



**ADDENDUM 2 TO REQUEST FOR PROPOSAL 687-CP**

**SCHOOL OF MEDICINE WEBSITE DEVELOPMENT, MAINTENANCE, AND HOSTING**

**University of Nevada, Las Vegas  
Purchasing Department  
4505 Maryland Parkway  
Las Vegas, Nevada 89154-1033  
(702) 895-3521**

**Date of Release: January 9, 2017**

**Date and Hour of Bid Opening: January 31 2017 at 3:00pm PDT**

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**THE FOLLOWING ADDITIONS, DELETIONS, CLARIFICATIONS AND/OR CHANGES SHALL BE MADE AND INCORPORATED IN THE SUBJECT RFP:**

The following documents are attached to this addendum:

Revised Section D Scope of Work and Section E Price Response Form.

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**The Section D. Scope of Work has been revised to add clarification of Phase 1 and the addition of Phase 2 maintenance to continue after the June 30, 2017 completion of the website. See attached Attachment 1 – Revised Scope and Attachment 2 Revised Section E Pricing Response Form.**

**Here is the additional scope added:**

**Phase 1 (February – June 30, 2017): SOW includes research and discovery, design, navigational architecture, and the initial build out of the website for the launch date of July 1, 2017.**

**Phase 2 (July 1, 2017 – June 30, 2018: Proposal should also include ongoing design, maintenance (front and back-end support) and additional buildout of the navigational architecture (if needed). A minimum of 10-hours per week.**

**The following questions were raised and are answered below:**

1. Can the timeline of full implementation by July 1, 2017 be adjusted?

**Answer: No, The project is funded by state funds which has a June 30, 2017 deadline to complete the project and expend the funds.**

2. Is a single-vendor solution required or preferred for both the website development and web content management system (CMS)?

**Answer: Yes a single vendor solution is the preference.**

3. Is there an established budget for the website development independent of the CMS? If so, what is the budget for each or the combined budget for the project?

**Answer: Depending on the extent of services offered in the Proposer's submittal will determine the budget for the project.**

4. What is version of Active Directory is being used by UNLV?

**Answer: Active Directory schema version 31**

5. The RFP mentions that the site needs to integrate the forms with external applications. What specific external applications are currently being used by your team?

**Answer: Constant Contact (newsletter), Wordpress (intrawebsite). Centricity/EPIC- login forms to the electronic medical record systems – security is key via HIPAA**

6. ZEEK typically tests on most recent version and the most recent previous version of the following browsers: Google Chrome, Firefox, Internet Explorer, Safari and Edge. What browsers (and what versions of them) would you like to target for testing?

**Answer: Chrome 54+, Safari 9+, (desktop), IE 9+, Firefox 45+, Edge**

7. Zeek typically tests on the most common iOS and Android devices and we test on iOS Safari and Chrome for Android. Will this suffice or are there specific devices/mobile browsers that you need to target?

**Answer: Testing with most popular devices and the current OS version will suffice**

8. What is the budget range for this project?

**Answer: See response to question 3**

9. Whether companies from Outside USA can apply for this? (like from India or Canada)

**Answer: UNLV's preference is for the vendor to attend weekly in-person meetings**

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

**Answer: See response to question 9**

11. Can we perform the tasks (related to RFP) outside USA? (like, from India or Canada)

**Answer: See response to question 9**

12. Can we submit the proposals via email?

**Answer: No, See page one – directions for submittal to the following address:  
University of Nevada, Las Vegas  
4505 Maryland Parkway  
Campus Services Building, Room 235  
Las Vegas, NV 89154-1033**

13. What is the total budget limitation of this RFP?

**Answer: See response to question 3**

14. Please share the details of the incumbent or vendor currently providing the same services along with last year's spend?

