**TENNESSEE BOARD OF REGENTS**

**REQUEST FOR QUOTATION (RFQ) 18-0011**

Web Hosting for Tennessee Board of Regents (TBR)

QUESTIONS AND RESPONSES

**DATE: December 12, 2017**

**General Items:**

**Proposer Questions**:

**Question #1:** Can companies from outside the USA such as India or Canada apply for this RFP?

**Response:** It is preferred that the solution/work be within the U.S.; however, if Proposer has employees located outside the U.S., they may be utilized with the understanding that the Successful Proposer must attend as many on-site meetings/conference calls as requested by the Institution. Additionally, the Institution will not be responsible for out-of-country phone/travel expenses.

**Question #2:** Would a company from outside the USA need to come to the USA for meetings?

**Response:** Yes

**Question #3:** Can task’s related to the RFP be performed from outside the USA?

**Response:** See response to Question 1.

**Question #4:** Can we submit the proposals via email?

**Response:** Please review the Section 3 of the RFP for submittal requirements.

**Question #5:** Question #5 states that support for Wordpress is a requirement, can TBR share how many Wordpress sites are under consideration? Were all sites listed under the applicable TBR Web Properties list built with Drupal. Is Wordpress hosting truly a necessity? Will providing only Drupal hosting disqualify vendors?

**Response:** Currently, TBR has a few internal WordPress sites. However, there a few rogue sites run by some campuses and hosted externally that TBR would bring into the environment. Also, TBR will be expanding the use of WordPress in the future. Drupal only hosting would not disqualify a vendor, but TBR would have to consider how it would be managed in the expansion.

**Question #6:** Does TBR require 24x7x365 telephone support for critical issues?

**Response:** TBR would expect 24x7 support for emergency issues such as site outages, business impacting issues, and critical security issues.

**Question #7:** What is the required response time SLA for critical issues?

**Response:** Response for critical issues should be within one (1) hour.

**Question #8:** What response time SLA does TBR require for high priority (not critical) issues?

**Response:** For non-critical issues, we would expect a response within the next business day.

**Question #9:** Can TBR explain why chat support is a requirement when it is much less helpful than ticketing or phone support?

**Response:** Support via phone, chat, or email would be sufficient.

a. How is TBR define an “end user” in the RFQ?

Response: In our case, end users would be TBR web administrators, regular users of the site would not be working with vendors.

b. How many “end users” would require direct access to support?

Response: Currently, there would be four (4).

c. How many “administrators” are there?

Response: Four (4).

d. Is administrator support via chat a hard requirement if ticketing (web) and phone support are available?

Response: No, refer to question #4.

**Question #10:** Which TBR sites require SSL certificates? Will TBR supply the SSL certificates or does TBR prefer that the vendor supply them?

**Response:**  All sites would require SSL, and we can support either suppling certs or working the vendor to supply them.

**Question #11:** RFQ question 22 states that the platform must support the needs of organizations with 99.9% or higher uptime but it does not state that 99.9% uptime is a specific requirement for TBR. There are many hosting providers who can support 99.95% uptime for enterprise or elite customers without guaranteeing it for others. Is guaranteed 99.95% uptime a requirement for TBR?

**Response:** Support for 99.95% or higher uptime is sufficient.

**Question #12:** TBR currently maintains many of its sites in a Drupal multi-site instance. Is multi-site functionality a requirement for the chosen vendor? If not, can TBR explain why and when single site installations would be preferred over multi-site?

**Response:** Actually, TBRs’ Drupal instances are a single site with the same codebase. We would require multisite support for WordPress sites.

**Question #13:** Many organizations have seen significant reductions in cost and maintenance hours by deploying multi-site solutions for sites with shared functionality and a shared codebase. Is TBR open to a response that bases pricing on a multi-site deployment instead of based separately for each individual site?

**Response:** TBR would be open to multisite pricing.

1. If so, which sites, if any, would require single site installations (with separate codebases and hardware)?

**Response:** TBR.com and 2-3 others may be single sites.

1. Which sites could be deployed in a multi-site instance?

**Response:** TBR can envision a solution where all the TCAT sites (tcatknoxville.edu, tcatshelbyville.edu, etc.) are in one multisite.

