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University RFB AA16-GD-5123
Amendment 1
July 22, 2016

Below are the vendor questions that were submitted prior to the deadline listed in the RFP. University responses follow each of the vendor questions. All vendors responding to the RFP must incorporate these items into their response. Failure to do so may disqualify the vendor.

The RFP opening date will be extended to Monday August 1, 2016 at 2 P.M. DST

Q1. Can companies from outside the USA apply for this?
A1. Yes

Q2. Whether we need to come over there for meetings?
A2. While the majority of work and communication with the University can be done remotely, there will be occasions where the vendor must come on-site. Examples include conducting usability testing with our on-campus community and if there were to be any larger-scope changes. Note: We expect all vendors to cover their own travel costs and accommodations.

Q3. Can we perform the tasks (related to RFP) outside USA?
A3. Most work can happen from off-site but there will be times when an on-campus presence is required (please see #2).

The vendor should have personnel and resources available to the University during the normal business hours of the University (0800-1700hrs Eastern time).

The vendor, as well as all subcontractors for the vendor, who will be interfacing with the University must speak, read and write fluent English.

Q4. Can we submit the proposals via email?
A4. Per section 2.5 Proposal Opening Date / Time, in the RFP, all proposals must be submitted through Bid Express. See this section of the RFP to find instructions on how to submit your response through Bid Express.

Q5. Can you please clarify and elaborate on the required order and numbering scheme of the RFP response? Section 4.1 - Proposal Response Format lists a bid response order, as does Section 6.1 - Format & Contents of the Proposal. These formats appear to present contradicting orders and formatting. Furthermore, Section 6.3 - Award of the Contract states evaluation criteria such as a
timeline which are not mentioned in the body of the proposal nor in the aforementioned sections. Where are these sections intended to appear in the proposal?

A5. Please respond according to the section number.

Q6. The evaluation criteria in section 6.3 mentions "Overall plan and approach to implementation of the new CRM", however there is no mention of a new CRM in the body of the proposal. Can you please provide more information? Has the University selected a CRM, or will they be looking for guidance from the chosen vendor around which system to use?

A6. We will likely be proceeding with a Salesforce implementation.

Q7. Are vendors from out of state allowed to participate in the RFP?

A7. Yes

Q8. Is there a current provider and if there is, what are their rates?

A8. There is a current provider and the rate is $100 per hour.

Q9. What is the required turnaround time for change requests?

A9. Turnaround is largely dependent on the scope of the change. Small requests are expected to be turned around in 1-2 business days; some requests need to be addressed immediately. The priority of work will be determined by the Marketing & Communication department.

Q10. Are we responsible for direct DB changes and maintenance?

A10. The vendor maintaining the website is responsible for the database schema and data within. Backups and maintenance (i.e reorganizing indexes) as well as SQL availability is the responsibility of TSS.

Q11. Will anyone on staff be deploying modules or custom code?

A11. Generally, no. The TSS group generally handles deployment of core Drupal updates, in coordination with the vendor, after testing in the development environment.

There are some folders in the file structure of the root of the website that are unrelated to the CRM and contain custom code. The vendor would not be responsible for these folders, but should know they exist to avoid collisions.

Also, there are occasionally times where TSS will do some coding to support the CRM or other needs. Generally, this is done within the confines of existing code blocks on the site.

Q12. Is the site under version control in Git, SVN or a similar framework?

A12. No

Q13. Does the site have any current technical documentation especially for custom code elements?

A13. No.

Q14. Does Isenberg have an estimate of the number of hours of maintenance required per quarter?

A14. Approximately 90-100 hours per quarter.
Q15. Is there a mechanism for transferring changes (files and data changes) between development/staging and production? Could you please describe?

A15. No. The work flow of development -> production generally does not happen. Before updates, a copy of the production site is copied to development or staging and all updates are tested. This testing may take days. As the production site continues to be updated, essentially becoming more divergent from the test system as time goes on, the testing system cannot simply be rolled forward to production. After changes are tested in production, they’re repeated during a maintenance window on the production site.

Q16. Regarding this item: "Data management for Publications (Import/Export of Access Database to custom Drupal tables)" In order to understand the effort, could you describe the process as it is now and tools that are used? Otherwise, what is the number of databases and tables involved?

A16. There is one database. The database has 772 tables of type “base table.” This includes all standard tables created by Drupal.

Q17. Regarding this item: "Provide support for integrations and facilitate integrations." Could you please provide examples of integrations you may plan to do in the future?

A17. Most integrations will be related to our CRM system. This includes form submission as well as any new features we choose to implement that are part of Salesforce. There is also an integration that shows our course scheduled. Unfortunately, there is no API to query the information, so we have an XML file that we ingest into Drupal and display the contents of via the CMS.

