Question	**Answer**
I was wondering if Canadian Companies can bid on your RFP for Website development	*No, this RFP is intended for US companies only. Preferential scoring will be given to respondents based in Connecticut*
Will there be a Pre-bid conference for this RFP?	*No. Selected proposers may be invited to present and ask questions via videoconference.*
Is this website replacing https://ctserc.org, or is it a separate and new site?	*This is a new, separate, and unrelated site.*
Please describe your current website team. What are their primary skillsets?	*The agency has internal technical capacity to design and maintain sites like the one proposed but doesn't currently have the time to do so within the project's required timeline.*
Does site search need to index the contents pdf / Doc files?	*No.*
Please describe all third party systems that integrate with the website via an API or an automated data import/export.	*None.*
Please list all 3rd party systems that are embedded or iFramed into the site.	*None.*
Do you expect copywriting or editing services as part of engagement?	*No. Copywriting is being covered under a separate RFP. The winning proposal for this site will be expected to work with the contracted content author.*
Do you need us to conduct an extensive discovery process that includes extensive research into user persona development - or a more streamlined discovery based on the web team's input and best practices?	*The latter – a more streamlined approach. The site's scope/outcomes/anticipated user-base are already defined.*
Can you provide examples of sites that are good models for what you want?	*Examples will be provided to the successful respondent.*
Do you have high-quality photography/media assets available for the new site?	*Assets necessary for the site's visual appearance (template graphics, etc) would be provided by the site developer. Content-specific assets will not the responsibility of the site developer.*
Please confirm that the awarded vendor will work remotely.	*Confirmed. This award is for 100% remote work with occasional videoconference meetings (via Zoom) as necessary.*
We are a US company with some remote team members working from outside of the US. Is there	*This RFP is intended for US companies only. The RFP stipulates that subcontracting work is*

any restriction on their ability to contribute to the project?	*prohibited. Preferential scoring will be given to respondents based in Connecticut.*
Are you preferring to work with local vendors for this project?	*Preferential scoring will be given to respondents based in Connecticut.*
We have the leadership and client servicing team based in the USA and development team based globally. Will this impact our evaluation score?	*This RFP is intended for US companies only. Preferential scoring will be given to respondents based in Connecticut.*
In relation to the RFP for website development, will you accept proposals from the UK. Also, do these need to be delivered by mail/ by hand or is email sufficient.	*This RFP is intended for US companies only. Preferential scoring will be given to respondents based in Connecticut. Delivery of proposals via email is required.*
Please describe the team that will support the website internally. What are their primary skillsets?	*SERC's webmaster will provide coordination and support the website; he has experience with server setup and maintenance, broad CMS experience, and html authoring.*
Does search need to index the contents pdf / Doc files?	*No*
Please describe all third party systems that integrate with the website via an API or an automated data import/export.	*None.*
Please list all 3rd party systems that are embedded or iFramed into the site.	*None.*
Please describe the POP-UP AT Consult Area page in more detail. Is the schedule form just a web form that gets emailed to staff, or is it a life scheduling application? If the latter, please provide information on the back end system powering the scheduling app.	*The scheduling function should be a full-featured calendaring/life scheduling application. The application may be built into the CMS or as a plugin, or it may be a fully stand-alone application (self-hosted or SAAS) that is presented to end users (as in an iframe or embed)*
Can you provide examples of sites that are good models for what you want?	*Examples will be provided to the successful respondent.*
Do you need us to conduct an extensive discovery process that includes extensive research into user persona development - or a more streamlined discovery based on the web team's input and best practices?	*A streamlined discovery process will be appropriate.*
We are a US company with some remote team members working from outside of the US. Is there any restriction on their ability to contribute to the project?	*This RFP is intended for US companies only. Preferential scoring will be given to respondents based in Connecticut.*
Do you expect copywriting or editing services as part of engagement?	*No. Copywriting is not part of this RFP.*
Is all the site content new, or does it exist as part of another website currently? If the latter, please point us to the relevant site.	*All site content is new.*
"Provides a mechanism for two-way asynchronous conversation between site visitors and site staff (e.g., message board, comment system, or email form)."	*We are open to suggestions from the developer, based on best integration with the chosen CMS, ease of use, accessibility compliance.*

We have done numerous of forms and live chat integrations utilizing community software like Higher Logic. Have you defined the approach you would like to take regarding the asynchronous needs?	
"Provides a mechanism for scheduling appointments." Please provide more detail. For example, would this be a function that you would like the CMS to complete or do you plan on integrating a current/future plugin?	*The scheduling function should be a full-featured calendaring/life scheduling application. The application may be built into the CMS or as a plugin, or a it may be a fully stand-alone application (self-hosted or SAAS) that is presented to end users (as in an iframe or embed). This function should be implemented by the developer.*
To clarify, SERC's budget is not-to-exceed $70,000?	*Correct*
What are the engagement journeys by which users discover and engage with the center?	*Users will find the site via external links from related agencies within the state of CT.*
How do you measure user feedback?	*Feedback collection/measurement has not been defined and isn't needed within the scope of this RFP.*
Can you provide examples of sites that are citied to be references of how you envision the revamped website?	*Examples will be provided to the successful respondent.*
COMPANY would provide support user experience design that will be compatible with multiple browsers including the current and the two previous versions of Chrome, Edge, Mozilla, and Safari. Please let us know if you have any additional browser support that we should offer?	*Generalized browser support including responsive web design principles should be considered by the developer.*
Can you please mention the anticipated average number of concurrent users accessing each website? What are the different categories of users and user levels and their access privilege?	*Anticipated concurrent user counts have not been established but aren't expected to be higher than 100 at any given time.*
Do you have a preference for a provider who is local or offers regional/in-person support or is that not a factor in your decision?	*This RFP is intended for US companies only. Preferential scoring will be given to respondents based in Connecticut.*
Do you have any gated content or asset which only logged-in users can access?	*None is anticipated at this time.*
As part of this redesign project. do you have a list of features/functionalities in mind? If yes, can you share the list for both logged-in and guest users?	*Features and functionality are outlined in the RFP document*
What are your preferences of working? Onsite/Onshore, Blended (Global Delivery team with Onshore Technical-PM Team), Fully Global Delivery Team with an Onshore Client Success Partner	*This RFP is intended for US companies only. Preferential scoring will be given to respondents based in Connecticut.*
Do you have any specific expectations in training like video tutorials, remote training sessions befor; UAT/launch, ongoing/impromptu training sessions, developer training, etc.?	*The developer will only be responsible for training SERC's web staff in the developed site's administration.*
What are the issues/challenges/limitations that are being faced with the current website?	*There is no current website. This is a new project.*
Who builds and maintains the current website?	*There is no current website. This is a newproject.*

