Please note the following clarifications are hereby made to the aforementioned RFP.

Questions and Answers

1. Is the Web CMS decision influenced by UNT’s Peer Institutions?
   - [https://policy.unt.edu/peer-institutions](https://policy.unt.edu/peer-institutions)
   - UNT, UNT Dallas and UNT System will be included in this project. The peers list referenced in the question is used by the policy office and does not necessarily have an influence on this RFP.

2. Is the current web platform development team expected to support the new platform, or will support rely on the platform host?
   - Either option will be considered.

3. Do any of the sites utilize a CDN?
   - Our theme fonts and some of our modules utilize a 3rd party CDN.

4. How are new features determined to be added to a site?
   - Current state?
     - The necessity of features is currently decided by local site administrators to suffice the specific needs of the area/department. Features are either added by installing a ready-made module, or a custom solution can be built by campus developers/site admins.
   - Future state?
     - To fulfill the diverse needs of departments across campus, the vendor will need to be able to handle a considerable number of ‘Feature Requests’ or provide a system that enables campus developers to extend functionality themselves.

5. How are remediations put into place when sites do not meet WCAG compliance?
   - UNT currently uses scanning software to identify WCAG compliance issues and site owners are responsible for remediating issues.

6. Can you give us an overview of the current 400+ websites in Drupal (if possible, a list with the 400+ site URLs)?
   - Please see the website list at the bottom of this addendum. Note that this list is subject to change.

7. — How many documents and resources are currently stored in these websites (approx. size and quantity), and what's the breakdown of content types?
   - HTML, CSS, JavaScript, PDFs, mp4s, images and Microsoft Office files.
   - Some of the larger sites can have several gigabytes of files (documents and images) in quantities over 10,000, but the actual count is site specific.
8. — Do you have a Digital Asset Management (DAM) system or will this contract establish one as part of the delivery of the authoring and Content Management System (CMS) capabilities?
   *Not at this time, but could be considered.*

9. — Which Drupal version are you currently using?
   *Drupal 7*

10. — What's the total of users in the UNT digital ecosystem (400+ websites), including staff and faculty? How many users are recurring/active users?
    *We do not have the exact number of users with edit permissions, but it is in the 100s. The number of concurrent or active users is unknown at this time. This is information we hope a new CMS would provide.*

11. — Are there any applications that must be migrated to the new Web Content Management System (WCMS)?
    *It is our desire to migrate a majority of our front-facing websites, but we may need to maintain custom built applications within their current framework to preserve functionality and integrations with other systems (e.g. tours.unt.edu)*

12. — Are there any integrations with other systems that must be considered in the migration effort? Is there an existing integration with a Learning Management System?
    *Salesforce CRM and Digital Measures, but not our LMS at this time.*

13. — Is your current content and resources only in English? Are there websites or content in any other language besides English?
    *UNT has a handful of webpages that are translated into Spanish but will soon be launching a project to offer many more resources in Spanish, with the goal to offer additional languages.*

14. — Is there a set timeline for the sites' migration? Is there an ideal launch date for the new websites after migrating to the new Web Content Management System (WCMS)?
    *It is the goal to migrate all sites within 2 years of implementation of new CMS.*

15. Is there new design work to be done in association with this or is it integration of the existing design?
    *A new design is in progress and the goal is to launch with the new design for UNT*

16. Is the data in the current configuration structured and how is it exportable from the current set-up - XML, CSV - for migration purposes?
    *All of the data is in MySQL tables and would have to be mapped over to the new database(s). Each site will have to be mapped separately as very few sites share similar configuration.*

17. How many concurrent users do you expect to be in the WCMS?
    *Unknown at this time, but we have 100s of website editors. A new CMS would hopefully be able to provide this information.*

18. Can you define more features about the Map Creation bullet? Is this in relation to integrations or creating some kind of interactive virtual map?
    *We are interested in learning if a CMS platform may be able to generate maps of campus.*

