



Solicitation Information

Addendum #2

March 17, 2016

RFP# 7550306

TITLE: Website Management and Hosting Partnership for the University of Rhode Island and its Official Website GoRhody.com

Submission Deadline: April 4, 2016 at 2:30 PM (ET)

ATTACHED ARE VENDOR QUESTIONS WITH STATE RESPONSES.

PLEASE NOTE THAT SOME QUESTIONS REQUIRE FURTHER CLARIFICATION. IF THE INITIATING VENDORS PROVIDE CLARIFYING INFORMATION, WE WILL POST OUR ANSWERS IN ADDENDUM #3.

NO FURTHER QUESTIONS WILL BE ANSWERED.

**Gail Walsh
Chief Buyer**

Vendor A

1) Can you provide us with historic revenue numbers from the following revenue streams in order to assess financial model and offers.

* Nothing was listed. Please clarify.

2) What are the page views and unique visitors for the past 24 months?

* See PDF files for last 24 months with this information.

3) What % of that traffic was from desktop, tablet and smartphone?

* N/A

4) Will the University of Rhode Island want to operate a premium (paid) service for their live audio/video content?

* No – our video rights controlled by Atlantic 10 Conference; audio rights controlled by Learfield

5) What is the wi-fi connectivity in the football, basketball and baseball venues like?

* Each of the listed venues have campus-supported wi-fi networks.

6) Do all digital products need to launch on July 1st?

* No – website and peripheral launch is negotiable

Are there are websites involved? – yes, GoRhody.com

7) Does the University of Rhode Island Athletics currently have an iOS or Android app? If so, what are your current iOS and Android mobile app downloads?

* Yes – there is an app for iOS and Android available through current website service provider.

8) Is the University of Rhode Island willing to pay annual fees (provided the overall platform is generating revenue)?

* Yes – URI Athletics would not be opposed to an annual hosting fee, provided the overall platform is generating revenue.

9) How many live events did you stream in the last year?

* 35-45 through the Atlantic 10 partnership

10) Which sports are being streamed and do viewers need a paid subscription?

* Yes, viewers need to sign up through the Atlantic 10 portal – men's & women's soccer, volleyball, football, and women's basketball were offered.

11) Do you anticipate using a subscription-based model for live events in future years.

* It is dependent on the Atlantic 10 contract.

12) Does the University of Rhode Island conduct any auctions?

* Not currently, however, we have conducted them in the past and would be very open to them in the future.

If so, how many were conducted in the past 12 months? - Zero

If no, would the University of Rhode Island being willing to conduct online auctions. – Yes.

Vendor B

(1) Whether companies from Outside USA can apply for this?? (From India or Canada)

* All work must be performed in the United States, no outsourcing is allowed.

(2) Whether we need to come over there for meetings??

*A web meeting would suffice; however, work under this project must be performed in the United States.

(3) Can we perform the tasks (related to RFP) outside USA ?? (From India or Canada)

* No.

(4) Can we submit our proposals via email ?

* No. Submission requirements are detailed in the RFP.

Vendor C

1. Is there any preference for CMS? We are planning to use Drupal as a Content management System for the project development. Please confirm.

No preference for CMS. Would need vendor to provide comprehensive CMS training for all staff members who have admin privileges.

2. Do you have a budget in mind for this project?

Yes, cost is one of the selection criteria.

3. What is the set deadline for the completion of this project?

Deadline for completion and launch is negotiable between URI and selected vendor.

4. Can you please provide the Google analytics report of your current website for monthly and daily basis traffic?

See the attached PDF.

5. For Mobile application development, which platform do we need to target for the development? iPhone, Android and Windows. Is there any other platform that you are planning to consider?

No, those would be the three platforms for development with regard to a mobile app.

6. For statistical platform integration, is there any 3rd party API that we need to integrate? If yes then please provide the list.

Please clarify.

7. You have mentioned that you need flash generated graphics on the website so on this we would like to recommend HTML5 in place of Flash as mobile devices don't support flash. Please suggest.

We are open to discussion regarding the best practices for the design of our products.

8. Do you need web hosting services as part of this contract?

Yes, we will require web hosting.

Vendor D

Are there any challenges that URI is facing in current Gorhody.com website? Please elaborate details of those challenges, if any.

Major challenge is a re-design that combines the following: extremely user-friendly, cutting edge technology, avant-garde design.

Please provide the current tech stack used to manage the current website. We request you to include details such as Content Management system, Database/Repository & Technology. Analytics software, Marketing software if any.

PrestoSports is our current provider. Their CMS/back-end offers us database, analytics, and marketing.

What is the frequency of content update (Real-time, Hourly, Daily, Weekly, Monthly, Yearly)?

Real-time. By the minute in some cases.

