environments need to be configured? Should the two systems internal and external communicate with each other or is it envisioned that the internal and external systems will be segregated from each other? Will functionality differ between the internal and external systems?**

A27.   Separate from each other. Yes.

Q28. **Is there a user account hierarchy (e.g. users, supervisors, departments/divisions, etc.)? What does it look like? What is the preferred authentication methodology (single factor authentication, multi-factor authentication, or other)?**

A28.   No all users have the same access. Single factor is acceptable.

Q29. **Does the scope of this project include the development of a website and separate mobile application, or just one mobile-friendly application?**

A29.   One mobile friendly application.

Q30. **Will amendments and revisions be posted on the www.bcdcog.com and www.tridentscworks.org websites?**

A30.   Emailed and posted on the website

Q31. **What are the primary issues/concerns with the usability and functionality of the current tridentscworks.org website?**

A31.   It was created in outdated technology so updating is difficult.

Q32. **Are there any format requirements for the website architecture plan, wireframes, design options, CMS redevelopment plan, etc.?**

A32.   No

Q33. **Is BCDCOG open to using an established content management system that meets all requirements or is the requirement to create BCDCOG's own system? Is BCDCOG familiar with**

Sitefinity? Is BCDCOG willing to consider using a web content management platform such as Sitefinity? On approximately how many pages will content need to be managed through the CMS solution?

A33.   Yes. No. Prefer wordpress. Depends on the total number of pages for the site. Staff must be able to access all content on site to be able to manage effectively.

Q34.   Does BCDCOG want references for clients we currently provide hosting services to, or recommendations for hosting solutions that provide environmental and security benefits, or both?

A34.   Both

Q35.   In what context will live video streaming be used within the tridentscworks.org website? In what ways will multi-media applications be used in the context of the tridentscworks.org website? Do videos and slideshows need to be managed within the CMS solution?

A35.   Events, meetings, etc. may be used in context of live video streaming. Mulitmedia functions mainly but not limited to videos and audio files. Yes

Q36.   What is meant by "limited animation?"

A36.   Ability to incorporate potential animation functions, this may be more in multimedia functionality

Q37.   Which of these elements of the website (email links, surveys, feedback forms, and online calendars) will need to be managed through the CMS? If feedback forms are managed through the CMS, will there be one feedback form that is edited/updated through the CMS, or will there be a need to create multiple feedback forms? If online calendars are managed in the CMS, will there be one calendar that is edited/updated through the CMS, or will there be a need to create multiple calendars? What social media platforms will the tridentscworks.org website need to interact with (Facebook, Twitter, YouTube, etc.)?

A37.   Feedback forms and online calendars will need to be managed through CMS. Ability to create multiple forms. Calendars – TBD - There may be the need to have multiple calendars managed through the CMS system. This is subject to change as additional platforms emerge. Currently platforms will include Facebook, Twitter, Instagram, YouTube, snapchat.

Q38.   In order to provide BCDCOG with a reliable proposal in regards to price and functionality, what are the specific features in the "Additional Features" list, as well as any features not in the list, that are required for the successful implementation and acceptance of the tridentscworks.org website redesign project?

A38.   All features in the "Additional features" are required. As technology changes the additional features will change and the ability to be flexible and adapt to include all features is important.

Q39.   Additional Features. Tag all pdf, photos, graphics with keywords (for search strength) Is this tagging intended to be managed within the CMS? Is the purpose of the tags to improve user search capabilities on the tridentscworks.org website?

A39.   Yes. Yes.

Q40.   What are the requirements of the automated job posting feature in regards to functionality in the tridentscworks.org website and integration with the tridentscworks.org website?

A40.   This should be a standalone section or sidebar. Users should have the ability to view a preview of current or recently updated jobs available in their area and click for more info. This can either be from direct embedded social media (through widgets, threads, etc.) where staff will update the

social media postings and it will automatically update on the website or it may be from direct population from a staff member in the CMS. Staff will be open to suggestions.

Q41. **What are the requirements of the Subscription feature in regards to functionality in the tridentscworks.org website? If this is in reference to an email/notification subscription, does SC Works Trident already have an email management system in place that the Selected Contractor will need to use for this feature or will a new account need to be setup for SC Works Trident email management?**

A41.   Please disregard at this time.

Q42. **Does SC Works Trident have a preferred translation service? What level of freedom will the Selected Contractor have to select a language translation service to integrate with the tridentscwork.org website?**

A42.   We are open to suggestions.

Q43. **What is meant by "Schedule finder functions included?" What specific functionality is required in the tridentscworks.org website to consider this feature successful?**

A43.   Please disregard

Q44. **What is entailed by "text prediction?" Is this auto-complete search functionality? Where is this intended to be used in the website?**

A44.   Yes, it is an auto complete search function. Intended use in the search function.

