Responses to Questions about the RFP:

Q. Are the ‘widgets’ described in the RFP to be ones that would be developed or need to be provided out of the box with the solution?

A. If there are widgets available in the solution that fit the requirements then those could be used. Others would have to be developed to provide the needed functionality.

Q. What systems would the solution need to be integrated with, campus systems, business systems, ERP, LMS and the like?

A. Depending on the functionality of the widgets, the data sources would include but not be limited to: PeopleSoft (HCM, Financials, Campus Solutions), Oracle Cloud/Taleo and others.

Q. Is it your intention to allow all students and employees the ability to totally control their display and access to ‘widgets’?

A. We would like to allow students and employees the opportunity to choose widgets but some required widgets depending on role.

Q. What is your preference of deployment: On-premise, PaaS, Managed Hosting?

A. We are open to recommendations and options from the vendor.

Q. What is the make-up of technical staff that would be administering and developing on the solution?

A. The technical expertise of the staff would depend on the solution.

Q. What is UT Southwestern’s number one organizational goal for this project that will determine its success six months after this implementation is complete?

A. to deliver a seamless, integrated, comprehensive, single-point-of-access mobile and web-based institutional portal to enhance access staff and students to UT Southwestern information and services, demonstrated through significant and measurable traffic and utilization.

Q. Does UT Southwestern have staff specializing in the areas listed below? If yes, please explain what will be their degree of contribution to the project.

A.

- Business analysis – yes, effort will depend on project needs
- User experience design – yes, effort will depend on project needs
- User interface design - yes, effort will depend on project needs
- Content strategy - yes, effort will depend on project needs
- Change management – yes, effort will depend on project needs
- Training – yes, effort will depend on project needs
- Communications - yes, effort will depend on project needs
- SharePoint - yes, effort will depend on project needs

Q. Are you able to share a high-level organization chart depicting the key relationships between key business and organizational units?

A. yes, during the project design

Q. On a scale of 1 to 10 with “10” being “extremely aligned”, how would you rate the degree of alignment of the various business stakeholders at UT Southwestern have regarding this project’s vision and goals?

A. 9

Q. How would you describe the frequency and level of involvement the team should expect from members of the leadership team during this engagement?

A. 6

Q. Do you have any examples of organizational implementations that could offer insight into what approaches work well at UT Southwestern or where there were lessons learned (i.e., if we were to do this again, here is what we would do differently)?

A. We believe we can make any number of effective approaches work.

Q. If we were to approach your project with stakeholder interviews, how many people would you anticipate we’d need to meet with?

A. ~40 for employee (some in groups, ~ 30 for students (some in groups)

Q. What research activities (i.e., focus group, end user observation, survey, etc.), if any, has UT Southwestern conducted to assess key user tasks for the portal?

A. None.

Q. Does UT Southwestern have user requirements that would be available to the chosen partner at the beginning of the project? Are they considered preliminary or detailed in nature?
A. All preliminary requirements have been outlined in the RFP.

Q. Which of the following mobile devices are considered in scope?
   - Phone with portrait layout - yes
   - Phone with landscape layout - perhaps
   - Tablet with portrait layout - yes
   - Tablet with landscape layout - yes

Q. Which mobile device operating systems are in scope?
   A. Not yet determined. iOS, Android, Microsoft are the initial ones.

Q. Which browsers are considered in scope for desktop and mobile users?
   A. Explorer, Chrome, Safari, Firefox (but we could be a little flexible)

Q. Is there a certain number pages that UT Southwestern envisions in the new portal, which the vendor would be required to design?
   A. No.

Q. Should we assume that UT Southwestern would like to see multiple creative executions?
   A. Yes.

Q. Is UT Southwestern going to provide the creative look and feel or is UT Southwestern looking to the vendor to create?
   A. No.

Q. Have you done a content inventory? If so, is the inventory a comprehensive listing of all content items that would be targeted for this portal solution?
   A. No.

Q. How much of the existing content needs to be migrated to the new portal?
A. We would like to build an entry/path into our current content, not recreate a duplicate content inventory. We have internal and external websites with content and that will remain.