Could you please specify the content volume (GB/TB)? How much of the content is static, and how much will be dynamic? Also highlight the number of static and dynamic pages in the current website.

N/A – do not have that information at this time.

Please specify if you would be interested to migrate GoRhody to already existing product with similar capabilities or open for custom development with open source or commercial Web CMS platform?

We would like to migrate GoRhody.com to an existing product with similar capabilities.

What is the current web-analytic tool in place?

PrestoSports utilizes Webalizer and Geolizer.

How is localization achieved in the current system?

N/A – we do not use any localization.

What are the different types of content used in current application (E.g. Video content, Image content)? Kindly share average indicative volumes for each as well.

Are there any custom workflows for different users/ roles in current setup?

HTML text, still images, video links, video files, .htm files, xml

Does the current application use any features such as single sign on, role based usage, multiple users?

Please clarify.

Is there any current enterprise defined taxonomy - or metedata/ metetagging structures?

No – not at this time.

How many channels are there on which URI is served - Web / Mobile etc.

Please clarify.

Does your new Gorchody.com application integrate with any CRM ? If yes, please provide details.

No – not at this time.

Are there any other integration points to your existing system, such as intranet portals, etc.? If yes, please provide elaborate information on these integration points. If no, are there any plans for establishing integrations with any such systems while proposing for new system?

No – not at this time. No plans on adding any of these integrations.

Does your site has Blogs, Wikis, RSS Feed, feedback/surveys etc

Yes, it has the capability to add all of the above.

Please provide approximate user counts and geographical locations of users for applications in scope.

See attached PDF for user counts.

List down the browsers & devices (with version) supported by the current system. Multi channels/multi devices.

Example:

- a. Websites (Internal & External)
- b. Mobile Platform – Android, iPhone, Blackberry & Smart Phones
- c. Tablets / Handhelds – iPad, Tabs etc
- d. Social Channels – Facebook, YouTube, Twitter etc
- e. Email Channels – Email Newsletter, Subscriptions etc

Is there any personalized content specific to user/region in the current system?

No – not at this time.

Please confirm if the design look and feel of the new site will be unique across all the multi national and lanuage sites.

No, it will be a universal design look.

Please confirm the expected first deployment month and year: Please confirm on launch plan of new website (No of regions).

Date of website launch is negotiable with selected vendor.

Will you be interested in a tag management solution that will manage all the marketing tags. If yes, then please provide us the list of marketing tags.

No –not at this time.

Please clarify if vendor need to procure, provision and manage the necessary of infrastructure and capacity for the selected technology platform products?

Yes – vendor is responsible for all necessary infrastructure and capacity.

Does the current URI websites support Responsive web design (Desktop , mobiles , tablets) ?
If not will the scope for Cognizant will be to redesign the web pages to make it Responsive and then migrate to new technology?

Yes – vendor is responsible for all facets of re-design for all channels and applications.

What are the various kinds of reporting done in current application? Kindly provide elaborated details.

Please clarify.

Are there new reporting capabilities/features expected from this proposal? If so, could you elaborate.

Please clarify.

Is there a Continuous Integration & Automated Deployments process in place? If so, what is the current tool/system used by URI for deploying content?

PrestoSports – our current web services provider and CMS – provides those services for us.

Is the current Gorhody.com hosted in-house or on cloud? Kindly share details of current hosting.

PrestoSports hosts the current GoRhody.com

If current setup is in-house, would URI prefer to move to cloud hosting?. Do you have any specific regions in mind?

N/A

Any external search tool like Apache Solr implemented for web site search? Is there any scope of Search Operation. Kindly highlight

No – not at this time.

What is the sizing of the current system - with respect to peak load and peak concurrent users? Would this be the baseline for new implementation?

N/A – unknown.

What are the current testing tools (Test t Management, Test Automation, Performance testing, Security testing, Continuous Integration) available with URI ? Please provide:

- i. Version Number
- ii. Type of licenses
- iii. Number of licenses

Any other tools that you feel relevant and we must know?

N/A – unknown.

Are there any existing performance scripts ? Do we have / will build a dedicated performance test environment?

Vendor will need to provide/build performance scripts.

Expected Accessibility Standard - A,AA or AAA? (Standard support is for AA in Cognizant)

AA

Any specific tools would be utilized to validate Accessibility compliance for your current site.

Does the website need an Accessibility Certification by a third-party?

No – not at this time.

Please provide the sitemap of the existing and if possible the To-be sitemap.

N/A – unknown.

Is there any preference for the development methodology - Agile or Waterfall?

Please clarify.

We understand that the training scope covers, technical training and documentation for URI technical team, functional training and documentation for the super users and endusers. Please confirm if there is any other training or user group expected?

No – not at this time.

For the class room sessions, we assume that URI will facilitate the availability of audience at one location. Please confirm.

