1. **Q:** What is the average monthly site traffic (pageviews/mo.)?  
   **A:** 155K Visits - 320k pageviews

2. **Q:** Do you anticipate needing just one Drupal codebase/application for the site or are there any other sites (that would require separate codebases) that will need hosting as well?  
   **A:** We will need just one Drupal codebase/application. Ours will be a Drupal Multisite. Main site/Forms Server/Blog (which maybe pulled into main site)

3. **Q:** Are you interested in web/content personalization capabilities (ability to serve different content/experiences based on profile data, etc.)?  
   **A:** No, the design isn’t being built to support multiple personas at this time.

4. **Q:** Are you interested in a low-code site building experience for Drupal (to make it easier for non-technical users to update content and make changes)?  
   **A:** Yes, we are interested in a low-code site building experience. The content owners/editors are non-technical employee educators.

5. **Q:** Will the recently redesigned NHCC brand require the selected vendor to adapt designs into website optimized images or will those be provided by NHCC?  
   **A:** Graphic Artist on staff we can provide images.

6. **Q:** Has NHCC done any work around the development of a new Information Architecture? If yes, to what extent is the IA complete?  
   **A:** Yes, we are looking at the IA of the site. We will have the IA mostly complete by the time we begin development.

7. **Q:** How many of the existing 600 content pages will be migrated into the new Drupal platform?  
   **A:** Most of them - We are currently mapping pages and categorizing them for rewrite, deletion, archive or merge.

8. **Q:** For the pages that get their data from Microsoft SharePoint, what is the current version of SharePoint and is it on-prem or cloud based?  
   **A:** 2016 on-prem but moving to SharePoint Online. The SharePoint Online instance is a shared Minnesota State instance for all 37 institutions. We have development capability around this area.

9. **Q:** What is the scope of the multilingual functionality project specification? Will the selected vendor implement machine translated pages? If yes, how many pages and what languages will be used?  
   **A:** We are interested in machine translation. The functionality should be possible across all pages.

10. **Q:** Is NHCC open to a proposal that includes a Higher Education specific search engine recommendation as an optional task and budget line item?  
      **A:** Yes, we would be open to discussing this. It should be an optional task and budget item. It should be outside of the base proposal costs.
11. **Q:** Could you share a budget or range of acceptable costs for the project? (e.g. under $50k, $50k-100k, $100-250k, $250k+). Knowing your budget or at least a range of potential costs helps determine if we’re a good fit for the project, how we should approach it, and a sense of your expectations as well.

   **A:** We want a proposal that meets our needs and not a proposal that is written to a budget. Please respond accordingly.

12. **Q:** Can you share more about what will be provided by your web design partner? Will it be a design system, design documentation and/or style guide? Page mockups? Mobile and desktop? If we need something further explored, will that same partner still provide additional designs, or is their role complete?

   **A:** The design partner will provide NHCC a design system, design documentation, page mockups for both mobile and desktop. We expect their role to be completed at the end of the design phase. There are some pages, see question #15, that may need some design/development work during the development phase.

13. **Q:** Is your phase one web design partner also bidding on phase two work? Will they have any involvement with phase two work?

   **A:** We expect them to respond to this phase. We don’t expect involvement during phase 2 unless it is required for the success of the project.

14. **Q:** Is the September launch goal tied to the beginning of the school year? If need be, could some portion of the project be delivered after September? (the RFP mentions also December 2021).

   **A:** The September goal is tied to the recruitment cycle of our students. Fall semester will have started, but spring registration hasn’t begun yet. The reason the RFP mentions December is there is the expectation of support needs after the website is launch.

15. **Q:** The RFP mentions a need to organize content. Should we budget for content strategy activities, such as content inventory, analytics review, setting page goals, content mapping, sitemap, wireframes, and content governance? If so, to what extent?

   **A:** All the activities except governance belong to the design phase. There are some pages that may require additional design/development work as part of this project. These are noted on page 10, second major bullet, of the RFP.

16. **Q:** Does NHCC have any of their own copywriting resources they could potentially bring into the project, or are you solely wishing for this to be the vendor’s responsibility? Our team does not provide copywriting services, though we would be happy to recommend an experienced partner for this role.

   **A:** We have some experience, but we have limited capacity. If copywriting is not part of your services, please include the cost of your partner in the base proposal cost.

17. **Q:** Multiple pages that get their data from Microsoft SharePoint: do you mean that the data will be migrated from SharePoint into Drupal permanently? Or will Drupal need to bring in data from SharePoint on a recurring basis? If the latter, can you outline how the data will be available (e.g. via API, JSON feeds, XML, CSV, etc.)?

   **A:** Drupal will need to pull the data from SharePoint on a recurring basis. The current integration
is done via SiteCore and its built-in tools.