Is the intent to completely revamp the current website?	*There is no current website. This is a new project.*
Can you please share the reference websites in your mind for inspiration on design/navigation/layout?	*Examples will be provided to the successful respondent.*
Do you have any preference for Content Management Systems?	*Preference is for an open-source and commonly used CMS that is backed by frequent and robust development/security patching (e.g., WordPress, Joomla, Drupal, etc.). Software as a Service CMS are also appropriate given that they meet all the project requirements.*
Are there any 3rd party applications that are needed to be integrated with the website?	*Integrations may be defined by the developer to meet project requirements (e.g., scheduling, asynchronous messaging, etc).*
Can we expect SERC will provide the necessary APIs & accesses to integrate other 3rd party systems and tools?	*There are no anticipated API integrations.*
What is the current hosting infrastructure?	*Current hosting is on a virtual private server running CentOS. A different server environment may be used if it falls within the parameters of the successful respondent.*
Who is responsible for content migration? Do you expect the vendor to provide content?	*As outlined in the RFP document, this is a new website and content will be authored by a subject matter expert under a separate RFP.*
How many resources does the SERC expect the vendor to allocate for this project?	*This RFP does not specify resource allocation on the vendor side outside of whatever resources are necessary for the completion of the project.*
Can the work be performed remotely?	*All work will be performed remotely. Occasional remote meetings via Zoom will be used to communicate with the successful respondent.*
Can we utilize offshore resources for this project?	*This RFP is intended for US companies only. Preferential scoring will be given to respondents based in Connecticut.*
Do you expect this position to be full-time or part-time? How many hours of work per week is anticipated?	*This is not an RFP for employment.*
Do you have an estimated project start date and desired go-live date?	*The project's estimated start date should be December 2022. Desired go-live date is flexible, but on an 'as soon as possible' basis.*
Is the anticipation that the budget of 70k alone to be utilized for the entire contract period up to 2024 or can the vendor propose applicable additional costs for ongoing maintenance and support after the development and delivery of the website?	*The $70,000 refers to the first-year construction of the website. An extension for any additional maintenance/changes may be offered for the period of July 2023-June 2024.*
Do you expect this to be a fixed-bid contract or Time & Material Based?	*This should be a fixed-bid contract.*
Does SERC have a desired launch date for their website?	*Desired go-live date is flexible, but on an 'as soon as possible' basis.*

Can you share some more information about the content for School-Based Audiences (Teachers, PPT members) and Parent/Family/Caregiver Audiences so that we can better understand the structure and required functionalities of these pages and can better assess their complexity? E.g: Guidelines are downloadable resources (pdf, doc)? how many guidelines are planned overall? Tutorials are files or videos? If the latter, will they be uploaded to a third-party video sharing service (e.g vimeo, youtube)?	*The guidelines are under development but will be presented as html with optional PDF downloads. Tutorials are expected to take the form of videos or embedded multimedia modules (articulate or similar). Multimedia would be embedded from a third-party video service.*
Can you share what kind of content you plan to publish on RESC Subpages?	*The content will be HTML.*
Will there be only one page for each institution (short descriptions, external link to their own website, contact form) or would you like to manage more content for each service center?	*It's assumed that each institution would be on a single page, but flexibility to add more would be desirable.*
Regarding the POP-UP AT Consult Area, to what extent should the website support the scheduling process? Is it just a contact form and communication is handled via phone, email (off the site) or would you like to cover the whole process automatically (e.g. calendar integration, possibility to book specific time slots, automatic emails to all participants, reminder email, etc.) Are you thinking of using third party solutions to support this scheduling process?	*The scheduling function should be a full-featured calendaring/life scheduling application. The application may be built into the CMS or as a plugin, or it may be a fully stand-alone application (self-hosted or SAAS) that is presented to end users (as in an iframe or embed). This function should be implemented by the developer.*
Will all website content be publicly accessible, or do you plan to have some content be restricted to registered users?	*At this time all content will be publicly accessible.*
If there will be a large number of downloadable resources (guidelines, tutorials) available on the website, would you like users to be able to search within the content of the documents as well?	*Downloadable content does not currently need to be searchable.*
What specific features does your website need to be successful? (e.g. increase the number of registrations, increase download of resources, etc.)	*As a new website, criteria for overall success have not been fully articulated. Increased understanding and usage of Assistive Technology within Connecticut schools is the overall goal of the site.*
As for the hosting, do you have experience hosting Drupal websites? Do you have internal expertise in server maintenance / configuration?	*We have experience in hosting Drupal-based sites. We have internal expertise in server maintenance and configuration.*