![Central Carolina Community College logo] **CENTRAL CAROLINA** COMMUNITY COLLEGE	**RFP # 86-2024-001**
	Addendum 2
	Commodity No. and Description: 811121 Internet Services
	Date: August 22, 2023

Vendor Questions & Answers

Reference	Question	Answer
General	Whether companies from Outside USA can apply for this? (like, from India or Canada)	The college would prefer the company to be based in the USA.
General	Whether we need to come over there for meetings?	Meetings will be held virtually and occur during the college's regular business hours.
General	Can we perform the tasks (related to RFP) outside the USA? (like, from India or Canada)	The college would prefer the company to be based in the USA.
General	Can we submit the proposals via email?	No. Responses must be submitted through eVP.
General	Are you able to share the other vendor's questions and your responses?	Yes, all questions and answers are part of this addendum.
General	Can you share a sense of the total budget range available for the project (new CMS + website redesign project, content creation, migration, etc.)?	The estimated cost of this project should not exceed $175,000.
General	Do we need to include pricing proposals from CMS vendors for the CMS solutions that we are recommending? Or will you contract for the CMS solution outside of this RFP?	Pricing information for recommended Content Management Systems should be included in the pricing proposal. The pricing for the solution should be itemized within the proposal.
General	Why did you complete the Discovery & Analysis phase as a separate project from the redesign?	It was decided that the best way to run this project was to mimic the process of a construction project. The Discover & Analysis phase was analogous to the consulting or initial architectural phase for construction; Phase 2 & 3 will be analogous to the architectural design and actual construction phase of a construction project.
General	Is there a reason why the vendor who completed the Discovery & Analysis is not completing the website redesign project?	State rules and statutes require us to bid out projects over a certain threshold. While the Discovery & Analysis phase was below this threshold, we are expecting the combination of Phase 2 and Phase 3 to be well in excess of the threshold. It was decided to combine Phases 2 and 3 to ensure consistency between the design and implementation.

Reference	Question	Answer
Section 1.0 Purpose and Background, Page 6	Functionality - Can you provide a list of all the website's current functionality, and do you know if CCCC is looking to add or remove any functionality to the website? (Functionality = API, social media, booking calendar, shopping cart, etc.)	This question is overbroad, but here is a listing of important items for current *functionality* (as defined in the question): mySQL database interactions, read/display CSV content, various widget implementations, and custom php solutions (some of which may be unnecessary due to the CMS). Added *functionality* will include the implementation of a CMS and potentially others as the project progresses (ex. redeveloped employee directory, Intranet, etc.).
Section 1.0 Purpose and Background, Page 6	DestinyOne - Do you have plans to move your Short-Term Training to Destiny One? If so, which model do you plan to use?	The college is currently working to utilize Modern Campus's system, known as Destiny One (Model 1), as a course search and registration system. The current plan is to utilize a hybrid approach – where the college website (www.cccc.edu) would house information about short-term and workforce training, while Destiny One would be leveraged as a course search and registration system.
Section 1.0 Purpose and Background, Page 6	CMS - Is WordPress a suitable CMS platform?	If you have experience with WordPress, you should include that as a platform option. However, the college has not pre-determined the most suitable CMS platform for this project. In your proposal, please include your CMS recommendation(s) and experience/familiarity with specific CMS platforms.
Section 1.0 Purpose and Background, Page 6	Launch Date - Does CCCC already have a pre-determined Launch Date for the new website? Are there any additional deadlines?	The project completion date is June 2024.
Section 1.0 Purpose and Background, Page 7	Is Ecity Interactive still a vendor in good standing and submitting to this RFP for the next phase of work? Or are they no longer involved with Central Carolina Community College?	eCity Interactive is still in good standing and eligible for awarding of this contract.
Section 1.0 Purpose and Background, Page 7 -Also- 5.1 General, Page 15	Will there be the opportunity for the awarded vendor to perform additional Discovery and/or Audience Research ("discovery and analysis") for this project, to augment the finding reports from Ecity Interactive? Or is it to be expected that Discovery and Audience Research has been fully completed by Ecity Interactive, and the newly retained web design firm will implement Ecity's findings as they recommended?	The awarded vendor can perform additional Discovery and/or Audience Research. Your proposal would need to include the pricing, as well as what specific research would be conducted and the reasoning. The college would then evaluate any new data, alongside already existing data and recommendations.
Section 2.7 K, Page 8: "k) Completed and signed version of ATTACHMENT I: FINDING REPORTS"	What exactly must be signed for Attachment I? We see only the reports themselves in the download.	Nothing needs to be signed for Attachment I. This was an oversight.

