

CCEE Website Design and Development RFP
Responses to Questions
August 7, 2019

REQUIRED TECHNICAL FEATURES:

Q: On page 4 of the RFP, please clarify what CCEE means by the bullet that says “version control”; the aspect of the site that requires version control isn’t specified.

A: The selected Respondent will collaborate with the CCEE to develop and implement a version control process that allows for the tracking of changes throughout the website development, deployment, and maintenance phases. At a minimum, the version control process will retain a record of page changes when a page is published so that we can revert to an earlier instance if needed. We want to retain historical data of which user made the page update and when the change was made.

LEARNING MANAGEMENT SYSTEM

Q: On page 4 of the RFP, under “Learning Management System,” we want to confirm that your expectation is that the selected Respondent will consult on the evaluation and selection of a third-party LMS but will not be involved directly in the implementation, configuration, customization or training of staff on the LMS, since those items would typically be the purview of the LMS provider.

A: The CCEE will collaborate with the selected Respondent to determine if a custom built LMS or integration within an existing LMS application will best meet the business and program needs of the organization. CCEE does not currently use an LMS system and will explore both options through the design and development phases of the project.

The CCEE will collaborate with the selected Respondent, should a third-party LMS provider be selected, to help with the integration of the third-party tools and determine, if necessary, the level of involvement the selected Respondent will engage in on the implementation, configuration, customization and training of staff on the LMS.

PLATFORM to STORE, ORGANIZE and DELIVER CONTENT & EVENT CALENDAR PLATFORM

Q: On page 5 of the RFP, under “Platform to store, organize and deliver...” and “Event calendar platform”, CCEE specifies that there must be public and private (via secure login) options for the storing and display of both resources (approximately 100) and events. Could the LMS platform potentially serve this purpose? If you’re unsure if the LMS system can serve this purpose, can we add this as a line item in our “not to exceed” budget which would only get activated if the LMS system isn’t adequate?

A: Calendar visibility and resource access will be based on user login profile and user permission level on the front end of the website. The CCEE anticipates that the LMS platform could also serve the purpose of providing private, via secure login, access to resources.

Q: Would the same people need private access to select resources and events, or would one group need private access to resources and another separate group need private access to events?

A: There is potential for one group to need private access to resources that will not need private access to events. The CCEE will collaborate with the selected Respondent to determine the best approach to provide access given the level of access that is required (e.g., resources only, events only, combination of events and resources).

Q: On page 6 of the RFP, under “Event calendar platform,” CCEE specifies that data from the calendar system will “automatically import into communications listserv (e.g. MailChimp).” Can you please elaborate and provide examples of data that you would like to be automatically imported.

A: The CCEE will work with the selected Respondent to determine if the event calendar platform and communications platforms will integrate well and meet the needs of the organization. The ability to automatically import information such as contact information or review data (e.g., location, open rate, click rate) is desired, however, the CCEE is open to consider standard platforms that interact with simple manual export/import processes.

WEB CONTENT ACCESSIBILITY GUIDELINES

Q: The proposal mentions, the new site must be Web Content Accessibility Guidelines 2.1 Level AA and Section 508 of the Rehabilitation Act compliant. We are interested in understanding if the selected vendor will be responsible for the website being compliant or will CEEE need assistance with making all documents, podcasts and videos compliant?

A: The CCEE will collaborate with the selected Respondent to ensure that the website is ADA compliant. This may require the selected Respondent to test and remediate content before posting on the website and coordinate with the CCEE to develop an internal process that ensures the website is accessible.

Q: If the vendor is responsible for making all documents, podcasts and or videos compliant, can you provide the number of documents, podcasts and videos that will need to be converted to ADA/508 compliancy for launch?

A: The CCEE will collaborate with the selected Respondent to ensure that documents and videos posted on the website are ADA compliant. This may require the selected Respondent to create accessible documents and videos or coordinate with the CCEE to develop a process that ensures the content is accessible after the CCEE has created the content. The CCEE will collaborate with the selected Respondent to determine the number of documents, podcasts and videos that will need to be converted to ADA/508 compliancy for launch.

MISCELLANEOUS

Q: Is CEEE currently working with an incumbent and if so, can you please provide information about the incumbent?

A: The current website developer for the CCEE is Full Capacity Marketing Inc.,
<http://www.fullcapacitymarketing.com/>

Q: Is it correct to assume all work, with the exception of onsite project planning, stakeholder meetings/reviews and training meetings will be carried offsite at the vendors location?

A: The CCEE will collaborate with the selected Respondent to determine the meeting dates and location to support the project planning, stakeholder meetings/review and training meetings. These meetings may be in person or virtual.

Q: Whether companies from Outside USA can apply for this?

A: Companies outside of the USA are eligible to apply.

Q: Whether we need to come over there for meetings?

A: The CCEE will collaborate with the selected Respondent to determine the meeting dates and location to support the project planning, stakeholder meetings/review and training meetings. These meetings may be in person or virtual.

Q: Can we perform the tasks (related to RFP) outside USA?

A: Tasks related to the website design and development RFP may be performed outside of the USA.

Q: Can we submit the proposals via email?

An electronic signed copy of the original Proposal (as a PDF) must be received via email by mmagyar@ccee-ca.org by Wednesday, August 14, 2019 at 4:00 p.m. (Pacific Standard Time).