

Questions and Answers

General

1. Are we allowed to submit attachments with examples of past work that supports the narrative? If so, is there a page limit?

ANSWER: The total submission must meet the total page limits.

2. Is ITRC on a routine schedule for issuing some/many of the RFPs? For example, are they issued every X number of years?

ANSWER: All of our general support contracts are for 3 years and RFPs are issued a few months prior to the expiration. The team PA contracts are for the length of the team – normally 2-3 years each.

3. Are the incumbent consultants for some/many of the projects subject to the RFPs not returning for the upcoming contract periods?

ANSWER: All incumbents are eligible to reapply – the process is the same for everyone and we are not aware who is applying or who is not applying.

4. Are there general budget guidelines for the projects?

ANSWER: The budget guidelines are in each RFP. Some of our RFPs are fixed price and we provide an estimate of the number of hours we believe it could take to do the work and some of the contracts are time and materials and we are asking for the hourly loaded rates for the individuals being bid to do the work.

Website Redesign and Maintenance

1. The resume page length instructions state “no more than 2 pages per Key Person” but also request resumes for “other proposed personnel assigned to major tasks.” Are these other proposed personnel subject to the same page length limits for their resumes?

ANSWER: Correct, no resume should be more than 2 pages.

2. The RFP states under Task 2 “Maintain and host server (server and software provided by ITRC)” and “Manage all aspects of physical security related to hosting the ITRC servers and website.” Please clarify the location of the server. Is it located at ITRC facilities or will it be determined based on the proposer’s recommendation and ITRC's approval?

ANSWER: It is located on the premises of the current contractor. The new location will be based on the selected contractor's proposal.

3. May the proposer procure subcontractors for specialized services related to the current website configuration under Task 2?

ANSWER: Yes, the proposer may procure subcontractors.

4. What is your budget or budget range for this project:

- Total project budget
 - If possible, please list the budget broken down by project (Example: website maintenance, redesign, etc.)
- Budget per calendar year

ANSWER: The total budget is subject to change based on federal funding. ITRC would prefer individual proposers to use their expertise and actual pricing in their pricing submissions.

5. What are you looking for in an agency partner? Describe what a successful collaboration looks like.

ANSWER: Excellent customer service. Quick response to requests. Proactive rather than reactive. Use expertise to advise ITRC of cost effective and efficient upgrades to the website.

6. What are some of your current website pain-points?

ANSWER: Slow downloads. Cluttered web pages. Too many clicks to get to the desired content.

7. What is your optimal communication frequency? (Daily, weekly, bi-weekly, etc.)

ANSWER: Our optimal communication strategy varies depending on the task. Monthly reporting is required on most tasks.

8. How many vendors are responding to the RFP?

- Can you list all vendors submitting a response?

ANSWER: Most vendors submit applications on the RFP deadline. We also do not normally publish proposer names.

9. Do you have a current web development vendor?

- If yes, will they be responding to the RFP?

ANSWER: Yes. The current vendor is Automation Creations, Inc. from Blacksburg, VA. All incumbents are eligible to reapply – the process is the same for everyone and we are not aware who is applying or who is not applying.

Development Questions

10. Does the website need to comply with non-US privacy regulations (i.e. GDPR)?

ANSWER: Not necessarily.

11. Does the website contain PII that requires security above and beyond typical website data storage best practices? If so, what types of PII is stored?

ANSWER: Reference:

<https://searchfinancialsecurity.techtarget.com/definition/personally-identifiable-information> PII can be sensitive or non-sensitive. Non-sensitive PII is information that can be transmitted in an unencrypted form without resulting in harm to the individual. Non-sensitive PII can be easily gathered from public records, phone books, corporate directories and websites.

Sensitive PII is information which, when disclosed, could result in harm to the individual whose privacy has been breached. Sensitive PII should therefore be encrypted in transit and when data is at rest. Such information includes biometric information, medical information, personally identifiable financial information (PIFI) and unique identifiers such as passport or Social Security numbers.

ITRC does not store sensitive PII information. In addition, the entire ITRC website uses an SSL certificate. For eCommerce transactions, ITRC utilizes Authorize.net as their credit card gateway. This provider is PCI compliant.

12. It is assumed the website will be accessible. Is there a goal for meeting a specific level of 508, WCAG, ADA compliance? <https://accessibe.com>

ANSWER: The website must be 508 compliant.

13. Is there a need for multiple languages on the website? (Example: Spanish translation of website interface and content)

ANSWER: No. The website does contain a few documents that have been translated into Spanish. ITRC will provide translations, when necessary.

