

The following questions were posted by Scotty Auble:

1. Template changes: in the RFP it says it should be easy to change templates' appearance, graphics and text. Does that mean for a non-webmaster? Most every Joomla/Drupal template will have some required customization to work on your site, which means if you change templates, you'll have to customize. It is not something a novice, non-technical person can pull off. Please specify what/how you'd want to change. ALSO, would it be acceptable to have the same template for every page displaying content? The graphics and layout appearance, menus, etc would remain the same except you could optionally turn off certain sidebar features or change number of columns. OR do you want to have several different templates to differentiate different parts of the site?

We do not anticipate have different templates for each page. We would want to have the same template for each page displaying content. The look would remain more cohesive. We want the ability to change the content on each page to be easy.

If we were to want to change a template we would expect the designer to make that change.

We would like to have the capability to add pages to the site using the pre-defined template.

2. Content: are you planning to have the developer enter the content you supply that is listed in non-italics on the RFP under Web Sections/Components? Or are you just looking to have the sections created to be ready for the content? Initially we would expect that the developer would enter the content, but once training is completed for the TAO people responsible for content, we would expect that they would enter it.

3. Analytics: Do you have a list of priority analytics you want, or will what is provided by Google Analytics suffice? Ditto with reports. Would you be willing to use GA for the analytics requirement?

We would be willing to use the Google analytics and reports. Also, many hosting sites provide web analytics (requires logging in to the host) and running an existing utility.

4. Support: What kind of support and/or warranty/guarantee agreements are you looking for in the proposal?

On reaching mutual agreement that the detailed specification is completed and in production, we expect that the developer would be responsible for issues that might appear with the functionality of the website for a period of at least 3 months.

5. Collaboration: Are you expecting to be able to collaborate on this process remotely, what do you require for that, will you require travel to meetings, if so how many, will you reimburse?

We would anticipate having two or three in person meetings and the rest would be handled via video, phone or web meeting. We would reimburse for mileage, meals and hotel if needed.

6. Estimates: for the detailed estimate by number of hours, are you planning on using those figures for the award? Or are you open to making an hourly billing arrangement? The reason I'm asking is because it takes a detailed specification (many hours of work) to come up with hourly estimates for a project that accurately reflect the implementation details. Writing a specification would be part of the development process as you noted in the RFP. So any hourly estimates you get before the spec is written would be

"guess-timates". You also can't determine milestones accurately without a detailed developer-hours estimate, so that would also be a ball-park amount. Experienced developers typically can provide these estimates with discussion of how they might vary. An open-ended hourly arrangement is not acceptable once we reach agreement on a contract. We will accept initial estimates to help us rate and rank proposals as a means to taking us to the next step (selection and interview with finalists). The contract will be for a fixed amount. The contract will contain a change management process to address any new requirements determined during testing. The contract will also address maintenance above and beyond any fixes provided during the three month warranty period.

7. Point contact/Decision authority: Will there be a single point of contact and authority for making the inevitable trade-off decisions that arise during the project, and also for acceptance of the product?

Cathy will serve as the point of contact. Decision authority will lie with the TAO Communication Committee and acceptance of the product.

8. In addition, for components which may be required that are not open-source, will you purchase them directly or through the contractor?

Whichever approach makes the most sense from a fiscal and responsibility point of view. We prefer to deal with only the developer on this project.