Q45. **What is meant by "Service Bulletins?" What specific functionality is required in the tridentscworks.org website to consider this feature successful?**

A45.   This should be a standalone section or sidebar. Users should have the ability to view a list of current events, activities and job fairs. This can either be from direct embedded social media (through widgets, threads, etc.) where staff will update the social media postings and it will automatically update on the website or it may be from direct population from a staff member in the CMS. Staff will be open to suggestions.

Q46. **Statement: CMS Development. 1. System should work with interactive elements and allow staff the ability to easily update those functions.**
Question: What is meant by "interactive elements?"

A46.   May include but not limited to, email links, email blast, surveys, feedback forms, online calendars, social media sharing tools and online instant chat functions.

A47. **CMS Development. 2. System should have the flexibility to interline future elements and allow staff to update and interact with those functions.**
Question: What are some possible "future elements" that may need to be integrated into the system?

A47.   Survey, online instant chat functions are examples of a few potential future elements.

Q48. **Statement: CMS Development. 3. Provide general maintenance and upgrades to allow CMS to continue to accommodate the growing demands of the community and staff.**
Question: For what period of time will the selected contractor need to perform general maintenance and upgrades? Will this effort be contracted in a separate retainer agreement or maintenance contract?

A48.   Through the period of the contract. Include maintenance for 1 year as an option.

Q49.   Statement: CMS Development. 4. System should have a function where staff can view analytics on an ongoing basis as well as monthly statistics.
Question: What analytics and statistics does the staff need to be able to view in the CMS?

A49.   It does not have to be in the CMS, but staff should have ability to view all analytics without assistance from contractor.

Q50.   Statement: CMS Development. 7. Provide initial training to selected staff on CMS and provide future periodic training as it applies.
Question: Is there an estimated total number of training hours the selected contractor will need to provide training to staff? Over what period of time will this training effort be required? Will additional training needs after the initial implementation and training of the SC Works Trident website be contracted separately through a retainer agreement or maintenance contract?

A50.   2-4 Hours of training (Estimate-subject to change). Prior to or immediately following live launch to the public. TBD

Q51   Statement: Quality Testing and Assurance. Platforms and Browsers. Selected Consultant shall test web pages on both PC and Macintosh platforms, using a variety of popular operating systems on a variety of popular Web browsers and versions, including, but not limited to: Firefox, Internet Explorer, Safari, Opera, Lynx and mobile phone browsers such as iPhone and Android.
Question: Internet browsers have changed drastically over the years, which has affected cross-browser compatibility. What are the minimum versions of the browsers that should be tested?

A51.   Minimum – Google Chrome, Internet Explorer, Firefox, Safari, iPhone and android

Q52.   Statement: Quality Testing & Assurance. Deliverables. Relevant documentation related to web site access, usage and instructional material
Question: What documentation "related to web site access, usage and instructional material" is included in the scope of this project? Are there any formatting regulations or standards the selected contractor must follow for the documentation?

A52.   Documentation should include any items verifying quality assurance testing, load times verifications, WCAG 2. 0 AA, accessibility compliance

Q53.   Statement: Project Management. Contract shall provide Project management services to manage and ensure completion of the project on schedule and within budget.
Question: Are there currently any Project Management methodologies in place at SC Works Trident? Will the Project Sponsor, SC Works Trident Project Managers, and other stakeholders be available for project meetings hosted at the selected contractor's headquarters or via telecommunications?

A53.   Yes we will be available for meetings.

Q54.   Statement: Project Management. Project Schedule. Consultant shall work with SC Works Trident staff to prepare a detailed project schedule
Question: Is there a preferred format for the project schedule?

A54.   No.

Q55.   Statement: Hosting Services. Consultants must also provide documentation of their downtime performance, technical support complaint history and demonstrate their internet traffic throughput speed.

Question: What details are desired for the "technical support complaint history?" Given the sensitivity of the Selected Contractor customer information and security, is BCDCOG willing to accept number of complaints per website/application over a specified time period and average time to close support tickets?

A55.   Yes

Q56.   Statement: Hosting Services. Server Specification Requirements. Dedicated Server
Question: Will BCDCOG consider recommendations for cloud hosting services?

A56.   Yes

Q57.   Statement: Hosting Services. Technical Support Requirements. Rapid, responsive and knowledgeable customer support – voice & e-mail
Question: Is BCDCOG willing to purchase a hosting support plan through a third-party hosting provider? If yes, does the cost of the support plan need to be included in the price proposal of the response or will it be purchased/considered outside of the project's price boundaries?