14. Are there plans for content syndication between ITRC websites or as an external content service?

ANSWER: No.

15. What is the average page count per subsite?

ANSWER: The WordPress sites contain between 19-89 pages each. The MadCapFlare sites contain 198 - 330 pages each. The straight HTML only Tech-Reg site has 280 pages. And the Contribute sites contain 41-58 pages each.

16. What is the total page count for the main website?

ANSWER: There are 479 pages with 386 views (*.cshtml) Note: There are some sections of the website that are dynamically built & displayed such as team pages, documents & training. If they need to be built as separate pages, this would increase the total page significantly.

17. What is the total amount of forum posts?

ANSWER: There are 26 forums, 388 threads and 2649 posts.

18. Can the registration be moved to a cloud provider?

ANSWER: Yes.

19. What software is referred to by "membership database and contact list"?

- Are there plans to move to an AMS/CRM?

ANSWER: The membership data is stored in a SQL Server database. Users that opt to receive updates/communication from ITRC are part of the contact list table in the database.

20. Is downtime during the colocation transportation acceptable?

ANSWER: The least amount of downtime is preferable. Possible co-location can be done outside of working hours.

21. What U.S. state / locality is the current PowerEdge server residing?

ANSWER: Blacksburg, VA

22. Are there additional services provided by the current colocation managed services that are not mentioned? (Example managed services include: DNS services, firewall device, intrusion detection and prevention device, customer portal)

ANSWER:

- Manage end user DNS entries as needed
- Manage physical protection of assets
- Manage computer health
- Manage computer security including
 - Dedicated firewall
 - Dedicated intrusion detection services through Cisco device
 - Antivirus
- Manage computer upgrades and warrantee
- Manage and monitor computer health and website uptimes via multiple worldwide sources.
- Manage and renew domains & email accounts

23. Will all TLDs and subdomains use the same website design or will you require different website design variations for each?

ANSWER: Currently the HTML sites have individual designs, the MadCapFlare all utilize the same template and the WP sites all have a similar template.

Questions from RFP

1. “Maintain a mailing list of over 30,000 contacts and send out custom group e-mails and other announcements as needed”

Q: Is this off-the-shelf software, custom, or cloud services? Will this need an evaluation or will it continue to be run using the current platform?

ANSWER: Currently this is custom software with an add-on component of Newsletter Manager Pro. This should be migrated to a new platform as part of the redesign.

2. “Discussion forums with various threads that serve as communication for the team members and as a record of past communication. Automatic emails are sent out when users post messages on the discussion forum.”

Q: Does this need to be in the CMS or can it be migrated to a cloud service with SSO?

ANSWER: It can be migrated to a cloud.

3. “Membership database search engine.”

Q: What technology is used for searching the membership database? (Example: Custom, SharePoint, Solr, ElasticSearch)

ANSWER: The membership search is a custom feature.

4. “Enhance capabilities of ITRC staff (e.g. the ability for staff to make simple text changes; upload news items, event items, and pictures).”

Q: How many site 'roles' are expected for content administration? (Example: news editors, events editors, media admins, site editors, site admins)

ANSWER: Super Admin, Admin, Team Leader/Program Advisor, Board of Advisors, Member all have varying permissions and access to manage & view content.

5. “Membership functions hidden until a user logs in.”

Q: Could a separate subdomain be used for members that is optimized to deliver a custom experience?

ANSWER: Yes.

6. “Provide electronic document inventory support and maintenance.”

Q: What DMS software will be used?

ANSWER: Currently documents are housed using Mad Cap Flare, Word Press.

7. “Maintain ability for individuals to register as members and edit their profile.”

Q: Is this currently provided via custom, COTS, or 3rd party Saas?

ANSWER: Currently via a custom developed website.

8. “Set up and provide support for annual membership registration.”

Q: Is this currently provided via custom, COTS, or 3rd party Saas?

ANSWER: Currently via a custom developed website.

9. “Maintain administrative rights for ITRC staff.”

Q: Please provide more context regarding what staff will require access to.
(Example: website, files, network access, system login, etc.)

ANSWER: Staff will need access to the full website, files, private pages of all teams and programs. Staff would also like to be able to post news items themselves.

8. “Send out emails to contact list when requested.”

Q: Please provide more context regarding the current technology used for this process. (Example: Cloud email services, hand coded HTML email templates + mail merge software, etc.)

ANSWER: Email blasts currently done using custom software with an add-on component of Newsletter Manager Pro. The templates are built using HTML.