

UH Office of Research Compliance Website Redesign RFP Questions

- 1) Do you have a target budget range for this project? In my experience, RFP's that provide some sort of range for a website project tend to be much more successful. These types of projects can range so dramatically in prices that by providing a range, you will more likely to get usable submissions.**

A: The University of Hawai'i has no designated budget for this proposal. The cost will be evaluated based on the proposed bid package submitted.

- 2) When you say in section 2.2 A, #4, "Provide access to ORC calendars events and functions", are you asking that those functions be framed into the site, linked to the site, or that those functionalities be created within the site?**

A: Functionalities to be created within the site.

- 3) ADA Priority 1 compliance is no longer a relevant term related to website development. Most people would now call that WCAG 1.0 Priority. That is similar to WCAG 2.0 level A. Most colleges are now looking to achieve WCAG 2.0 Level AA. Can you clarify this at all for me? This really is a significant point in your RFP, the difference between these levels in substantial in terms of time and work**

A: As with most colleges, the University of Hawai'i is looking to achieve the appropriate compliance levels across its ten-campus system. The University of Hawai'i's primary obligation is to ensure a high quality user experience for all users, including those with disabilities and the WCAG 2.0 Level AA standard is used as a measure.

- 4) Your RFP states you have a defined budget for this project. Does it fall in the low bucket (\$35,000 or less), medium bucket (\$35,000-\$100,000) or large bucket (\$100,000+)?**

A: The University of Hawai'i has no designated budget for this proposal. The cost will be evaluated based on the proposed bid package submitted.

- 5) Have you determined how success will be measured for the new site yet?**

A: Yes, if the owners and users of the site can easily find and access content compared to the current site.

6) Will existing content need to be migrated to the new site? If so, how many documents and who will do the mapping? If not, will new content be written or updated?

A: Yes. Selected vendor will work with ORC on the migration and mapping of the existing content.

7) How do you see us engaging with you for this project?

A: The University of Hawai'i expects the selected vendor to in constant communications throughout the project, including face-to-face meetings – as necessary; and be responsive. It is also expected that the selected vendor proactively offer suggestions, as necessary, to improve the design or efficiency of the new site.

8) In working with vendors in the past, what have you liked best/worst?

A: The University of Hawai'i appreciates working with vendors that are intelligent, hard-working, knowledgeable, honest, proactive, accommodating, understanding and patient. The worst vendor experiences include: non-responsiveness, lack of updates/communication, nickel-and-dimed on support issues

9) Is there a current style guide that will be used? Will the current research site be going through any design updates we should know about?

A: Please refer to the UH Research website at: <https://www.hawaii.edu/research/>. There are no current plans for an update.

10) How many stakeholders will be involved in making decisions or at meetings?

A: Three

11) Can you provide example websites you find compelling or that provide the level of content delivery you are seeking?

A: <https://www.hawaii.edu/research/>

12) Does any user research, flows, or personas exist?

A: No

13) What is the mobile approach for this project? Standard responsive design?

A: The University of Hawai'i expects all of its websites to be mobile-friendly and scalable across all devices.

14) How many administrative users will be updating content on the site? What is their technical level? Are they familiar with WordPress technology already?

A: It will vary.

15) Will you need the Staff Login that resides at the bottom of the current site? If so, are these links plus admin access?

A: No

16) On page 9, item #1, can you confirm what the definition of integrate with existing site <https://www.hawaii.edu/research/> means? Will the new site stay a stand-alone site and if so, will it just link from this page <https://www.hawaii.edu/research/researchers/> like it currently does?

A: Yes, the redesigned site will remain a stand-alone, while linked to the main research site. "Integrate" means that the ORC website will have a similar look, feel and function to the main research site.

17) On page 9, item #4, do calendars exist today? If so, can you provide a link as an example? If not, what type of access is needed? Do we need to tie into event registrations?

A: No, calendars do not exist currently. Primarily, it would be a location to display ORC events and functions.

18) On page 9, item #8, can you provide clarification around what your expectation is for this?

A: If a new university directive arises that calls for a new page to be created or a new link to be added, the CMS programming on the website should allow for this.

19) On page 10, item C, can you provide a list of browsers and devices as well as what non-graphical browser the site needs to support?

A: All browsers and all devices should be supported.

20) On page 11, item #3, can you provide definition around what search capabilities you are looking for or should we allocate a bucket of time based on our experience for this?

A: Just in-site search capabilities.

21) On page 11, #5, is remote training acceptable?

A: No

22) Where will this site be hosted? Physical box / colocation / cloud?

A: The site will be hosted on a virtual server located in the University of Hawai'i's Information Technology group.