Reference	Question	Answer
Section 5.2 Scope of Work, Page 14	Marketing & Public Affairs dept. - Do you know how large a team CCCC will have managing this project on their end?	Within the Marketing & Public Affairs department, there is one full-time and one part-time (15 hours a week) position that manage the college website. A small team of additional college administrators and/or staff will likely be involved during different phases of the project.
Section 5.2 Scope of Work, Page 14	Branding Guide - Are you able to share this for our team to review?	The CCCC Branding Guide can be found at: https://www.cccc.edu/marketing (in the College Logos & Branding section).
Section 5.3 #2, Page 14: "plan, organize, and develop a comprehensive content strategy;"	As a content strategy was already developed, I believe the request here is to develop a strategy for content revision and provide direction throughout the process. Is that correct?	The awarded vendor should plan to implement the content strategy recommendations found in the finding reports. Yes, the request is to develop a strategy for content revision and provide direction throughout the process. Copywriting would also be included.
Section 5.3 Tasks/Deliverables, Page 14	Under requirement #2, "Content Development and Migration", the RFP notes: "Plan, organize, and develop a comprehensive content strategy; copywriting for key sections of the website; migrate content to the new website." Should the vendor assume the large majority of content would simply be copied over from the existing website? Approximately what % of copy would the CCCC team look to the vendor to rewrite / optimize for SEO? Will CCCC be able to provide a master copy document of all existing website copy?	Presently, the college website consists of approximately 2,000 web pages. These pages will need to be audited during the redesign and redevelopment process to determine if they will be deleted, consolidated, or updated/rewritten. The college is not able to provide a specific number of pages that will need to be migrated until an audit has been completed.

For the proposal, you can include levels of copywriting services and the pricing associated with each level.

If the awarded vendor requests a master copy document, then the college will provide it. |
Section 5.3 Tasks/Deliverables, Pages 14-15	The Library page appears to utilize a widget that submits to https://cccc.summon.serialssolutions.com/search . Would Serial Solutions continue to be used on a site rebuild?	Yes, the college website will continue to utilize third-party solutions to provide a complete experience for users. As referenced, specific features such as the library catalog search, will need to be integrated within the newly-developed website.
Section 5.3 Tasks/Deliverables, Pages 14-15	The Library page also uses a help chat powered by https://libraryh3lp.com/. Would this continue to be used on a site rebuild?	Yes, the college connects to a variety of third-party applications and websites in order to provide the best experience for users. The college will continue to utilize a number of these tools.
Section 5.3 Tasks/Deliverables, Pages 14-15	Ellucian appears to currently be used as a Student & Faculty portal. Will this continue to be used on a site rebuild?	Yes, the college connects to a variety of third-party applications and websites in order to provide the best experience for users. The college will continue to utilize a number of these tools, including the portal.

Reference	Question	Answer
Section 5.3 Tasks/Deliverables, Pages 14-15	The class search option appears to link out to an external subdomain, powered by Modern Campus: https://wce.cccc.edu/search/publicCourseAdvancedSearch.do?method=load. Would this subdomain / service continue to be used on a site rebuild?	Yes, the college connects to a variety of third-party applications and websites in order to provide the best experience for users. The college will continue to utilize a number of these tools, including the class search feature dedicated to our continuing education and workforce development offerings.
Section 5.3 Tasks/Deliverables, Pages 14-15	It appears an intranet is available at https://www.cccc.edu/intranet/. Can the CCCC team expand upon what this Intranet includes? Upon login, what does a user see? How many users are part of this Intranet? How are users currently managed? Would this Intranet be included in the scope of the website rebuild?	The employee Intranet serves as a hub of information for college employees. The majority of the content consists of helpful files, an employee forum, internal use third-party solutions, and forms.

For this project, you may also include separate (additional) pricing for a newly redeveloped Intranet that uses Google OAuth for authentication. Similarly, the Intranet may be added to the project scope in the future. |
| Section 5.3 Tasks/Deliverables, Pages 14-15 | When users submit to the general "Ask" webform, does the data post remotely for record-keeping? Are email notifications sent? https://www.cccc.edu/ask/ | Data submitted to the "Ask CCCC" form is both sent by email to a college team member and saved to a Google spreadsheet. There are many similar forms throughout the current website. |
| Section 5.3 Tasks/Deliverables, Pages 14-15 | How are you currently managing the Employee Directory (https://www.cccc.edu/directory/)?
   a. Does the directory content pull from an internal system?
   b. Will the directory functionality stay as-is with the redesign? | The employee directory (www.cccc.edu/directory) is currently being handled by a set of code specifically developed for this process. Directory content is maintained within a local database specific to this system.

