



**SPECIAL ADMINISTRATIVE BOARD OF THE TRANSITIONAL SCHOOL
DISTRICT OF THE CITY OF ST. LOUIS
Purchasing Department
801 North 11th Street
Saint Louis, Missouri 63101**

RFP# 027-1516

Website and Mobile App Development

ADDENDUM No. 1 – Questions and Answers

The Saint Louis Public School District is seeking a website hosting and content management solution to improve publishing, communication, design and management of the District's websites and employee Intranet. Respondent's proposal shall demonstrate an instinctive, user-friendly interface for contributors at various skill levels to create and update content. It must enhance engagement with our stakeholders through registration and opt-in features, text and email alerts, event registration, survey capabilities, and mobile access.

1. Question: Does Saint Louis Public School District seek a mobile application to accompany the new website, or create the website in a responsive manner so that it renders on all mobile devices? Or is Saint Louis Public School District looking for both a responsive site which will render on devices AND a mobile application?

Answer: Answer: Working with the District graphic designer, the website design should unify the District's websites, enrich the District's online image through compelling graphics, enhance user access to top content, and facilitate consistent presentation of content across websites.

2. Question: Will this designer only perform graphic design work, or/and are they participating in the site construction? What is the role of the graphic designer?

Answer: The site content management system and administration tools must be capable of managing multiple site levels (e.g. District, schools, Intranet) and multiple user roles.

3. Question: Is the scope of this project to develop district, school and intranet sites? Essentially 3 different sites and design, while keeping a consistent look and feel and preserving each schools unique color pallet and brand?
 - a. If yes, is part of the scope to move content of all school sites?

Answer: External web hosting on secure servers is an essential requirement for this project. Also important is the vendor's background and experience providing web hosting and content management solutions to K-12 school districts similar in size to Saint Louis Public Schools. Yes, vendor will be responsible for migrating content from current sites to new sites.

4. Question: What dedicated or cloud based hosting providers have you used currently or in the past: Rackspace, SoftLayer, and Microsoft Azure. Ciber has experience with following cloud and dedicated web hosting providers:

Rackspace, SoftLayer, Microsoft Azure. Network/Server Design, Contract Facilitation, installation and configuration, Administration and Support

Answer: Must be compatible with the latest manufacturer supported versions of the following browsers: Internet Explorer, Chrome, Firefox and Safari

5. Question: What versions of browsers does the district currently use across all desktops?

Answer: Internet Explorer, Chrome and Firefox

6. Question: Do you possess any web analytics for browser types used by the public? I.E., Webtrends reporting.

Answer: No

7. Question: Are any administrative tasks expected to be performed from a mobile device? Or are these simple content edits, for example an alert or page content?

Answer: Must allow for content editing from mobile devices and tablets

8. Question: Is it a mobile website based on the responsive design that is needed or a true mobile application that is submitted to the appstore?

Answer: True Mobile Ap

9. Question: If it is a mobile application is it also to replicate the website functionality, or just the outlined features?

Answer: Should replicate as many features of the website as possible

10. Question: Does “integrate” mean “replicate” website functionality like viewing the document formats within the app, announcements, doc sharing, polling, etc?

Answer: Yes

11. Question: When it says it should run on all platforms does this go beyond iOS and Android to include Windows Mobile and Blackberry OS? If so what versions of the OS’s will need to be supported? Are you expecting a native development for each operating platform or a hybrid development?

Answer: iOS and Android are the two main focuses on this project. However, we are unsure of where technology will go related to Windows Mobile and the resurgence of Blackberry. Responses should include any operating systems that you currently support and any additional ones that may be on your blueprint for future development.

12. Question: It is not clear as a part of a mobile application development what is meant by “custom design options”. Does this refer to design mockups where the User Experience and UI is developed for approval?

Answer: Our intention is to have a standard template for both Districts and individual school sites. However, if our template would include your non-standard offerings, custom work may be needed and a cost should be outlined.

13. Question: Can you confirm that updating/sending messages references the ability to send push notifications and pushing news content from the website to the mobile application? Or is it something different?

Answer: Reference is to push notifications and pushing news content from website to mobile ap

14. Question: Can we have list of primary device screen sizes which is expected to support?

Answer: Must have responsive design – reconfigure to fit multiple device screen sizes

15. Question: Which devices or devices sizes are targeted as part of the scope?

Answer: Must migrate existing website content from current website to new website

16. Question: Is part of the scope to migrate existing content from the district website, current Intranet site and all schools?

Answer: Yes

17. Question: What is the total number of sites which need to be migrated?

Answer: 75

18. Question: What is the overall size of these sites?

Answer: Question is unclear

General Questions

19. Question: Are there any issues with using offshore resources to complete some of the development efforts?

Answer: Not sure what the question is asking. District will evaluate response thoroughly to ensure work is completed in a timely manner by qualified workers.