Q18. Regarding this item: "Asset creation (Iconography, style assets)" Could you give examples and quantity of such requests?

A18. Asset creation will now be handled separately and the vendor will just need to integrate them when necessary.

Q19. Regarding this item: "Oversee usability testing". Could you describe in more detail our role and your requirements for this?

A19. We will need the vendor to work with our team to set goals, find a third party to host the testing, and then be part of the testing as well as the review and analysis of results.

Questions 20 through 22 are proposed contract structures:

Q20. An ongoing support retainer with clearance to use up to X hours per month. You'd pay for actual time you'd use and we wouldn't exceed your monthly allocation without your written consent first. Also, allocated hours can be extended upon approval by your team (in the event a larger project comes up).

A20. This is our preferred method of contract and billing.

Q21. An allocation of X hours billed quarterly to be used as your team would like. Any hours not used at the end of the quarter would not roll over to the next quarter. Honestly the only time I’ve seen clients opt for this option is when their school’s billing department requires quarterly billing but that has happened more frequently with universities.

A21. See #20
Q22. A standard contract with a low end of $X and a contingency budget of an additional $X to be used in case requests not covered in the RFP came up.

A22 See #20

Q23. Please share the list of Drupal Modules that are being enabled and ‘to-be’ enabled in future.

A23. A list of current modules is attached. There are no acute plans to implement any new modules. However, future needs may require the use of additional modules. The vendor should be prepared to propose new modules to add functionality as well as implement said modules.

Q24. Please provide the list of Drupal roles and also describe permission matrix for them.

A24. A list of the roles, as well as the role permissions is attached. Formatting originates from the database.

Q25. RFP mentions significant amount of custom coding. Can you please list the custom modules? Are there any contributed modules?

A25. This information is not available.

Q26. Is there a need for Multilingual content/website? If yes, Is it a valid assumption that the translated content will be provided by the university?


Q27. Under section V, the high level scope covers maintenance and enhancement of the portal. Do you also plan to redesign the UI? If yes, please provide more details.

A27. No

Q28. Please provide some insights on the current infrastructure that hosts the current website / where the new website is required to be hosted?

A28. The website is currently hosted on IIS hosts, which are behind a load balancer. There are currently no plans for a “new” site. Hosting will remain where-is for foreseeable future.

Q29. Are you open to host the new website on cloud hosted solutions?

A29. There is no “new” website. This contract is specifically for maintaining the existing website. Off-site hosting is unlikely.

Q30. Is it a valid assumption that the infrastructure set up, hosting and other system administration work would be done by university’s technology team?

A30. This assumption is valid.

Q31. Would you require SSL certificates for your website? If yes, would the vendor be responsible for procuring them?

A31. The site already has SSL enabled for all traffic. Isenberg handles its own web server maintenance as well as SSL certificates, load balancers and most anything infrastructure.
Q32. Would any of the data/content on the website be restricted by US Export Control requirements (i.e. it can only be handled by US citizens)? If yes, please provide some details.  
A32. We do not anticipate the data having export restrictions.

Q33. What would be the size of the current website (e.g. # of static/dynamic pages, # of custom/core widgets/plugins, content types, users, roles, # of forms, etc.)  
A33. Approximately 2400 pages and 16 forms.

Q34. What kind of user base would be there for this application? (numbers, locations, Hit-rate on site etc) & what would be performance benchmarks/requirements, if any?  
A34. The user base consists largely of student prospects, alumni and current students. While much of the user base is in the USA, there are some world-wide consumers of content. There is no hard and fast performance benchmark. The vendor will need to assist in tuning the site code and database for SEO and to improve the overall user experience.

Q35. Are there any Report or Dashboard requirements in the new website, apart from Google Analytics?  
A35. The site has integration points with Google Analytics and by extension, Google Search console. We also use third party products like SiteImprove.

Q36. Do you have a budget for this contract? If yes, kindly provide some estimations.  
A36. No.

Q37. Are there any specific tools for project management, defect management, and testing that you already have, and would like the vendor to use while executing the project? E.g. HP Quality Center, Bugzilla, JIRA, Asana, etc.  
A37. No.

Q38. Is the training required to be imparted in-person or can it be done through online meetings or webex sessions?  
A38. Online is fine; in-person is preferred.

Q39. Is there a requirement for the website development/execution to happen on site /within the US? Can we make use of our global development centers’ (e.g India) resources to reduce the cost and pass the advantage to the college?  
A39. Website development and execution does not happen on campus but we prefer that we work with a vendor that is local (within driving distance.) We prefer not to work with a Global Development Center.

Q40. Do you have any preference on the kind of support coverage required (e.g. 18x5, 24x5, 24x7)?  
A40. 18x5 is sufficient, but in times of crisis we need 24x7.

END OF AMENDMENT #1