

May 28, 2024

Answers to Questions re NSD RFP for nashua.edu redesign and mass communication notification system.

What is your preferred number of years required for the Pricing Solution, e.g. 1 Year, 3 Years, 5 Years?

We have not stipulated a preference, but 3 years would be well received.

- To clarify, are digitally scanned signatures acceptable to be included in the Original Proposal?

Yes, digital scanned signatures are accepted in the original proposal. The final contract will require physical signatures.

- When will the last Addenda be issued so we can plan for an Authorized Signatory if required?

I will return to you no later than tomorrow with an answer to the question. Note: An Addendum was posted May 28, 2024, extending the RFP timeline by three weeks.

Thank you for your reply and, yes, the pricing details can be submitted in Excel format.

- 1 Are there any obstacles to pursuing offshore development? We do not anticipate any obstacles.
- 2 Do you anticipate the need for any in-person support, visits, or meetings during the development/support phases? We do not anticipate in-person visits.
- 3 Is there a specified maximum budget? We have not defined a maximum budget.

Thank you for your email. Yes, please feel free to submit a proposal dedicated only to providing services for the mass communication notification system.

1. What are the major pain points with your current site? None
2. How large is the current site (total number of pages and files)?

Nashua School District

296.07 Mb

3. What is the current hosting platform? Is there any preference for the hosting platform?
Originally BlackBoard, which was bought by FinalSite a couple of years ago.

4. What do you like about the current CMS? Ease of use.

5. Are there any aspects of the current CMS that you dislike? Need to update ease of use to comply with ADA requirements for content accessibility.

6. What is the current annual spend on CMS, hosting, support, etc? I believe appropriately \$55K/annually.

7. Could you please provide the average monthly page views that your in-scope sites receive (to the nearest 100K is fine)? From April 1, 2024 to April 30, 2024:

- TOTAL VISITS

51,467

- TOTAL PAGE VIEWS

57,059

- TOTAL TARGETED VISITS

35,586

8. Could you please provide the rounded number of newsletter subscribers? 15,000

9. Is there any CMS preference for the new solution? Can we offer Drupal or WordPress? No CMS preference.

10. What is the domain number that CMS should maintain? Nashua.edu

11. Is there a specified maximum budget? No, there is not a specific maximum budget.

12. Which existing applications need to be integrated with the new CMS? **The NSD student database is integrated into the mass communication notification system.**

13. Are there any third-party application integrations? **Yes, the third-party facilities rental software and employment software is linked to nashua.edu. The degree of integration is not extensive.**

14. Are there any specific security compliance requirements like PCI, HIPAA, Fed-RAMP, and others? **Yes.**

15. Is to have “developed a positive track record with the City of Nashua to the extent the bidder has previously provided goods or services” obligatory or can it be omitted in case of good performance of RFP? **Yes, it can be omitted.**

16. Could you please clarify the requested maintenance duration, if the development duration is from the 15th of July to the 25th of November (up to 6 months)? **Yes, six months in development is expected. Please note the addendum that was posted today that pushed out the RFP timeline three weeks.**

17. Do you prefer to use automatic translation, as is currently implemented using Google Translate, or do you prefer to completely control the localization of content for the new version of the site? **We looking to use automatic translation but not necessarily Google translation.**

18. Could you please provide the list of business requirements? **Please see Appendix A.**

19. In terms of communication, should the system contain a chat or forum, or only email? What are the specific features of the communication tool that you would like to have included? **The mass communication notification system should be able to communicate using a variety of platforms: email, voice, text, and through an app.**

20. Should a new solution allow the users to register a child for school online? If yes, please illuminate the process and third-party services (if any) that should be involved. Shall we

implement any interactive forms feature to support the registration process? **Online registration is managed through the NSD student database, Follett Aspen X2.**

21. Is it correct that the new branding and visual look (UI) for the website should be created considering staying with the current logotype? Shall we also come up with the design guidelines for the District? If yes, is it allowed to extend the timeline for design activities? **The current logo stands and the new visual look for the website should include the current logo.**

22. Do you want to keep Follett Aspen integration or develop/integrate with some other solution? Would you, please, list down all external services that are currently in use together with the web-portal that is a subject of the redesign? **We are keeping the NSD student database with Follett Aspen X2.**

23. What are the additional features available for logged in users? How do you manage user accounts at the moment? Is logging-in feature a part of the given project scope? **The parent/family portal is managed through Follett Aspen X2.**

24. Would you like to have any LMS (Learning Management System) features implemented within the scope of the project? **No thank you.**