**Answer: The UNLV School of medicine is in its preliminary accreditation phase of the new School of Medicine so there is no history of spend**

15. Kindly confirm about the start & end dates of this project?

**Answer: Start date – upon execution of contract and purchase order. End date – June 30 for implementation; an additional 12 months for maintenance, updates and further refinement**

16. Is it possible to provide the required services via remote or offsite mode?

**Answer: No**

17. Is there any technology preference for the website?

**Answer: No**

18. The RFP states that 40 points will be given to pricing. In order to best align with expectations please provide a budget range or a “not to exceed” amount.

**Answer: See response to question 3**

19. Would you consider remote web ex or video conferencing weekly meetings rather than in-person?

**Answer: See response to question 9**

20. Are you anticipating any in-person presentation or interviews as part of choosing the agency for this project? If so, do you have dates?

**Answer: At this time no dates have been scheduled. See Section B. Section 2. Evaluation of Proposals b)**

21. With a desired launch date of July 1, when do you anticipate the award of the contract?

**Answer: See response to question 15**

22. Is there an incumbent in this process?

**Answer: See response to question 14**

23. Is the active directory single sign or managed in-house or is it supported by a platform? Is there an API or established integration point?

**Answer: It is managed in-house and yes there will be an established integration point**

24. The RFP mentions accounting for 6 rounds of revisions on every deliverable. Who are the stakeholders to the project?

**Answer: Approvals will be turned around quickly**

25. Is there any desire for content creation or editing as part of this scope?

**Answer Perhaps but limited**

26. Please define “four levels of content” on page 8. Is this in reference to main nav, tertiary nav, etc. or templates?

**Answer: Informational architecture and navigation should account for four layers of content**

27. Do you have a preferred CMS knowing the main UNLV site is Drupal?

**Answer: No**

28. The sample contract starting on page 21 is just for reference but not to be included in our response, correct?

**Answer: No the contract is not required in your response but all exceptions should be included in the response. See Section C. General Terms and Conditions 3. Award of Contract.** g) The terms and conditions contained in the attached Minimum Contract Terms or, in the sole discretion of UNLV, terms and conditions substantially similar to those contained in the Minimum Contract Terms, will be included in a more extensive and detailed Contract that results from this RFP. If Proposer takes exception to the Minimum Contract Terms (**including the insurance requirements**), or any general terms or conditions set forth herein, Proposer must submit a specific list of the exceptions as part of its response to this RFP. Proposer's exceptions will be reviewed by UNLV and may result in disqualification of Proposer's offer as non-responsive to this RFP. If Proposer's exceptions do not result in disqualification of Proposer's response, then UNLV may consider Proposer's exceptions when UNLV evaluates the Proposer's response

29. The sample insurance form on page 20 only needs to be submitted if contract value is anticipated to exceed \$1 million, correct?

**Answer: Insurance will be required of the successful proposer and after execution of contract. The successful proposer must meet the contractual requirements. See Exhibit B. Article V. Insurance, Liability & Indemnification for the minimal specific insurance requirements. Also you may go to the UNLV Risk Management & Safety website for more UNLV insurance requirements. Here is the link: <https://rms.unlv.edu/>**

30. Does the RFP encompass both GME (graduate medical education; residency programs) and UME (undergraduate medical education; medical students)?

**Answer: UME will not be part of this project – limited GME as well. This is clinical medicine website**

31. How many residents will you have on July 1<sup>st</sup> 2017, July 1<sup>st</sup> 2018, and July 1<sup>st</sup> 2019?

**Answer: Over the next 3 years we are anticipating between 250 and 350 residents. This will vary from year to year**

32. How many students will you have on July 1<sup>st</sup> 2017, July 1<sup>st</sup>, 2018, and July 1<sup>st</sup> 2019?

**Answer: 60 / 120 / 180 (60 new students per year)**

33. The RFP submission date is January 26<sup>th</sup>, can you please share with us the vendor award date? Also, how quickly thereafter do you anticipate a contract will be executed?