For this project, you may include separate (additional) pricing for a newly redeveloped employee directory. The directory may be added to the project scope in the future. |
| Section 5.3 Tasks/Deliverables, Pages 14-15 | What tool are you using to manage the Calendar (https://www.cccc.edu/calendar/)?
Will the calendar functionality stay as-is with the redesign? | The college calendar (www.cccc.edu/calendar) was recently re-developed. The calendar accesses events listed within multiple Google calendars – and is maintained by multiple college employees. The "look and feel" might need to be adjusted, but the solution should be able to transition to the new website. |
| Section 5.3 Tasks/Deliverables, Pages 14-15 | Upon site rebuild, approximately how many users would need CMS login access to make edits to the website? Would varying degrees of editing access be required depending on the user? (For example – user A has access to edit all pages, while user B can only edit calendar events, etc) | The number of users that would need CMS login access has not been determined. The full-time and part-time website positions (two users) would need full access to the Content Management System. Beyond that, the college plans to determine this access as the project progresses. |

Reference	Question	Answer
Section 5.3 Tasks/Deliverables, Pages 14-15	Will the selected vendor have access to a library of high resolution photo and video assets for use across the site (original or owned stock)? Or will the vendor be expected to source stock assets as needed? Is CCCC wanting to use original photography, stock photography, or a combination of the two?	The selected vendor will have access to high-resolution photographs and video assets owned by the college. It's likely that additional photographs and video assets will be needed. If so, the college and/or the awarded vendor may purchase or provide these assets. The imagery will be a combination of original and stock photography.
Section 5.3 Tasks/Deliverables, Pages 14-15	Should any subdomains be included in the redesign? portal.cccc.edu, webadvisor.cccc.edu, etc	No, submitted proposals should be for www.cccc.edu only.
Section 5.3 Tasks/Deliverables, Pages 14-15	Does the redesign project include the main Central Carolina Community College site only (cccc.edu)? Any additional websites, subsites, portals, or intranets?	Yes, submitted proposals should be for www.cccc.edu. For this project, you may also include separate (additional) pricing for a newly redeveloped Intranet that uses Google OAuth for authentication. Similarly, the Intranet may be added to the project scope in the future.
Section 5.3 Tasks/Deliverables, Pages 14-15	What CMS products have you demoed as a part of the CMS evaluation process?	The college has not formally evaluated any CMS products. In your proposal, please include your CMS recommendation(s) and experience/familiarity with specific CMS platforms.
Section 5.3 Tasks/Deliverables, Pages 14-15	Do you prefer open-source or proprietary CMS solutions?	The college strongly prefers to utilize an open-source Content Management System.
Section 5.3 Tasks/Deliverables, Pages 14-15	Do you have a short list of CMS options that you'd like to consider? Are there any CMS options that you are not interested in? Do you have a preferred CMS (or even open source vs. proprietary)? Have you been part of any CMS demos or evaluated any CMSs? If so, which systems have you examined?	The college has not pre-determined the most suitable CMS platform for this project. In your proposal, please include your CMS recommendation(s) and experience/familiarity with specific CMS platforms. The college has not formally evaluated any CMS products.
Section 5.3 Tasks/Deliverables, Pages 14-15	What types of templates do you anticipate requiring for the redesign? Our standard offering generally consists of templates for homepage, landing page, standard/interior page, news listing page, news detail page, program listing page, and program detail page. Are additional templates needed?	The types and number of specific templates will be finalized with the awarded vendor. The college anticipates needing multiple templates, including, but not limited to: the homepage, landing page, interior pages, news listing page, program listing page, and a program detail page.
Section 5.3 Tasks/Deliverables, Pages 14-15	Were wireframe page layouts completed during the Discovery & Analysis Phase for any templates?	No.
Section 5.3 Tasks/Deliverables, Pages 14-15	Did eCity Interactive provide recommendations for a new website navigation? If so, have you approved the new information architecture?	Please refer to the finding reports in the RFP. Specific information architecture has not been formally approved.

