

**Eastern Kentucky PRIDE, Inc.**  
**REQUEST FOR QUALIFICATIONS (POWER-02-2020)**

**Website Development Services**

**PROPOSALS DUE: Monday, February 10, 2020 by 2:00 PM EST**

Questions should be directed in writing to PRIDE Contracting Officer, Tammie Nazario, President/CEO  
via email: [tnazario@kywildlands.com](mailto:tnazario@kywildlands.com)

All questions must be received no later than Friday, January 31, 2020 by 12:00 PM EST and will be answered publicly as an addendum to this solicitation no later than 4 p.m. Monday, February 3, 2020.

ADDENDUM #1

1. Is SharePoint an acceptable solution?

We have not determined what platforms are acceptable or not at this point. If SharePoint is recommended, it will be evaluated against other suggested resources.

2. What is the usual / expected number of authenticated users for the site?

This is the first time we have done such efforts, but we expect approximately anywhere from between 20 and 50 different users.

3. How many concurrent public/anonymous users are there?

That has not yet been determined.

4. What is the acceptable hosting process? The purpose of this RFQ is to understand capabilities. We do have existing relationships with hosting providers. However, everything will be assessed once we select the appropriate vendor.

a. Cloud provider (Azure/AWS/Azure)

b. Managed VM / physical

5. What is the expected Up-Time SLA? The purpose of this RFQ is to understand capabilities. We do have existing relationships with hosting providers. However, everything will be assessed once we select the appropriate vendor.

6. Is there a post-live support expectation? This is yet to be determined.

a. What is the duration of the support contract? 1 year? Multiple years?

7. Are there any HIPAA or Privacy requirements/expectations?

None that we expect. We do believe it should be the partner's responsibility to gain prior approval of photography assets that may be uploaded or shared on our site. We are not responsible for the content our partners post and want them to be aware of such.

8. Does the content require a high level of security such as encryption at rest?

Not that we can think of.

9. Would you like the vendor to provide end-user training or will a 'train-the trainer' approach be sufficient?

We expect our core team to understand the systems well so we can share with others. For our partners, a train-the trainer approach should suffice. It needs to be simple to learn.

10. Please confirm the number of end-users or number of 'trainers' to be trained.  
1-3

**Project Management:**

11. What is the preferred project management methodology?

We assume you are talking about the project management approach between us and the partners. We would like to be able to review submitted content from our partners and have the ability to approve it or reject it with comments for further resubmission.

12. On behalf of PRIDE, will there be a project manager or a Subject Matter Expert available to work with us during the project?

Yes.

13. Will there be an organizational change resource available or shall we provide one?

We are not sure what this means?

14. What is the projected budget for this project?

There are no quotes needed at this time. We are requesting capabilities in order to select firm/s that have the ability to understand and perform future work. We believe all web design work we have in mind can be performed for under \$70,000. But again, specific scope of work has not yet been confirmed.

15. Can project resources work remotely during the project?

Yes

16. Is there a USA-based resource requirement? May team members/resources be located outside of the continental USA?

Any work proposed to be performed outside the USA is subject to funding approval.

17. Has a steering committee been assigned for this project? If not, will one be assigned in advance or shall this be built into the project plan? A steering committee has not yet been assigned. That is to be determined depending on selected firm and contracted scope of work. No project plan needs to be built at this time.

18. How many printed copies of our proposal are required for submission?

This was not addressed in the RFQ. Two is preferred but you will not be penalized for less.

a. For the purposes of assessing website scope and complexity, how many KY Wildlands team members will be responsible for managing the website upon handoff (after training)?

2-3

b. For the purposes of training scope, do the KY Wildlands staff members have prior experience managing websites built on commonly used CMS platforms (i.e. Wordpress, Drupal, Squarespace, or Wix)?

Yes

c. In terms of customer relationship management (CRM) platforms - does the Eastern Kentucky PRIDE, Inc. have an existing contact database or system in use today which would be imported as a baseline group - or will this CRM be starting from scratch?

Eastern Kentucky PRIDE has nothing currently for a tourism database. Everything is a new effort and will be developed from scratch.

d. Regarding Kentucky Wildlands imagery / video assets to be used on the website - will Contractor have access to existing assets, or will they also be responsible for creating/capturing imagery/video/assets to use in designing the user interface, content modules, CMS, and CRM?

We will use our existing inventory. The selected contractor will not be required to create or obtain new photography or video.

e. Regarding the new Kentucky Wildlands branding effort - has this branding been completed, or will it be developed in coordination with the website? In terms of the brand implementation to web, are web UI wireframes also included in the branding effort?

The brand has been developed and will be shared with all qualified firms as we work through negotiation. Web UI wireframes have not been developed and will be expected by the selected vendor.