

Q: Can companies from Outside USA apply for this?

Due to the complexities of import/export law and regulation, this RFP is limited to domestic entities who will do the work in the United States.

[NOTE: Additional questions submitted that are applicable to non-domestic vendors have been omitted in light of above response.]

Q: Is the proposed budget of \$40,000 - \$150,000 per website or for the redesign and development of all 7 websites?

Proposed budget should at least cover redesign of the initial set of 5 Drupal websites. Additional work can be considered separately, but achieving our objectives, as outlined in the RFP, within budget and resource constraints will be an important part of our consideration of proposals. Vendors should be aware that CCSNH, as a public entity focused on efficiency of operations and affordability of higher education, operates with limited resources.

Q: How many vendors will be awarded for this contract?

We will consider proposals that include vendors working in partnership with one another, i.e., website design and development vendor in partnership with a hosting entity. We would like one vendor to be the main point of contact orchestrating services.

Q: Is there an incumbent working in this contract?

Currently CCSNH does not have a vendor contracted to redesign college websites.

Q: Please confirm that CCSNH.edu is not in the scope of this RFP. A redesign of that website is already underway?

Correct. New design will be shared with the selected vendor so that can be taken into account when developing college sites. While they will not need to “match,” there will likely be a desire for certain consistencies as well as ways to share or leverage content, preferably other than through manual methods.

Q: Are the five sites that are in Drupal and hosted with Pantheon set up in a single codebase, multi-platform environment? Or are they individual, standalone environments?

Standalone environment, at present.

Q: Is it safe to assume that all seven colleges mentioned in this RFP are looking to consolidate their hosting as well as their development platform in a single environment? Or are schools looking to maintain their independence, hosting-wise?

CCSNH is looking for recommendations and is open to considering solutions. But streamlining our contacts is overall a desirable goal. Hosting of the 5 Drupal college sites is already consolidated. Most staff are content editors who only require front-end access to the CMS.

Q: Aside from branding, have you documented what individual needs each college has that needs to be addressed by an integrated web development solution?

We have not documented this other than what is referenced in the RFP. We would expect that to be part of the discussion and planning process with finalist vendors.

Q: Recognizing the autonomy of each college, we wanted to ask if each one would be responsible for driving/managing their own website project, or would there be a centralized approach to project management for all of the websites?

There would be coordinated approach to project management of the redesigns, with significant individual college input and management of each local site.

Q: Are you open to having the 5 campus sites use the same structure and same set of design templates that may have brand variations (such as color palette)?

Yes, we are open to it, but want to avoid having the sites look “cookie-cutter.” We would seek a balance between the cost-savings of using some level of templating, while allowing for college-specific branding.

Q: Is the expectation that CCSNH web developers will take the completed solution and continue to extend and evolve it? Or is CCSNH looking for more of a relationship with a development and support vendor on an ongoing basis?

Presently CCSNH has limited web developer capacity in-house. Therefore we would be looking for a relationship and support on an ongoing basis, at least in the near term. If it is determined to be optimal and cost-effective to bring that responsibility in-house eventually, it is something we would discuss with the selected vendor at the appropriate time. Some type of cost-effective support from vendor post-launch is desirable.

Q: For ongoing support (post launch) and hosting would CCSNH be covering that expense or should the vendor prepare a per college price?

We are interested in proposals for post-launch hosting and support, including budget proposals vendors may submit.

Q: You've mentioned three established, open source CMS platforms are in use at CCSNH -- Drupal, Joomla, and WordPress. Is there any sense as to user preference among the three? What versions of each are in use at this time?

No preference was cited. We will favor a user-friendly platform that does not require significant technical expertise to work with. Versions currently in use:

Drupal 7 -(7.65) Most current sites on Pantheon (New designs in this framework should be Drupal 8)

Wordpress - Only the latest secure/stable versions would be acceptable.

Joomla - Only MCC and NCC use this framework and they are not part of the initial phase of the RFP, but only version 3+ (3.9X) would be acceptable, and v4.0 is on the horizon.

Q: We understand that the Community College System of NH is currently utilizing Drupal and Joomla. Are you looking to change this arrangement?

We are open to recommendations that are consistent with the verbiage in the RFP, page 1, that the platform is flexible, scalable and user-friendly and that it is a supported, industry standard CMS.

Q: Can you confirm that the CRM of choice would be Salesforce? If so, are there discussions around using any marketing automation tools within Salesforce such as Pardot, Salesforce Email Studio or another third party platform?

CRM vendor will be Salesforce/TargetX. Marketing automation tools may be incorporated in a later phase but are not currently contemplated.

Q: Since you mention the selection and implementation of a CRM in the next year, are there expectations that the selected CRM will have any direct interaction or interoperability with the website solution?

