

# Questions and Answers to RFP for Website

1. What are the major pain points in the current website?

The creation of content on a daily basis seems to be the trickiest. Keeping content consistent between different creators and the initial vision for how the page should appear to the public. This is especially true when graphics are involved. The options for laying out graphics is very limited.

2. Should we build the functionalities on top of current Drupal 7 website or migrate to a new Drupal 7 website and redesign there?

Either options is available to you. Drupal 7 is not a hard requirement. If a newer version of Drupal or even another CMS is a better option, that is fine. Our options are open and we have plenty of server horsepower to run it.

3. Is there a scope for migrating the current Drupal 7 website to Drupal 8 and redesign the website in Drupal 8?

See answer to previous question. We will leave that up to you.

4. Can you share the high-level workflow of the current online Library system?

I'm not sure which workflow you are referring to here. If it is the workflow of creating content on the website, the it's primarily by our communications coordinator. She watches for news from other libraries that we want to announce or internal articles. She then logs into the website, creates an article, adds the content and appropriate tags, selects publish to front page, and saves the article. For meetings, an accordion add-on is used and again tags are used to assign those meeting to the appropriate accordion meeting.

5. What are the functionalities for the users with various Roles that are defined in the RFP Page 4 - section: Website Audience

Besides the general public, we'd like our member libraries to be able to log in (currently most user information is in Microsoft AD). They would be able to see specific pages and articles only available to them. These pages would generally be available to any authenticated user, however there may be times when we want user specific content only available to the user logged in. Currently this functionality isn't implemented at all on the website, so the discovery phase of implementation is crucial to this discovery.

6. Elaborate on current Intranet functionalities in the website?

Currently there is no Intranet functionality.

7. What are the 3rd party integrations in the current website?

Up to date 

[Backup and Migrate](#) 7.x-3.6

Includes: *Backup and Migrate*

Up to date ✓  
[CAPTCHA](#) 7.x-1.5  
Includes: *CAPTCHA*

Up to date ✓  
[Chaos Tool Suite \(ctools\)](#) 7.x-1.15  
Includes: *Chaos tools, Views content panes*

Up to date ✓  
[CKEditor - WYSIWYG HTML editor](#) 7.x-1.18  
Includes: *CKEditor*

Up to date ✓  
[Date](#) 7.x-2.10  
Latest version: [7.x-2.11-beta2](#) (2019-Jan-22)  
Includes: *Date, Date API, Date Popup, Date Views*

Up to date ✓  
[Easy Breadcrumb](#) 7.x-2.16  
Includes: *Easy Breadcrumb*

Up to date ✓  
[Google Analytics](#) 7.x-2.6  
Includes: *Google Analytics*

Up to date ✓  
[IMCE](#) 7.x-1.11  
Includes: *IMCE*

Up to date ✓  
[jQuery Update](#) 7.x-2.7  
Also available: [7.x-3.0-alpha5](#) (2017-Mar-29)  
Includes: *jQuery Update*

Up to date ✓  
[Mass Password Reset](#) 7.x-1.1  
Includes: *Mass Password Reset*

Up to date ✓  
[Menu Attributes](#) 7.x-1.0  
Includes: *Menu attributes*

Up to date ✓

[Pathauto](#) 7.x-1.3

Includes: *Pathauto*

Up to date ✓

[Real Name](#) 7.x-1.4

Includes: *Real name*

Up to date ✓

[reCAPTCHA](#) 7.x-2.3

Includes: *reCAPTCHA*

Up to date ✓

[Scheduler](#) 7.x-1.5

Includes: *Scheduler*

Up to date ✓

[SMTP Authentication Support](#) 7.x-1.7

Includes: *SMTP Authentication Support*

Up to date ✓

[Token](#) 7.x-1.7

Includes: *Token*

Up to date ✓

[Views](#) 7.x-3.22

Includes: *Views, Views UI*

Up to date ✓

[Views Accordion](#) 7.x-1.6

Includes: *Views Accordion*

Up to date ✓

[Views Sort Null Field](#) 7.x-1.0

Includes: *Views Sort Null Field*

Up to date ✓

[Webform](#) 7.x-4.19

Includes: *Webform*

Up to date ✓

[Webform Reply To](#) 7.x-1.0

Also available:

[7.x-2.0](#) (2014-Sep-16)

Includes: *Webform Reply-To*

Up to date ✓

[Webform Report](#) 7.x-1.0

Includes: *Webform Report*

Up to date ✓

[Webform Validation](#) 7.x-1.15

Includes: *Webform Validation*

8. What are the new 3rd party integration expected in the redesign/migration project?

This will be up to the implementor to provide options based on the discovery phase.

