

## RFP Intranet Submitted Questions

### **Do you have a budget range you can share for this project?**

The RFP requests that the responder to outline costs to meet the scope of RFP. There is no stated budget amount or range.

### **How do you envision the website reducing the amount of time spent reading and answering emails?**

By centralizing up-to-date relevant information in a common location, the number of all staff emails should be reduced. Providing information in a way that staff can search and find resources will also reduce the amount of email correspondence.

### **Are you open to a proprietary CMS?**

Yes.

### **If not, is Wordpress a consideration?**

Yes.

### **For Yammer, will an embed be sufficient?**

Yes.

### **Which 'common tasks' need to be simplified?**

Transactional common tasks such as requesting PTO, looking up benefit information and finding staff phone numbers and locations.

### **Will you describe how the communications hub should work?**

A one-stop place for relevant information and news. Allows employees to learn information directly vs waiting on an email or a meeting.

### **Are there any additional department sites needed besides finance, human resources, and marketing? If so, please list additional site needs.**

The discovery process will help determine exactly which department sites will be needed. The examples above are cross-functional departments that have shared documents sites that all employees currently access.

### **How many vendors will be awarded?**

One vendor will be selected.

**Who is the incumbent vendor?**

Richland Library staff currently maintain a Sharepoint site used by all employees.

**What is the estimated Budget?**

The RFP requests the responder to outline costs to meet the scope of RFP. There is no stated budget amount.

**Whether companies from Outside USA (like from India or Canada) can apply for this?**

Yes. We can work with any company that has a W-9.

**Whether we need to come over there for meetings?**

We require at least two face-to-face meetings - our kickoff meeting and at least one milestone meeting prior to launch.

**Can we perform the tasks (related to RFP) outside USA?**

Yes. We can work with any company that has a W-9. Our staff works EST hours and it is expected that the vendor and all supporting staff would be available during our business hours.

**Can we submit the proposals via email?**

Yes. The instructions are in the posted RFP: Sealed (if print) or secure (if digital) proposals must be received on or before 12:00 pm on July 24, 2019. Proposals received after the stated time will not be accepted. If providing print proposals, there must be three copies submitted in a sealed envelope that is clearly marked "Richland Library Internal "Intranet" Website Project." If providing digital proposals, submit by email to [financeoffice@richlandlibrary.com](mailto:financeoffice@richlandlibrary.com) with the subject line of "Richland Library Internal "Intranet" Website Project."

**Will companies outside of SC be considered?**

Yes, companies that have a W-9 can be considered.

**Roughly how many pages are currently on your internal application? How many documents (what formats?) and images (what formats?)?**

We currently use Sharepoint as a home page for our intranet. We do not have a governance plan or a content map, so there are lots of documents and links that are no longer relevant or up-to-date. Within the RFP there is a link to a screen shot of our home page. We would like the vendor, through the discovery process, to recommend what content should be included in the new site – based on what staff need and use the most.

**Are you open to combining some of the pages?**

Yes.

**Does all of the information currently on the site need to be available if it is moved to a new system? If not, do you have staff that can help identify/review content to be removed?**

No, much of the current content is no longer relevant or could be moved to team sites within sharepoint. We can help identify staff to help with content review, moving to team sites and removal.

**What challenges have been the most difficult to overcome with this system?**

We currently use Sharepoint. Understanding the difference between team sites and an intranet has been challenging. The current site has content that is quite dated but we do not have policies or governance to help us manage content.

**What is the budget range or limitations of this project?**

The RFP requests the responder to outline costs to meet the scope of RFP. There is no stated budget amount.

**What are the most common tasks users expect to complete? What problems are currently being experienced with these tasks?**

Users currently access the home page to link to tasks and to "find" information. The most common uses for staff of our current home page are: accessing benefits and performance information, shared documents, searching policies and procedures and looking up staff contact information.

**Will content be available to only some users (by dept, or level within org, for example)?**

Some content such as a supervisor section would only allow access to supervisors.

**Are you looking to pull content from your social media sites to display on the intranet, or are you looking to have links in the intranet that users can click on to take them to the org's twitter feed?**

We would like to consider having social media and Yammer feeds available to staff so they can be aware of the communications without having to subscribe to the channels.