**Answer: See response to question 21 – January 31, 2017 at 3:00pm**

34. Our ability to meet the July 1<sup>st</sup> deadline is largely dependent on the vendor award date and the execution of the agreement. Can you share with us your rationale for the July 1<sup>st</sup> deadline?

**Answer: See response to question 1**

35. Who will be the individual appointed as project manager for the UME implementation?

**Answer: N/A – UME is not part of this website**

36. Who will be the individual appointed as a project manager for the GME implementation?

**Answer: TBD**

37. Who will be the individual appointed as the technical lead for the school of medicine implementation?

**Answer: TBD**

38. In section 3, item b, numbers 1 & 2. We are seeking to better understand this request. Can you provide an example on the four levels of content you are referring to?

**Answer: See response to question 26**

39. In section 3, item b, number 4. Please provide a brief description, timeline and desired outcome of the Centricity, EPIC and Drupal-based projects.

**Answer: Website needs to accommodate Centricity portal by July 1, 2017 / EPIC by January 1, 2018. Drupal is used for the main UNLV website. We are open to other content management systems**

40. Please provide a brief description, timeline and desired outcome of the potential CRM and other digital platform projects.

**Answer: Integration by July 1, 2017. See response to question 15**

41. In section 4, item c. Can you provide two examples of a current need (actual reports) and how you'd like to be able to solve for it?

**Answer: All metrics should be available site wide and by page, such as unique visitors, bounce rates, etc. to better identify key performance indicators**

42. In section 4, item f. What weight is placed on this request? (of the 40 points that are available, how many points are dedicated to this line item)

**Answer: See Section E Pricing Response Form for the Pricing required for the full 40points. As well as Section B. Submission Instructions. Evaluation of Proposals. 4. Pricing.**

- a) The total, all-inclusive maximum price to be estimated is to contain all costs associated with this project
- b) Include costs for ongoing website maintenance as an hourly rate and on a retainer
- c) UNLV School of Medicine will have unrestricted access to its data without having to issue special requests, nor incurring additional costs.
- d) Data related and access procedures cost
- e) UNLV School of Medicine will not be liable for any costs incurred in replying to this request for proposals. All proposals will become the property of UNLV School of Medicine (any restrictions thereon should be clearly stated)
- f) Vendor must incur all expenses related to weekly in-person team meetings with the UNLV School of Medicine

43. In section 4, item f. Can you share with us more about your desire to have someone in-person vs. remotely for weekly meeting? Is this request solely during the implementation period?

**Answer: In-person meetings during planning stage is critical to better understand project needs**

44. Please clarify the Functionality Requirements on page 8-9 which describe some complex functionality (e.g. intranet tied to UNLV Active Directory log ins, several patient records systems and other websites to integrate with), but then the Scope of Work on p18 sounds fairly straightforward (website for clinic where patients can download and submit forms plus information on the clinic) and doesn't mention many of those features from page 8-9

**Answer: Users should be able to access the intranet features using their assigned University accounts. The patient portals to Centricity and EPIC will not use University credentials but the credentials of the respective systems. However, the movement from the clinical site to the patient portals are required to be seamless to patients/visitors**

45. Is there a site map available? If so can it be shared?

**Answer: N/A**

46. There is the mention of meeting HIPAA requirements – will the site be collecting or storing any individual health information? I see something about integrating with electronic record systems, but there is not much detail. Any additional info on how this site will fall under HIPAA requirements would be helpful.

**Answer: No the site will not collect or store any HIPAA protected data but the connections between the site to the patient portals should be secure**

47. Would we need to store medical record info anywhere or are they looking to set up a system where data is sent directly to their existing systems/databases?

**Answer: See response to question 44 and 46**

48. **Any** elaboration on what the external system integration requirements are would be helpful (Centricity, EPIC and Drupal were mentioned).

**Answer: See response to question 5 and 46**

49. **SEO is mentioned** as a feature – is UNLV Med School looking for initial set up/strategy or ongoing services after launch?