1. How many codebases would be required in total?

**Response:** Currently, at least 2 and possibly 3.

**Question #14:** With regards to the listed TBR Web Properties, please share the following for each site:

The anticipated percentage of traffic from logged in/authenticated users

**Response:**  1-3%

Disk space requirements (file system and database)

**Response:**  Depending on the environment I would anticipate single sites needing between 5-10GB per site and multisite requiring more base on the number of sites per instance.

Required external integrations

**Response:**  Google resources (search, GTM, GA, Maps), SSO (LDAP/CAS)

Number of Drupal nodes

**Response:**  TBR.edu (30k est,) (TCAT sites (up to 500 est,)

Number of files

**Response:** TBR.edu 5K+ est. TCAT Site 300-800+ est.

Required SSL and/or VPN

**Response:** Yes, SSL

Compliance regulations (FERPA, PCI, HIPAA) if any

**Response:** FERPA, PCI DSS, HIPAA

PHP version

**Response:** PHP Version 5.5.9-1

Required non-Drupal code

**Response:** None.

**Question #15:** Is TBR willing to consider a multi-year contract (invoiced annually) instead of a 12-month contract?

**Response:** Yes, we would prefer a multi-year contract.

**Question #16:** Does TBR prefer to purchase through Internet2 or Carahsoft/GSA for lowest rates?

**Response:** TBR uses Jaggaer as its ePurchasing system. The TBR ePurchasing system is not part of this RFQ.

**Question #17:** A requirement is to have implementation, including staff training, completed by February 2018. How does TBR define staff training and implementation? How many staff members need to be trained by the vendor? Is implementation limited to provisioning the new hosting environment or does content migration also need to be completed by February 2018?

**Response:** The TBR web team, up to four members. TBR would like to move quickly with implementation after the contract is complete.

**Question #18**: Does the Proposer Product Accessibility Statement apply to vendor supplied products, vendor administrative interfaces, online documentation and support, or to hosted TBR content?

**Response:** All Informational Material and Technology (IMT) developed, purchased, upgraded or renewed by or for the use of the Tennessee Board of Regents (TBR) will comply with all applicable TBR policies, Federal and State laws and regulations including but not limited to the accessibility guidelines set forth in [Web Content Accessibility Guidelines 2.0 A & AA](http://www.w3.org/TR/2008/REC-WCAG20-20081211/), [EPub3 Accessibility guidelines](http://idpf.org/a11y), [Section 508](http://www.access-board.gov/guidelines-and-standards/communications-and-it/about-the-ict-refresh) and all promulgated under Section 504 of the Rehabilitation Act and Title II of The Americans with Disabilities Act as amended. Further:

1. Compliance means that a person with a disability can acquire the same information, engage in the same interactions, and enjoy the same goods and/or services as a person without a disability, in an equally effective and integrated manner, with substantially equivalent ease of use.
2. The Contractor warrants that any IMT purchased by, developed, upgraded or renewed for the Institution will comply with the aforementioned accessibility guidelines and the Successful Contractor will provide accessibility testing results, written documentation verifying accessibility including the most recent VPAT for the product/service identified in this document.
3. The Contractor will promptly respond to and resolve accessibility issues/complaints, and to indemnify and hold the Institution harmless in the event of claims arising from inaccessibility of the Contractor’s/Proposer’s product(s) or service(s).
4. Contractor shall provide access to the Institution as needed for testing/compliance review.

If a Bidder is currently in compliance, Bidder shall complete the Proposer Product Accessibility Statement and Documentation Purpose of Accessibility Statement. If a Bidder is currently working towards becoming in compliance, Bidder shall complete the Accessibility Conformance and Remediation Form.

**Question #19:** What is the current process for website updates and creating new websites?

**Response:** Standard content updates are done through the CMS. New development, CMS, and plugin updates are managed in a version control environment (local, DEV, TEST, PROD).

**Question #20:** Pricing for our bid will be based on the current resource utilization of TBR’s sites. Additional costs could result if TBR’s sites experience significant increases in resource requirements (CPU, RAM, disk space, etc.). Does TBR anticipate significant growth or changes in resource requirements over the next 5 years?

a. If so, which resources?

b. What’s the anticipated annual change rate of resource requirements per site?

**Response:** There shouldn't a significant change in resource requirements other than the healthy growth of educational institutions.