Yes – that is the case.

For the knowledge transfer is there a need to do onsite skill assesment and user role identification?

N/A – unknown.

In case of Web Based Training, where will be the modules hosted? Is there a Learning Management System in URI?

It will be hosted on campus. Negotiable for time and date.

Should any of the training material be handhelp device compactible?

No.

Please share the audience split of each user group.

Please clarify.

Would you have business SMEs available throughout the project delivery phases to work with delivery teams? If you choose this approach, SMEs can ensure that the products are being to satisfy their business needs.

No – not at this time.

Has there been any specific opensource(cost effective) product (like Drupal etc) or enterprise based platform(product license and maintenance of the product, like Adobe AEM etc) version considered?. Do you have an reservations towards a technology stack(May be due to the existing infra/software prevailing in the landscape)

No – not at this time.

Please share any specific branding guidelines for designing web pages

N/A

What are the workflows available in the current CMS. Is it possible to list them out.

Please clarify.

Web-based content management system: Game recaps: Kindly elaborate? (Is it recaps of scoreboards or with the video based highlights or both)

Both – with capacity for additional links.

Web-based content management system: Splash pages: Do all the splash pages have the same template or different ones. If different, then how are they maintained? Do you have a dedicated designer to design each splash page.

Same size, but different design and templates.

If so, then do we have to consider on-boarding the designer with the same skillset to abide by the existing process.

No – not at this time. Need to be able to take the file and properly launch it.

We would recommend, to us a universal SWF template so that the relevant assets of swf, images, video and text can be changed by the administrator/editor to get re-rendered for every new splash page.

Web-based content management system: Do we have to migrate content, users, assets related to historical data? If so, please elaborate.

Yes – full data dump and full rebuild of all historical data/archives.

Email and direct marketing capabilities: Kindly elaborate. Is it similar to email campaign? If so, how is it being done currently?

Email/social media/text-SMS.

Analytics: - Any specific user events that need to be tracked in the content for web metric and visitors activity monitoring? Do we need to continue using new relic & google analytics?

There may be specific events to monitor. Web services vendor would need to continue to provide all analytics.

Statistical Platform: Elaborate on 'ability to upload HTML coded stats from computer stats software'. Can you please provide us a sample of the HTML coded stats being used currently. Is there any variation on the format being uploaded vs being rendered in the site?

No – the HTML files are pre-coded from a separate software program.

Statistical Platform: Elaborate on 'flash generated graphics and links to other multimedia efforts'. Is it related to provisioning / embedding the flash objects in the web page or otherwise?

Please clarify.

Statistical Platform: Elaborate on live stat applications to integrate if any. Is it a webservice that needs to be called to get the stats or do we need to connect to a gaming server to extract the live updated values for a particular user/group?

Current and previous web services providers have maintained their own unique live stat applications. Would need the same from selected vendor.

Live video and audio streaming: Any Video management software already being used? Any painpoints with the existing software?

N/A

Mobile Apps & Messaging: Kindly elaborate on the mobile apps requirement. Need specifics of functionality that goes into the apps.

Mobile Apps & Messaging: Do we need to build a native apps(Android,IOS, Windows, Blackberry) or hybrid app(using a mobile framework like PhoneGap/Sencha etc to compliment the Web Application)

Yes, selected vendor will be responsible for building all apps.

Mobile Apps & Messaging: Any specific messaging format for scores, news and links suggested? Please provide us the formats?

No specific formatting.

Mobile Apps & Messaging: For mobile apps, is there any existing service that needs to be integrated? Or do we have to build a new webservices from the new application being considered?

Vendor responsible for building all mobile apps and messaging platforms.

Is any administrative interface required in managing advertiser project on the web page. Extend this functionally to manage the sponsorship worth and impact which may include the history of signing and cancellations and track changes. Are you using this interface currently? If so, can you please provide us the screenshots?

No – not at this time.

Third Party Vendors: Elaborate on the third party vendors that we need to collaborate with, to integrate services of Ticket Sale, Payment Gateways, Promotions, Gifts, Season Statistics etc

Simply a link to our outside ticketing vendor.

Data Visualization: What are the formats of the existing data visualization for Analytics in place?

N/A – unknown.

Do you use any third party chart tool that is integrated and needs to be adopted going forward? If so, please provide details?

N/A – unknown.

Data Backup & reports: What is the volume of existing historical data? Are there any periodical backup being taken? How often is the data pulled in from the data backup for reporting purpose?

Monthly – dating back to 2011 when we started with newest web services provider.

Technology support: What kind of support window are we looking at? Is it 24 X 7 or 16 X 5 etc?

24x7 support.

Misc: As per the current site, do we need to consider schedule management, fan centre & sponsorship management to be in scope or are these features being dropped out for this RFP?

Please clarify.