**Answer: Both**

50. Does the secured physician/faculty/residents section need customized content per individual or would it be a set of content for each group? What type of content will be in here?

**Answer: Content geared toward audience group**

51. Does the UNLV Med School ensure the website is HIPAA compliant – or does the web development company? Please advise

**Answer: Web development company**

52. **Who will** be hosting site if UNLV is requiring unrestricted access (should hosting costs be incorporated into the bid?)

**Answer: hosting costs should be included in bid. Section E. Pricing Response Form**

53. The RFP mentions data that will pass from the existing site to the new medical site. Specifically, what data will need to pass between the UNLV existing Drupal-based website and the new medical website?

**Answer: Editorial content, faculty/staff bios, etc.**

54. In reviewing the scope (Section D) of the project, it is unclear as to the higher-end functions the medical school is looking to provide to the consumer experience. Can you elaborate further on which functions you are looking for the site to provide beyond integration with Centricity and EPIC? Billing? Patient Scheduling? Etc.

**Answer: Seamless transitions to Centricity and EPIC patient portals and integrations with social media platforms are examples**

55. Question 3, B, #10 Asks for the ability for website forms to integrate with external vendors and/or applications, such as CRMs and other digital platforms. Can you elaborate on what information and which systems the site will need to integrate with?

**Answer: Wordpress blogs, Constant Contact, Mail Chimp, Drupal, and a CRM once a solution is selected**

56. The RFP mentions that the cost associated with weekly in-person meeting must be covered by vendor. There is no apparent mention of these in-person meeting elsewhere in the RFP. Are these meeting a mandatory requirement? Is the intention to exclude non-local vendors? Would virtual meeting and/or checkins via phone suffice for weekly touch points?

**Answer: See response to question 9**

57. Failure to furnish at specified price – does this mean that if we exceed estimated price written in our response that we could face monetary penalties?

**Answer: Section E requires Proposers to “Provide cost of all services required to complete the Scope of Work”. The successful Proposer is required to honor his/her Proposal.**

58. "The successful vendor must provide recommendations for at least six creative concepts for consideration." What is meant by this and what is the intention? Is this a mandatory requirement? Would UNLV be open to a more efficient approach in which creative direction is discussed upfront and fewer options are initially present, allowing for revisions and alterations as needed?

**Answer: Yes, UNLV School of Medicine wants the best possible design in the most efficient manner.**

59. It looks like the site is under a global nav-will the new site be the same? How much can it deviate from the normal site (design, nav conventions, etc).

**Answer: UNLV Medicine will be a separate website**

60. The current website does not appear terribly outdated. What are the biggest problems about the existing site that this project seeks to solve?

**Answer: Current website is brand new. The RFP is for a new website to support UNLV School of Medicine's clinical enterprise**

61. Looks like Qualtrics maybe being used for form? Will this remain?

**Answer: Qualtrics is not intended to be used for the clinical website forms. However, it may be used for surveying visitors in the future. We are open to other solutions**

62. The RFP uses the language "high performing," what measurements would indicate to UNLV whether the site is high performing or not? Applications? Calls?

**Answer: Part of this process is to define key performance indicators**

63. What is your anticipated budget range for this project?

**Answer: See response to question 3**

64. Are you expecting this development to be completed onsite or remotely?

**Answer: Development can be done remotely**

65. How long do you want to have the hosting and support agreement? 1 year? 2 Years? Etc.

**Answer: The following RFP Section C General Terms and Conditions has been revised to the following:**

**The initial term of the Contract will be one year(s) ("Initial Term" or "Term"). Upon mutual agreement of both parties, the Contract may be extended for four (4) one year renewals terms ("Renewal Term(s)" or "Term(s)").**

66. How many hours would be needed for support? What type of support would be required – technical, content entry, design, etc.?