18. **Q:** Catalog/Program Sheets: from your description, this data currently is in SharePoint but needs to be moved to Drupal or to a third-party service for integration, is this correct? Are there similar examples? This relates to the question above; we are trying to get an idea of what types of content/data need to be implemented in Drupal, vs. pulling in data from another service or platform.
   **A:** The catalog/program sheets are an area of opportunity for us. We know there is a catalog module in Drupal or there are third party options like Digarc’s Curriculog solution.

19. **Q:** NHCC uses Trumba for its calendar: Is this an API integration, or an embed?
   **A:** Embedded JavaScript. There is also a Drupal module that integrates specifically with Trumba: https://www.drupal.org/project/trumba

20. **Q:** SiteSearch360: There is an available Drupal 8/9 module but it is not covered by the Drupal security team, and is only in use by 4 known sites. How important is SiteSearch360 integration, vs a custom Google Search engine (which is more popular and integrated in the Drupal world) or a more customized search using Drupal Search API and Apache Solr?
   **A:** We are open to discussing other solutions. We want to be aware of security concerns with this build.

21. **Q:** Ability to easily add code to the <head>, beginning of <body> and end of </body> at the site level and at the individual page level: this is actually quite difficult in Drupal, and it is generally discouraged to add JS directly to your templates via the editor for both security and reliability reasons. (There are no contributed modules that handle this use case and would require a significant amount of customization.) Are you open to an approach that follows a more recommended approach, but also involves defining your tracking codes in code (which may require a small developer interaction)?
   **A:** Yes, we’re aware of the new YML libraries and the other means of including scripts. We’ll consider whatever means of adding scripts is necessary.

22. **Q:** Migration, Content: Except for the copywriting mentioned for 50 pages of content, do you wish to migrate the rest of the existing content “as is”, or do you plan to review, edit and/or cut any unused or outdated content beforehand?
   **A:** Yes - We are currently mapping pages and categorizing them for rewrite, deletion, archive or merge

23. **Q:** Multilingual: You mention that the site needs multilingual support available via an add-on module. Could you expand a bit more on this requirement? How many languages are you looking to support?
   **A:** See question #9.

24. **Q:** Your Team: Will one or more members of your team be available to assist with setup of items such as the SAML authentication?
   **A:** Yes, we have experience and support in this area.
25. **Q:** Are you looking for in-state bidder or open to bidders from other states also?  
**A:** We are open to both in-state and out-of-state vendors.

26. **Q:** Is there any preference between Drupal-8 or Drupal-9?  
**A:** Our preference is Drupal 9.

27. **Q:** We are an AWS Public Sector Partner for cloud hosting. Are you open to host the new website on AWS Cloud?  
**A:** All cloud hosting partners will need to be vetted through Minnesota State’s Legal and Security review processes. It would be an option providing we can get them through the review process.

28. **Q:** Do you have any development or programming capabilities in-house?  
**A:** Yes, we have 1 senior and 1 junior developer. Our senior developer has historically coded predominately in C# and our junior developer has Drupal experience.

29. **Q:** Is there anything specific you like about the current site and want us to retain or expand on its functionalities?  
**A:** This is being covered during the current design phase.

30. **Q:** Migration - Provide ballpark estimate of the pages/content that needs to be migrated.  
**A:** See question #7.

31. **Q:** Do you want to link videos from YouTube and/or other platforms, or would you like to have the media content self-hosted?  
**A:** We leverage YouTube, and we can also host videos on Kaltura MediaSpace. I don’t believe there is a need to self-host within Drupal.

32. **Q:** What kind of post-launch support are you looking for? Can you give us the details of services that are expected from the bidder in terms of monthly support and maintenance?  
**A:** See page 9 of the RFP, the last bullet of the Information Architecture heading.

33. **Q:** Does your identity provide Windows Active Directory? If yes, is it hosted on premise or on cloud?  
**A:** We can do both but prefer cloud.

34. **Q:** What is the traffic that the current website receives per month?  
**A:** See question #1.

35. **Q:** Is your launch date flexible?  
**A:** No, a delay from the September launch would impact Spring registrations for our campus.

36. **Q:** Do we need to provide insurance proof along with proposal submission or at the time of award of contract?  
**A:** The proof of insurance needs to be provided at the time a contract is awarded.

37. **Q:** Does the vendor need to be mindful about not-to-exCEED amount for this project?  
**A:** Our assumption is the base bid would contain all costs associated with the project so that
NHCC Website Development RFP Questions & Answers

NHCC can plan accordingly.