Q. What languages will need to be supported in the new portal?

A. English.

Q. Do you have a list of taxonomy categories and terms?

A. No.
   o If yes, are you happy with the taxonomy or would you like to take the opportunity to analyze and revise?

Q. Would you like the chosen vendor to provide guidance on developing a content governance plan?
A. Yes.

Q. Do you have resources available to develop new content, or are you looking for support from the chosen vendor?

A. We would like to use existing content. Looking for more access to dynamic/user specific content as well.

Q. Does UT Southwestern have an established brand with brand guidelines you can share with vendors?
A. Yes.

Q. Is UT Southwestern going through any new branding, changes to visual design or new marketing campaigns?
A. we are currently evolving our brand

Q. Are you presently licensed for SharePoint (on-premises or Online/Office 365)?
A. Yes

Q. If so, are all of your target users for the solution licensed? If not, what is the approximate quantity and role of the unlicensed users?
Q. What are the targeted platforms that will need to be integrated with the portal? For each system, please detail the supporting technology and preferred methods of integration (web services, database, etc.)

A. This will depend on scope of the project but initially we envision PeopleSoft, our EDW, Campus Solutions (PeopleSoft Student System), Kronos.

Q. What platform will be used to manage user identity information, access, and authorization.

A. Active Directory

  o If there are other (additional) identity management systems that will be used in the portal, can you please elaborate on the technology and scope of each system?

Q. Will UT Southwestern’s internal resources do deployments, or will the vendor do deployments?

A. Likely a combination, depending on architecture and hosting model.

Q. Is there a preferred product that UT Southwestern would like to use for site analytics?

A. Google Analytics, but would like to hear additional recommendations, too.

Q. Does the site need to be ADA compliant?

A. Yes.

Q. Does UT Southwestern use any specific Content Delivery Network (CDN)?

A. Vimeo for video, but nothing else.

Q. Will video content be generated and hosted by UT Southwestern or by a 3rd party provider? Please provide name of 3rd party provider, if applicable.

A. Not sure of the applicability of the question to the project.

Q. For the automated content generation (from other platforms) can you detail the targeted platforms and the associated content and content types that would need to be extracted from those systems?

A. this is evolving; however further in-house discussions are needed to define content types and associated content

Q. Are there systems (outside of your identity management systems) that contain information that will be needed to support any of the desired widgets? (e.g. Campus Directory/Search, or Demographic information)

A. PeopleSoft

Q. Does UT Southwester have an internal IT or Development dept. that we would/could work with on the build of the platform?
A. Yes.
Q. Does UT Southwestern have a platform preference?
A. No.

Q. Is there a budget range?
A. No

Q. When you ask for cost per phase, would it be acceptable to provide a fixed cost for Discovery and Hosting, but an estimated range for Development and Implementation? There will be many unknowns uncovered during the Discovery phase, which could impact the cost of the next few phases.
A. Yes.

Q. The RFP asks Proposer to submit a timeline for the project. Is there a critical due date or other event by which UT Southwestern requires the website be live?
A. No.

Q. Approximately how many rounds of iterations is UT Southwestern expecting for each of the design deliverables (requirements, wireframe designs, visual designs, technical designs)?
A. Not sure.

Q. What are UT Southwestern’s requirements regarding on-site work vs. remote work?
A. There are no specific requirements although we anticipate that there is some aspect of this work that will need to be done on site (requirements gathering, testing, training, etc).

Q. For on-site work, what are the locations where the vendor will be expected to travel to?
A. Our campus is located in Dallas, Texas.

Q. What level of training is the vendor expected to provide for each of the following groups?
   a. Content authors – Train on tools available to maintain content
   b. Content consumers – Prefer that system is intuitive and requires no end-user training.
   c. IT engineers – Train on development of new widgets and maintenance of system if proposal is an on-premise solution.

Q. What is the duration after launch during which the vendor will be expected to provide support?
A. We would like to see an ongoing support model.

Q. What training artifacts/materials will UT Southwestern require during the project?
A. At the end of the project we would like online easy training guides but are hoping the portal is self-explanatory.

Q. What are UT Southwestern’s requirements for testing the product?

   d. How many rounds of testing? TBD.
   e. How much time will the testers need to complete testing? Depends on scope.
   f. How many people are expected to conduct testing? Depends on scope.