9. Is there any CRM integrated with the website or is there any scope for CRM integration in this redesign project?

Not currently. We are investigating implementing a CRM package, but nothing is decided yet. Possible options are SuiteCRM and Microsoft Dynamics.

10. Is there any CRON job configured to pull contents from any 3rd party Service?

RSS is used to update the upcoming events section.

Direct database connections feed the library search, and delivery search sections.

No content is updated through cron jobs.

11. Describe about the current Search functionality? Is it implemented using Apache Solr?

I believe the current search functionality is native to Drupal only.

12. Is there any CDN integration in the current system? If No, is CDN integration expected in the new website?

None exists or is expected.

13. Can you provide details about the current in-house hosting platform that you own?

CentOS 7 (Virtual Machine), Docker 18, PHP 5, MySQL 5, Apache 2, Drupal 7.66

14. What is current maintenance strategy followed and What is the average number of hours monthly that is spent for the website maintenance?

Average hours: 2-4

Updates to Drupal and modules are done when new version are released. Monthly updates to the underlying containers and host OS.

15. What is the anticipated timeline for this project based on the approach below?

1. Redesign the Website User Experience in a new Drupal 8 website and Migrate the content from Drupal 7 to Drupal 8
2. Redesign the Website User Experience in current Drupal 7 website and Enhance the functionality in the existing Drupal 7?

We would expect the vendor to provide their expected timeline. The RFP laid out our timeline, but if we and the vendor agree to a new timeline based on our conversations, then that is fine. Our timeline is not strict for go-live.

16. Please elaborate the kind of team structure that you are envisioning for the website redesign?

There will be a core team reviewing the RFP, but they will not necessarily be the implementation team. We have one web designer/programmer who has other projects as well. We are releasing this RFP to offload much of the work off the web developer, however he will still be an integral part of this process. As far as content creators, there will be a team of 3 to 4 people who would be available to move content from one platform to another or do other work as assigned. However, the bulk of the work here needs to be performed by the vendor.

Decisions on themes, visual proposals, and any other conceptual work will likely be reviewed by the team that reviews the RFP. This team consists of key content creators, members of the admin team, and technology representatives.

17. Does IHLS consider itself a "leader" or a "follower" in the context of adopting new technology among peer organizations?

- a. We'd like to consider ourselves a leader, however the reality is we are stretched too thin in the IT dept to really do that. That is why we are reaching out for help with the redesign. We just don't have the resources to accomplish this internally.

18. Why are multiple databases used ("L2" and "Delivery" mentioned on bottom of p. 3) and will those databases need to remain separate in the new website?

- a. L2 is administered by another state organization and we have limited access to make changes. Delivery is fully controlled by us and will remain separate for the foreseeable future.

19. Is there an e-commerce or payment requirement to use the job posting function?

- a. No. We currently screen all postings to make sure they are in the field of Library services. This is something we'd like more automated.

20. On p. 5, under Custom Features, there is a requirement listed for professional photography of staff. Will IHLS be providing these photos or is the vendor expected to provide this service?

- a. The photos are provided and not a part of the RFP request.

21. A "single sign-on" feature is mentioned on p. 8, point F, but nowhere above in the proposal. Can you please elaborate?

- a. Sorry this is a remnant from a previous draft. You can ignore that.

22. The RFP does not mention the content migration process in detail. Will the vendor be responsible for this or are you anticipating a model where the content publication workflow is built by the vendor but staff manually review/update/bring over content? Are you planning a major reorganization of site content and/or information architecture?

- a. If a new platform is created, I'm not sure we'd want to migrate all the data over. I think the best choice would be to hand pick what should move and then recreate it. I think training by the vendor for a few staff members would be sufficient. We are looking to the vendors for best practices and ideas for the best way to organize and present our data.