38. Q: Do you have an approved budget for this project?
   A: See question #11.

39. Q: Do you have an existing Vendor and explore new Vendor for managing (delivering) this project?
   A: This project is the second phase of a web redesign project. Phase 1 is the design, now we need to implement the design.

40. Q: Would you want us to quote only USA-Onshore (Onsite) or Onshore-Offshore (Blender) Pricing?
    A: Onshore only please.

41. Q: Do you have any fixed timeline for this project?
    A: The timeline for the launch of the new site is September 2021.

42. Q: Do you have any preferences for hosting services?
    A: We have peers who have used Acquia and Pantheon. All cloud hosting partners will need to be vetted through Minnesota State’s Legal and Security review processes. It would be an option providing we can get them through the review process.

43. Q: Do you have any specific SLA in mind for support?
    A: The SLA should be a minimum of 3 – 9’s. See the top of page 12 of the RFP.

44. Q: Kindly let us know the number of integrations with third-party tools (if any)?
    A: Trumba, Microsoft SharePoint, Microsoft SQL, Active Directory, CRM (to be determined), Blackbaud RaisersEdge NXT, SiteSearch360, SiteImprove

45. Q: Do you have any specific for Project methodology (Agile, Waterfall, DevOps, CI/CD)?
    A: No, we do not have a preference.

46. Q: Are we expected to do just Unit Testing or Unit + Regression Testing?
    A: Unit + Regression Testing

47. Q: How many stakeholders need to provide direction or approval/sign off?
    A: We have a core group of 4-8 within the campus. Depending on the needed approval that group size may increase.

48. Q: Has any user research been done for the new website during the design phase or other? If so, can you provide more information on what has been done?
    A: Yes. We have done surveys, interviews of various stakeholder groups. That content can be made available after the RFP is awarded.

49. Q: Accessibility and security should be tested on an ongoing basis. Our efforts would only include initial work for these items and then we would recommend using your current vendor SiteImprove for ongoing testing. Are you comfortable with this approach?
NHCC Website Development RFP Questions & Answers

A: Yes, we are comfortable with this approach.

50. Q: Who will complete content migration?
   A: Vendor: page 9 of the RFP under the Design/Build heading.

51. Q: Most of your items in your RFP are easy to budget for except for user experience research. There are various levels of research and user testing that can be done so understanding your overall budget for this project would be helpful. Does it fall in the low bucket ($50,000 or less), medium bucket ($50,000 - $125,000) or large bucket ($125,000+)?
   A: Please provide a proposal that would make the most sense for the project of this type. As to the project budget please refer to question #11.

52. Q: Will the agency used for the design phase also be bidding on the development phase?
   A: See question #13.

53. Q: How far along is the design phase? Can anything be shared to reflect the design direction before vendors provide bids?
   A: We are a little bit past 2/3 of the design phase. We are just starting to get into design direction. We do not have anything we can share at this time.

54. Q: What deliverables are included with this phase?
   A: See page 9 of the RFP.

55. Q: Was/will any content inventory and mapping done as part of the design phase?
   A: Yes, we are currently mapping pages and categorizing them for rewrite, deletion, archive or merge.

56. Q: Will any type of content workflow be required? If so, please describe the process in brief. (Who should do what? To what? When? In what order?)
   A: 2 workflows: Editor to Publisher to production, Editor to Production

57. Q: Please provide what type of content governance is required if any.
   A: We do not have any type of governance structure currently. There is a web advisory committee and a web op’s team. There is no sustainable foundation for what or how things happen on the website. We are looking for the vendor to assist the campus in creating a structure for sustainable governance moving forward.

58. Q: One of the items on page 11 says “The site will” but doesn’t say anything more. Then the next line says “Coded HTML, CSS, and JavaScript”. Should these two lines be combined? If so, is anything else missing about these two items?
   A: That was an edit, not completely removed. It was realized after Addendum #1 was published. It should be ignored.

59. Q: If you are seeking testing on specific devices, will you be supplying these devices for the vendor to test with?
   A: The expectation is that the vendor should be able to test on physical devices. The vendor should already own them.
60. **Q:** In working with vendors in the past, what have you liked best/ worst?
   **A:** Our best work is a collaborative process. The vendor should operate as a team with the campus and not in a creative silo.

61. **Q:** Who will be maintaining the website long term?
   **A:** Our 1 senior and 1 junior developers. Perhaps with vendor on maintenance contract. See page 9 of the RFP under the heading Information Architecture (last major bullet).

62. **Q:** What does a successful outcome of working with a vendor look like to you?
   **A:** The site is launched on-time, on-budget, and the campus stakeholders are satisfied with the outcome.

63. **Q:** Will you consider a response if an agency were to respond to only a portion of the RFP?
   **A:** No, as we do not have a buffer built into the project timeline to piece together this phase of the project.