**Answer: All three – 10 plus hours per week**

67. Does UNLV School of Medicine have a preference on their desired CMS platform? Open Source (Drupal, WordPress, etc.)? Microsoft.NET (Sitefinity, Sitecore, Kentico, Umbraco, etc.)? Java (Adobe, Alfresco, etc.)? Python (Django, Plone, etc.)?

**Answer: No preference**

68. How many content authors will be accessing the system? How often per day, week or month will these users be updating content?

**Answer: At least three – at least one person daily**

69. Will all content authors have access to all the sites? Or will some content authors only have access to specific sites or specific pages within these sites?

**Answer: All sites – Communications department staff only**

70. Will the content management system need a work flow/publishing process? How many levels of reviews and approvals would be required?

**Answer: Yes. At least one level of reviews TBD**

71. What type of security needs will be required for the internal content (intranet site)? LDAP, SAML, other security authentication systems?

**Answer: Authentication will be coordinated with the University identity management team**

72. Who will be writing new copy for the website? Page copy? Instructional and help text? Error messages? Other? Will the vendor need to write any content or will all content be written by UNLV School of medicine team?

**Answer: Vendor will need to write copy, especially instructional/help text, error messages, etc.**

73. What percentage of the existing content that will need to be migrated to the new website vs rewritten? Will migration of content be the vendors responsibility or UNLV School of Medicine?

**Answer: No existing content. UNLV School of Medicine and vendor will need to write copy. UNLV School of Medicine is currently rewriting 100 physician profiles for site. Migration 100 percent vendor responsibility**

74. Is there any content that is automatically added to your site (such as a live news feed or “harvested” content)?

**Answer: Yes. Newsfeeds and harvested content**

75. Do you have any videos or heavy media that will take up data space or effect download performance? (Large files, video, animation, etc.) How many of these types of files do you have today? Will you see large files increasing greatly in the future?

**Answer: Yes. We are just now developing video content. This will grow over the next five years.**

76. Will this site need to be multi-lingual? If so, how many languages will be required? Who will be translating the web content?

**Answer: Yes / At least Spanish**

77. Does the content have any tagging today? How is the taxonomy managed right now?

**Answer: Does not exist today**

78. Who will be approving the design? How many people will be involved?

**Answer: Director of Communications**

79. Will UNLV School of Medicine be using existing photography or will new photos need to be taken or procured?

**Answer: UNVL School of Medicine will provide 70 percent of the photography but may need vendor to supply the additional 30 percent**

80. If we are using existing photography – do have the source files, so we may re-size them to fit a new design layout?

**Answer: Yes**

81. How many resources will need to be trained and to what level? Administrative content training only or will developer training be required?



**Answer: Administrative content training only – vendor will continue to provide developer oversight and support**

82. Can this be a train the trainer session or will we need to have multiple training sessions?

**Answer: Multiple training sessions**

83. Are all the trainees located in one location or off-site?

**Answer: In one location**

84. What is your volume of traffic today? Monthly? Yearly?

**Answer: Does not exist**

85. What is their current hosting server size for your web and DB servers?

**Answer: No current hosting. This is a brand new website**

86. How many URLs will the new CMS have to manage?

**Answer: One domain name. Number of pages, content TBD**

87. **What level of** integration is required for Centricity and Epic? Actually passing of data or just providing link or log in screens?

**Answer: Link and log in screens**

88. Will there be any other 3<sup>rd</sup> party integrations that would be required? CRM, AMS, Social platforms (Facebook, Twitter, etc.)?

**Answer: Yes social media and a CRM at this time**

89. Does UNVL School of Medicine have any stand-alone mobile applications?

**Answer: No**

90. What level of WCAG 2.0 standards will need to be achieved? Level A, AA, or AAA?

**Answer: AA**

91. If AA or higher, who will be editing the content to ensure that compliance is achieved? For AA compliance, full video transcriptions, video and audio closed captioning, image alt text, etc. will need to be completed to achieve your goals. Will this be the vendor responsibility or UNLV School of Medicine responsibility?