A57.   Yes, please include.

Q58.   Will you consider agencies from the Washington, DC area?

A58.   Yes

Q59.   Will you reimburse for travel?

A59.   Travel should not be required

Q60.   The RFP states each proposal should include signed copies of Exhibit A-E. However, there are only Exhibits (called Attachments) A-D in the RFP.

A60.   A-D only

Q61.   What is the budget for the project?

A61.   Not provided

Q62.   Our design process involves intense rounds of discovery and wireframe iterations with clients, helping us reach consensus on home page wireframe and design. From there, we provide a single home page design with up to two rounds of revisions. Would this approach work for you or do you have to have 3 homepage and subpage designs?

A62.   Yes, this will work.

Q63.   Do you have internal design resources to create flash media assets mentioned in the RFP? If not, do you need a vendor to provide those services on an ongoing basis as a part of hosting?

A63.   Yes. No.

Q64.   Will you provide more detail on your "Smartphone/iPhone applications" functionality request?

A64.   Site should be true mobile friendly and adapt to fit and function on smartphones/iphones

Q65.   Will you provide more detail on your "Automated job posting" functionally request?

A65.   This should be a standalone section or sidebar. Users should have the ability to view a preview of current or recently updated jobs available in their area and click for more info. This can either be from direct embedded social media (through widgets, threads, etc.) where staff will update the social media postings and it will automatically update on the website or it may be from direct population from a staff member in the CMS. Staff will be open to suggestions.

Q66. **Will you provide more detail on your "subscription" functionally request?**

A66. Please disregard at this time.

Q67. **Will you provide more detail on your "Directories" functionally request?**

A67. Please disregard at this time.

Q68. **Will you provide more detail on your "Text prediction" functionally request?**

A68. This should be an auto-complete function when users are accessing the search function

Q69. **Will you provide more detail on your "service bulletins" functionally request?**

A69. This should be a standalone section or sidebar. Users should have the ability to view a list of current events, activities and job fairs. This can either be from direct embedded social media (through widgets, threads, etc.) where staff will update the social media postings and it will automatically update on the website or it may be from direct population from a staff member in the CMS. Staff will be open to suggestions.

Q70. **Do you current have a vendor that provides live streaming services, or do you need a recommendation for one?**

A70. Do not currently have one. We are open to suggestions.

Q71. **Do you have a target load time for pages accessed at 56K dial-up speed?**

A71. Current industry standards are acceptable.

Q72. **Can the digital version be placed on a USB drive? What does unbound original mean and what is acceptable to fasten the pages together? Can the copies be fastened in a similar manner?**

A72. Yes, USB drive is acceptable. Unbound original is for the procurement file, please use binder clip to hold together. Copies can be in any format.

Q73. **Can SC Works Trident clarify the submission requirement for the "documented website architecture plan and wireframes" and "three (3) Design alternatives, including at least three (3) sample web pages per alternative"? Is the vendor required to provide this information in the proposal submittal package? (in section 2.0 Scope of Work - Paragraph 3.0 and Paragraph 4.0 it is stated as a guideline and deliverable upon selection).**

A73. Provide organized plan, image or set of images displaying the functional, technical and visual components of the site. Provide 3 examples of differing organizational structure and 3 pages for each of those examples that will show options for page structure (Home page example, page with sidebar, etc.).

Q74. **Can SC Works Trident clarify the submission requirement for the entire section? (in section 2.0 Scope of Work - Paragraph 5.0 and Paragraph 6.0 it is stated as a guideline upon selection).**

A74. Present 3 architecture and wireframe examples of what the site will look like and how it will operate and answer questions regarding presentations. After the design presentation staff will select one design to move forward. Design may continue to be refined until design is approved to move into actual production.

Q75. **How many on-site meetings (vs. web conference meetings) will be required?**

A75. TBD

Q76. **Please provide hosting usage and storage data so that we can make an initial assessment of**

hosting options.

A76.   We require at least 5 GB disk space and unlimited bandwidth.

Q77.   Do you expect to host live streaming applications on the website, or will it be an embedded link from your streaming provider?

A77.   Both are possible.

Q78.   IS WCAG 2.0 AA the accessibility target?

A78.   Yes

Q79.   "Must be designed with a balance of text and graphics whereas each page loads in 8 seconds or less on the average computer." Please define "average computer."

A79.   Please use industry standards regarding average computer and load time of 8 seconds or less (preferably 3-5 seconds or less)

Q80.   What is the CMS powering the current site?

A80.   It was designed in Microsoft Expression Web

Q81.   If no CMS - please describe the state of the existing content. Would you characterize it as structured data with consistent separation of content and code?