20. Question: Is it the expectation of the selected vendor to remain onsite for the duration of the engagement, or is some remote work acceptable?

Answer: Remote work is acceptable

21. Question: After reviewing the current website implementation there seems to be a Content Management System used. Will the district look to retain this CMS solution going forward or replace with new technology (i.e. SharePoint On-Prem, Office 365/SharePoint Online, Ektron)?

Answer: Prefer CMS

22. Question: Does the district prefer a cloud based or on-premise solutions for the content management and mobile solutions? Is the district open to implementing CMS SaaS (Software as a Service) solutions?

Answer: While both have their advantages, the response should be the best offering from your expertise. Additionally, if CMS SaaS is an appropriate package from your opinion, the offering would be considered.

23. Question: Please provide use cases of the current challenges with publishing web content today.

Answer: Question is unclear

24. Question: Please provided use cases of challenges with communications and management using the current CMS solution.

Answer: Question is unclear

25. Question: Which of the following best describes the skill level of the current CMS user base (choose multiple):

- A: Power Users / Site Owners
- B: Departmental Contributors (Internal)
- C: External Contributors
- D: CMS Administrators (Maintains the CMS solution)
- E: Marketing Personnel (i.e.. Press, Campaigns)
- F: All the above
- G: None of the above

Answer: All of the above

26. Question: Who is responsible for creating the textual content for the site? Will the current website's textual content be re-purposed in the new CMS solution?

Answer: District staff will create all new content. Current content will also be migrated.

27. Question: What best describes the current skill set of the District's Graphic Designer (choose multiple)?

- A: Graphics Creation (i.e. Photoshop, Illustrator, Video Editing)
- B: HTML Editors / Coding (i.e. Dreamweaver, Visual Studio)
- C: Content Creation / Creative Writing
- D: All the above

Answer: District graphic designer's skill level is not relevant.

28. Question: Please provide details (software and hardware) regarding the environments and platforms on which the current websites and intranet content resides.

Answer: Current Content Management is proprietary to current provider.

29. Question: Does the District have a preference regarding whether the new web sites and Intranet are hosted via an On-premises or Cloud based solution? If so, please provide details on the reasons for the preference or any other considerations involved in choosing the hosting location.

Answer: Website provider will be required to host the content on secure servers with unlimited space.

30. Question: Has the District inventoried the content and sites to be migrated and reached a determination on what will be migrated and will be left behind?

Answer: No

31. Question: What is the total number of trainees for the new solution?

Answer: 100

32. Question: Is there a specific timeline or milestones important to the district, to meet during this project?

Answer: The new website and Ap should be ready for the public by August 1, 2016.

33. Question: Will there be a virtual web meeting/conference line option available, or should interested persons plan on attending in person?

Answer: A conference call line will be setup.

34. Question: Whether companies from Outside USA can apply for this? (From India or Canada)

Answer: YES

35. Question: Can we perform the tasks (related to RFP) outside USA? (From India or CANADA)

Answer: YOU CAN SUBMIT IT AS AN OPTION.

36. Question: Can we submit our proposals via email?

Answer: NOT ALLOWED. IT IS AGAINST OUR PUBLISH COMPETITIVE PROCUREMENT REQUIREMENTS.

37. Question: The RFP indicates “Also important is the vendor’s background and experience providing web hosting and content management solutions to K-12 school districts similar in size to Saint Louis Public Schools”. Regards your interest in a mobile application “Respondent shall have experience in providing its app in a K-12 education environment”. QuickSilk doesn’t have experience working with K-12 School Districts. Is this a mandatory requirement? If not, can you provide any guidance regarding the degree to which our lack of this experience will impact our competitiveness? As background, QuickSilk has been developing client-centric website applications, components, modules and plug-ins that are in use today by small and medium size businesses, government, non-profit organizations and NGO's throughout North America and Europe since 2001. Our web applications serve users in 23 countries and 14 languages, using a mix of open source software and commercial applications. With our extensive experience in web application development and deep understanding of human performance technologies, QuickSilk has a proven track record for delivering reliable, visually engaging, web site and web application solutions in a timely and cost-effective manner. We are fluent in more than 25 Content Management Systems including Open Source Software (OSS) platforms such Drupal, WordPress and Joomla. QuickSilk has a significant depth and breadth of expertise developing standards based websites and web applications using HTML5, CSS3, XHTML, DHTML, XML, JavaScript, PHP, JAVA, and MySQL as well as working with social networking API's such as Facebook, YouTube, Instagram and Twitter, along with other standards based API's, frameworks and libraries such as Google, Salesforce, MS Dynamics, JQuery, Mootools and Payment Gateways such as Orbital, PSIGate, Beanstream and others. A detailed listing of our web development experience can be found at: <http://www.quicksilk.com/custom-web-development>.

Answer: We would be open to a company that had not worked in the K-12 space, but they might be at somewhat of a disadvantage with other companies that are very well versed in K-12.

38.