**Answer: Initial compliance will be the responsibility of the vendor. Vendor should build in accessibility by default and train UNLV School of medicine how to maintain accessible content.**

92. What is the primary objective of the website?

**Answer: Promote UNLV Medicine's clinical enterprise physicians and services to the public**

93. To confirm, is this a redesign of unlv.edu/medicine? If not please indicate what domain will be used, and what relationship, if any, there is between these two sites.

**Answer: No, this is a new website – we will need to develop a new domain**

94. Referring to section 3.b.4, it is noted that other UNLV website properties are using Drupal. Is this the preferred Content Management System for this project, or are you open to alternatives?

**Answer: Open to alternatives**

95. In reference to Section 3.b.4, What integrations specifically are you looking to achieve between this new site and the existing UNLV site?

**Answer: The integration needs will be minimal, UNLV medicine website should have the ability to generate JSON feed for structured data such as staff bios. This will be a one-way integration from the new UNLV Medicine website to the Drupal-based UNLV website.**

96. In reference to Section 3.b.4, please explain what will be integrating as best as possible with Centricity and EPIC?

**Answer: See response to question 44 and 46**

97. Referring to section 3.b.3, Will UNLV be providing their own image assets or would they like to use or photography services?

**Answer: Both**

98. Referring to Section 3.b.6, are you looking for 301 redirects and onsite optimization for launch or are you looking for ongoing maintenance of this?

**Answer: TBD**

99. Referring to Section 3.b.9, can you explain the intranet in more detail? What types of content are you providing to users? To be clear, this is not simply an external link to the active directories sign on system?

**Answer: TBD – right now it could be faculty only blog, patient educational blog, etc.**

100. Referring to Section 3.b.9, are we assuming the external vendors already supply a means to receive information from these website forms?

**Answer: No**

101. We don't see a clear indication of the RFP due date? What date and time is this actually due?

**Answer: See Amendment 1. Tuesday January 31, 2017 at 3:00pm PDT**

102. Could you please describe the 4 content levels you are referring to on "Section 3.b.1?"

**Answer: See response to question 26**

103. In reference to the various compliances required, we have a couple of questions. What level of ADA Compliance are you seeking? The higher the level, the more restrictive we will need to be in the design of the website. Other than ADA & HIPPA Compliance, can you please provide a list of the specific compliance requirements for the various compliance organizations that you listed?

**Answer: See response to question 46**

104. 2.f.3.b.4, page 8 Can you provide more specific information about the nature of the desired integration with Centricity and EPIC? Will PII be stored within the new CMS as well as those systems? Or will users simply be routed to those systems? Will users authenticate within the CMS for those systems, or will those systems perform their own authentication?

**Answer: Users will be routed to those systems. Authentication should be managed by those systems**

105. 2.f.3.b.8 page 8 What HIPAA-protected data will be used within this site?

**Answer: See response to question 46**

106. 2.f.3.b.9, page 8 Will the site use Active Directory authentication against an on-premise AD server, or will AD credentials be synchronized with the hosted environment in some fashion, for example through a cloud-hosted AD server or a third-party SSO mechanism?

**Answer: See response to question 71**

107. 2.f.3.b.4, page 9 Are you currently using an analytics package? If so, what specific analytics tasks would you want us to perform on your behalf that you are not currently performing?

**Answer: No – this is a brand new website**

108. 2.f.1.f, page 9 Can weekly meetings be performed remotely using we conferencing?

**Answer: See response to question 9**

109. Is the targeted project completion date expected to be adjusted according to the actual award date and the scope of the agreed-upon work as the current launch date in July 2017 only gives us 4 or 5 months for the full project?

**Answer: The project is funded by state funds which has a June 30, 2017 deadline to complete the project and expend the funds.**

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