TBD but this is likely.

Q: Are there any third party tools these websites should integrate with such as Career Coach, or any new third party viewbook tools?

Career Coach. AwardSpring (scholarship application platform). Potentially: a video viewbook platform; an embedded scrolling newsfeed tool.

Q: Are there any new features such as faculty/staff databases that should be considered for each site. (Similar to the one that runs on NHTI.edu)

Possibly. This would be considered in planning phases.

Q: It is our assumption that the links from: <https://www.ccsnh.edu/online-resources> (SIS, Canvas, Easy login, Awards, Scholarship Application) will remain the same and require no additional styling and design beyond the base template. Can you please confirm?

Unknown.

Q: Do you have a preference toward either cloud or on-site hosting? / Do you prefer that the CMS be installed locally on your own servers, or hosted as a cloud solution? Who currently hosts your website(s)? Are you looking to change this arrangement?

Please see bullet #4 under “Scope of Work.” Subject to assessing the merits of a particular proposal, we are not looking to host locally or have the site hosted in a non-enterprise level environment. Hosting must include appropriate scheduled backup, disaster recovery options, and demonstrable up-time guarantees of 99% or better.

Q: How many unique visitors and page views does your site get each day?

This information is not part of the RFP. Nor is the volume consistent across the sites.

Q: Are you interested in an open-source or commercial solution?

Both open-source and commercial solutions are acceptable assuming there is a demonstrable level of support for new features, training, and bug/security patching. As such, typically only the most active open-source CMS platforms, such as the ones already identified are likely to be considered. (Drupal, WordPress, Joomla)

Q: In regards to Migration: Will you require content migration services?

Likely some amount of migration will be needed. We are primarily looking for new design services. Optimally, only minimal existing content and structure would be migrated as most content would be developed in light of the redesign.

Q: Will the entire .edu domain need to be migrated?

The hosting platform and migration considerations are secondary to design concerns, but each site’s name and edu domain status should not change regardless of where it is hosted.

Q: Are there parts of the site that will not be migrated?

Any data or files deemed to be outdated and no longer required will not be migrated; this should include significant amount of current content (that is not needed for legal or archival purposes.)

Q: Are there additional domains that need to be migrated?

No.

Q: In regards to migration, how many different page layouts do you have on your current site?

The purpose of the RFP is redesign. There will be migration issues that can be covered within the discussion and planning phase.

Q: What form of data export is available from your current CMS setup?

We can backup CODE | DATABASE | and FILES individually to TAR/GZ files.

Q: How many people are on your web team?

Staffing varies by college. All colleges designate content editors, although most have minimal website technical expertise. Some colleges have a dedicated webmaster. Development is presently outsourced. In general, staffing dedicated to websites is minimal.

Q: How many individuals at your institution will need to use the CMS?

This varies by institution. Typically 2-8 individuals are designated as content editors/web administrators as described above.

Who makes the final CMS decision and how is it made?

Representatives from our colleges and the system office will make this decision based on our shared assessment of the most appropriate proposal.

Q: The RFP states "A vendor who is awarded the contract must be duly registered to conduct business in the State of New Hampshire." could you please expand on the required certification? Are you open to a vendor based outside of the US?

Please see State of NH - Secretary of State for information on registering to do business in NH. http://sos.nh.gov/Corp_Div.aspx

Q: Content migration and strategy requires a fair amount of effort and planning, particularly with multiple sites. Some things we would typically do include providing initial audits on the current state, guidance on content strategy, ensuring the design is consistent and aligned to strategy, and helping your team project-manage the content effort. Is there anything specific you're looking for a vendor to do that would be most helpful on the content front?

Priorities would include working with us to adapt content to ensure it is “marketing first” and engaging, informative without being overly wordy/dense, and that navigation is intuitive and not overly complex.

Q: Do you have thoughts on how you’d structure the engagement with the colleges? For instance, would you expect a single point of contact or small team that will be managing the overall project and bringing in representatives from the groups to discuss their own goals and requirements as needed?

There would likely be regular check-ins with a system-wide team of all POCs from the colleges and a member of the IT staff at the system level, alongside working with the point of contact (POC) for a small group at each college.

Q: Within 'Scope of work' it mentions Presentations" and "Measurement" as two of the elements, please can you expand on what is meant by these two terms in this context?

We would expect periodic presentations to the system-wide team on planning and work to-date, and potential presentations to other stakeholder groups (college presidents, e.g.). Measurement refers to providing relevant analytics that will illuminate website performance and inform website design on an evolving basis.

Q: Can we submit the proposals via email?

Please refer to the RFP under “Submission Information” on page 5