A81.   It was designed in Microsoft Expression Web

Q82.   Please explain the following "additional functions."
- **Mobile SC Works Trident? Is there a separate mobile application we should be aware   of?**
   - A.   No
- **Smartphone / iPhone applications. Same question, the RFP is for a website. Do you   expect separate mobile applications too?**
   - A.   No
- **Facebook / Twitter function. Does this mean the ability to embed content from FB or   Twitter on the site?**
   - A. Yes
- **QR function. Please explain desired functionality.**
   - A. Disregard
- **Real Audio / Video Live Streaming - Does this mean the ability to embed content on the site? Something else?**
   - A. Yes
- **Live Broadcasting with 100s of streams. Where will the streams be hosted? On the website? With the streaming provider?**
   - A. Plan for ability to stream on website or from a provider
- **Automated job postings. What is being automated? What is the source of the job listings? Are employers adding them to the site? Please describe desired functionality.**
   - A. This should be a standalone section or sidebar. Users should have the ability to view a preview of current or recently updated jobs available in their area and click for more info. This can either be from direct embedded social media (through widgets, threads, etc.) where staff will update the social media postings and it will automatically update on the website or it may be from direct population from a staff member in the CMS. Staff will be open to suggestions.
- **Subscription. Does this refer to RSS feeds?**
   - A. Disregard

- **Ability for multiple graphics; photos, etc. per page using flash. Best practices have dictated avoiding all Flash use for at least several years. Is there a specific reason you want to use Flash and not HTML 5?**
  - A.　　HTML 5 can be used. Please follow best practices and industry standards
- **Schedule finder functions included - Please describe the desired functionality. We are not sure what this means.**
  - A.　　Please disregard
- **Service Bulletins - Is this just a content type on the website or does it refer to something else?**
  - A.　　Content on the website

Q83. **Hosting requirements specify "E-commerce and tracking.." There are no e-commerce features in the RFP. What does this refer to?**

A83.　Future ability to utilize e-commerce functions. Those exact functions TBD

Q84. **2015 statistics list SC as the 2nd best state in the country, with only .15% of internet users still using a dial-up connection. Why does the RFP specify testing against dial-up speeds? Also, if we do need to test against dial-up, what are the performance objectives on dial-up?**

A85.　Due to limited accessibility of some potential clientele and rural area users. The objectives are to assure the site still loads relatively quickly and that all items are accessible when using this mode. Please use current industry standards in this area.

Q86. **The requirements for this RFP could be interpreted as a $25K website, or $100K website. What is the target budget range?**

A86.　Not Provided

Q87. **What is the single most important purpose of the site?**

A87.　Informational site

Q88. **How do you envision the post site launch relationship with the developer? Do you need a support contract for ongoing updates and development?**

A88.　Yes, as an option

Q89. **Is this a new requirement or is there an incumbent?**

A89.　Incumbent

Q90. **How long do you expect this engagement to be?**

A90.　TBD

Q91. **What technology is currently being used for tridentscworks.org?**

A91.　It was designed in Microsoft Expression Web

Q92. **Do you have a date in which you want the site to go live?**

A92.　ASAP

Q93. **Do you have a preferred CMS?**

A93.　Wordpress

Q94. **We realize you are scoring 10% to agencies located near or in Charleston or familiar with Charleston. We've done work in South Carolina (scbar.org), but we are not located in South Carolina (but would love to visit again). Would you still be open to proposals from agencies**

located out-of-state?

A94.   Yes

Q95.   Are there any requirements for CMS is it completely open? Could we propose any CMS such as Django, Node/React, a headless CMS or is it more likely that you'd be looking for a more traditional Drupal/WordPress CMS.

A95.   Wordpress is preferred

Q96.   Is there anything transactional as part of this project, e.g. forms, login/logout, registration, account/profile management, checkout etc? Or is a pretty straight-foward informational website with content.

A96.   Informational Site

Q97.   Would it be possible to arrange a quick introductory phone call to discuss the project before we submit our proposal?

A97.   No

Q98.   What is meant by" Schedule finder functions included" on page 10?

A98.   Please disregard

Q99.   How many non-technical content editors do you want to allow to edit the new website?

A99.   Approx. 6 content editors

Q100. How many pages and documents are on the websites today?

A100. 13

Q101. Would you like to migrate all the content into the new site?

A101. No, staff will determine what content should be migrated to the new site.

OFFEROR SHALL ACKNOWLEDGE RECEIPT OF ADDENDUM NO. 1 IN THE SPACE PROVIDED BELOW AND RETURN WITH SUBMITTAL. FAILURE TO DO SO MAY SUBJECT PROPOSAL TO REJECTION.

_____   _____

Authorized Signature   Company

_____

Date