ADDENDA# 1 TO REQUEST FOR PROPOSAL #670-FG

NEVADA STATE COLLEGE WEBSITE MAINTENANCE AND HOSTING

University of Nevada, Las Vegas
Purchasing & Contracts Department
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Date of Addendum: May 10, 2016
Date and Hour of IFB Opening: May 17, 2016 at 3:00 PM

The following questions were raised and are answered below:

1. Whether companies from Outside USA can apply for this?

Answer: Yes, as long as service requests are able to be completed in a satisfactory manner under the timeline given and that a representative from the selected firm would be available to be reached and responsive during normal business operating hours (Monday-Friday, 8 am to 5 pm) Pacific Standard Time.

2. Whether we need to come over there for meetings?

Answer: It could be requested that the selected firm come to campus for meetings on rare occasions.

3. Can we perform the tasks (related to RFP) outside USA?

Answer: Yes, as long as service requests are able to be completed under the timeline given and that a representative from the selected firm would be available to be reached and responsive during normal business operating hours (Monday-Friday, 8 am to 5 pm) Pacific Standard Time.

4. Can we submit the proposals via email?

Answer: No, email proposals will not be considered. Proposals must be mailed in a sealed envelope.

5. Would you agree that ADA and WCAG compliance are subject to audit at the time of hand-off?

Answer: Yes. ADA and WCAG will be verified at the time of hand-off.

6. Who would be responsible for providing the content? This is in reference to "All site content must be informative and up-to-date."

Answer: Most of the content will be provided by Nevada State College. However, at times the service provider may be asked to assist in expanding the content based off of information given by the college.

7. Who are going to be main points of contact from NSC's side? Is it going to be one person, multiple POCs, or management by committee?

Answer: There will be one main contact at Nevada State College with several others who communicate directly with the service provider in regards to the specific areas they manage. For example, the college's events manager will work directly with the service provider.

8. What are expected turnaround times for website updates?

Answer: Minor updates two business days. Major updates one to two weeks depending on the size and complexity of the project.

9. Who is going to be responsible for content management of the website? If there is a new update that needs to be posted on the website, will NSC use internal resources or forward instructions?

Answer: For the vast majority of updates, Nevada State College will forward them to the service provider to post.

10. Would NSC be open to collaboration with 3rd party hosting service provider?

Answer: Yes.

11. Is new website going to include any integration with 3rd party systems?

Answer: At this time this is unknown. The current website ties into a campus directory, a recruitment database, and OnBase. It is expected that these systems will be continued to be utilized.

12. Based on current experience, what are NSC's expectations on a number of hours needed per month from technical staff (web developers) to maintain the website in good working order?

Answer: The amount of updates and support needed ebbs and flows with school year. An estimated guess would be an average of 25 hours per month.

13. What types of updates, edits, etc are you currently doing on the existing site monthly?

Answer: Adding pages to support additional departments/school functions, updating content that is already listed on the site to reflect changes, adding content to existing pages due to need, uploading pictures to reflect content, etc

14. What types of updates, edits, etc are you expecting to do on the new site, once it's deployed monthly?

Answer: Adding pages to support additional departments/school functions, updating content that is already listed on the site to reflect changes, adding content to existing pages due to need,

uploading new pictures to support content, etc. The new site will incorporate a blog, so adding provided content to it will need to be completed as well.

15. What types of updates, edits, etc. do you expect us to do aside from your own requests monthly?

Answer: The College would like support in helping find valuable outside content for its blog and social media sites. Additionally, it would be beneficial to have the service provider proactively monitoring the college's website in order to make recommendations on content that needs to be updated and ways to improve the site.

16. Could you please provide examples of the types graphics and other visual content that you would like to see being created on a monthly basis? (This may include online event posters, photos for various events/activities, hero images for the site, blog images, etc.)

Answer: Please visit the college's existing website (www.nsc.edu) to see what has been done historically. The new site is in the design process and the college is unavailable to provide examples at this time.

17. Based on your experience in the past, approximately how many hours did this consume on a monthly basis?

Answer: The amount of hours varied, but approximately 25-40 hours on average per month.

18. Also, can you provide an inventory of the types of images (including counts) that you've had created on a monthly basis?

Answer: Historically, the college has utilized images and infographics very infrequently on its website. With the design on the new site, it is expected that there will be an increased need for this support. All photography will be provided; the main edits that will need to be completed will be resizing and possible retouching. Additionally, the college may request occasional design assistance with infographics and icons.

19. Approximately how many events do you expect to add to the website monthly?

Answer: 10-15 events per month. Content will be provided.

20. Please explain how you define "guidance"? Will we be managing your SEO and SEM initiatives? Typically, this requires content writing, managing the blog, social media accounts, link building, etc. Is this something you want us to propose?

Answer: Historically the college has not put any emphasis on SEO and SEM initiatives. The service provider would need to monitor both of these areas and make recommendations to the college on how to improve them. Much of the content will be provided to assist in these efforts, but at times the service provider will need to help with the development on the content as well. Nevada State College's social media accounts are monitored and maintained by on-campus personnel.

21. How many forms?

Answer: This is minimal. Approximately less than 10 per year.

22. What types of forms would you like on the site?

Answer: Nevada State College currently utilizes several different platforms to create forms that are listed on our website. These platforms include: Wufoo, Hobsons, and OnBase. These forms are usually used for recruitment, event RSVPs, and other miscellaneous activities.

23. Will any of the forms connect to any 3rd party applications (eCommerce, surveys, etc.)? If so, what types of 3rd party applications do you foresee needing?

Answer: At this time the website has forms that connect to Hobsons (a CRM system) and OnBase. We foresee these applications staying.

24. How often will these meetings be?

Answer: Monthly brief check-ins with Nevada State College's project manager. These can be held via phone. Quarterly strategy meetings to be held in-person

25. Will we have the ability to coordinate scheduled meetings for the majority of these interactions?

Answer: Yes

26. Other than what has been previously mentioned in this RFP, what types of "website related tasks" do you foresee us needing to accommodate your organization?

Answer: Nevada State College is looking for a very proactive partner who will take pride in the site and constantly look for ways that we can improve it. The website is used as a recruitment/outreach tool for external audiences and as an information resource for on-campus users. Examples of other related tasks could include: user survey, security upgrades, training of campus faculty/staff on how to use WordPress, etc.

ALL OTHER TERMS, CONDITIONS AND SPECIFICATIONS OF THIS REQUEST FOR PROPOSAL REMAIN THE SAME.