Reference	Question	Answer
Section 5.3 Tasks/Deliverables, Pages 14-15	Are there any third-party / external services currently directly integrated into cccc.edu that would need to be considered on a rebuild of the website? (For example – catalog platforms, registration forms, a CRM, news or event feeds, etc)	Yes, the college website will continue to utilize third-party solutions to provide a complete experience for users.
Section 5.3 Tasks/Deliverables, Pages 14-15	Please provide a list of all integrations or 3rd party tools that will need to be utilized on the new website. Please note if these are external links to 3rd party sites or if they will need to be integrated into the new website.	The college website links directly or in-directly to the following third-party solutions: ● Google Docs, Drive, Calendar, Analytics, etc. (integrated) ● Self-Service by Ellucian (external link) ● Destiny One by Modern Campus (external link) ● Summon Search By Serials Solutions (external link/widget integrated on page) ● Wordpress (external link) ● phpBB (integrated) ● YouTube (linked/embedded) ● Portal Access by PortalGuard (external link) ● Chatbots by Ivy.ai (integrated) ● Swiftype by Elastic (integrated) **Note: the listing above may not be a comprehensive listing of all third-party solutions.
Section 5.3 Tasks/Deliverables, Pages 14-15	How many staff members make changes to the website and will require training?	Within the Marketing & Public Affairs department, there is one full-time and one part-time (15 hours a week) position that manage the college website. A small team of additional college administrators and/or staff will likely be involved during different phases of the project, including training.
Section 5.3 Tasks/Deliverables, Pages 14-15	How is the website currently managed? When edits need to be made to the existing site, is there a team of internal developers who handle, or an external team?	The current website (www.cccc.edu) is managed through FTP by two college employees. The server is managed off-site and maintained by a contracted company.
Section 5.3 Tasks/Deliverables, Pages 14-15	Will CCCC have staff to help assist in migrating the content?	Yes, college staff will be available to assist with moving the project forward; however, a large majority of the migration is expected to be completed by the awarded vendor. Your proposal should make clear any content migration, development, etc. that would need to be completed by the college.
Section 5.3 Tasks/Deliverables, Pages 14-15	How many pages exist on the current site? Do you plan to eliminate some content prior to the launch of the new website?	Presently, the college website consists of approximately 2,000 web pages. These pages will need to be audited during the redesign and redevelopment process to determine if they will be migrated. Not all pages will need to be migrated – it is expected that some will be deleted or consolidated with other pages.

Reference	Question	Answer
Section 5.3 Tasks/Deliverables, Pages 14-15	Content Migration - Do you know the # of pages that will need to be migrated over to the new site? Specifically the # of News Articles.	Presently, the college website consists of approximately 2,000 web pages. These pages will need to be audited during the redesign and redevelopment process to determine if they will be deleted, consolidated, or updated/rewritten. The college is not able to provide a specific number of pages until an audit has been completed.

For the proposal, you can include levels of copywriting services and the pricing associated with each level.

Related to news articles, these are stored within a database – with images that link to a folder. The preference is to transition the news content to the new website. |
| Section 5.3 Tasks/Deliverables, Pages 14-15 | Your survey of students indicated the current website requires too many clicks and has too much information.
Are you considering reducing the number of pages by eliminating redundancy across the site? | Yes, the web pages will need to be audited during the redesign and redevelopment process. It is expected that some pages will be deleted or consolidated with other pages. |
| Section 5.3 Tasks/Deliverables, Pages 14-15 | In the RFI submitted back in December, Central Carolina Community College (CCCC) indicated the current website had approximately 2000 pages of content.
We understand you would like a content audit, does CCCC have any sense of how many pages will need to be rewritten/updated? | Presently, the college website consists of approximately 2,000 web pages. These pages will need to be audited during the redesign and redevelopment process to determine if they will be deleted, consolidated, or updated/rewritten. The college is not able to provide a specific number of pages until an audit has been completed.

For the proposal, you can include levels of copywriting services and the pricing associated with each level. |
| Section 5.3 Tasks/Deliverables, Pages 14-15 | Copywriting - do you have the # of pages and/or key sections that CCCC would need copywriting for?
How many pages of copywriting should we include in our proposal? | Presently, the college website consists of approximately 2,000 web pages. These pages will need to be audited during the redesign and redevelopment process to determine if they will be deleted, consolidated, or updated/rewritten. The college is not able to provide a specific number of pages until an audit has been completed.

For the proposal, you can include levels of copywriting services and the pricing associated with each level. |
| Section 5.3 Tasks/Deliverables, Pages 14-15 | Can you provide the full list of web pages in a CSV or Excel Sheet? | Yes, the awarded vendor will receive a list of web pages in either of these formats. |

Reference	Question	Answer
7.0 Attachments, Attachment A: Cost Proposal, Page 19	Would it be acceptable if our cost proposal has a range in cost at this stage of the process?	The estimated cost of this project should not exceed $175,000. If a range in cost is provided, evaluation will be based on the maximum cost. If there is a change in the project scope in the future, change orders may still be entertained.