19. Would you be open to a non-US based vendor completing this work? Do you have a preference towards domestic vendors?
    *As long as our requirements are met, we would not exclude the consideration a non-US based vendor.*

20. The RFP mentioned finding a Web CMS that “meets our organization’s business goals”. What are the primary business goals for UNT’s digital portfolio?
• Increased flexibility of UNT’s websites
• Support marketing and content strategies
• Reduce duplication of content
• Improve staff efficiency and reduce the effort for training and onboarding
• Reduce support costs
• Support website growth
• Improve knowledge sharing
• Improve publishing experience
• Reduce legal risk/exposure
• Support knowledge discovery
• Enforce accessibility compliance where appropriate
• Provide a framework for file management
• Provide a means for archiving content

21. The RFP mentions that there are “widespread concerns among senior administrators and rank-and-file UNT web employees that the university’s web content management system in its current state does not meet standards.” Can you provide more insight into these concerns?

Our pain points with our current implementation of Drupal include a steep learning curve, difficult for content managers to use, and the inability to apply enterprise level brand or theme changes. Also, administrative management (modules) and platform updating is a manual, time-consuming process. Historically, the biggest pain point has been having to completely rebuild websites and any custom functionality for every new version of the platform.

22. What are the KPIs for the primary UNT domain?

Goal conversions with our Primary CTAS:
• Tour
• Request for information
• Clicks to application
• Standard Google Analytics metrics, including:
  • New users
  • Sessions
  • Pageviews
  • Unique pageviews

23. How does UNT currently measure ROI for the current portfolio?

UNT utilizes Google Analytics and user feedback.

24. Does UNT have a measurement plan for any of the sites in the portfolio?

Yes, we utilize standard marketing and web traffic metrics. See above.

25. What was the last major investment made in UNT’s current web platform and infrastructure?

UNT has utilized an open-source CMS since 2008.

26. What does success look like in 1-3 years following the updates to the platform / replatform of the WCMS? E.g., are there more sites, fewer sites, increase in usage, more applicants etc?

In addition to our goal of leveraging a CMS to improve our user experience and the experience of our web editors, we want mitigate ‘site sprawl’ and be more strategic in the way we deploy sites and encourage web partners to roll up content into the appropriate parent site, when possible.

27. How does this project align with UNT’s 2020-2025 Strategic Plan?

Because of the diversity of content and goals our web presence supports this project aligns with each major strategic goal:
• Student Empowerment and Transformation
• People and Processes
• Scholarly Activity and Innovation
28. Are there any colleges or universities that provide inspiration for what a successful project would look like?

   While this project is focused a new CMS platform, the university has reviewed sites based on design and usability:
   https://asu.edu
   https://www.southwestern.edu/
   https://www.unlv.edu/
   https://www.creighton.edu/
   https://onestop.fiu.edu/
   https://www.rit.edu/
   https://uh.edu/
   https://go.okstate.edu/
   https://www.utexas.edu/
   https://www.umd.edu/
   https://www.unl.edu/

29. As part of a new Web CMS, does UNT plan to redesign the website(s) in the process, or migrate the current designs for each site?

   Web redesign is currently in progress and we will launch with the new design for UNT home and subsites.

30. How often are brand assets updated across the university, and what are the guidelines for implementing those changes on the sites?

   Every 3-5 years and we provide templates to help our campus web partners meet brand guidelines and provide assets and documentation via our identity guide website.

31. What guidelines does UNT have regarding governance of brand implementation on sites? Do colleges or departments have autonomy over their sites?

   All sites must meet brand guidelines and policies unless an exemption is made. It is our goal that a new CMS will help us better enforce brand policy.

32. Have the current designs been reviewed by an outside party to assess compliance with ADA/Sec508 / 2.0 AA compliance?

   We use Siteimprove to evaluate the state of accessibility and are engaged in several projects to move our websites into compliance.

33. Does UNT prioritize internal resources / staff to develop new features, or utilize external vendors?

   Depends on the project, but most web development is handled via internal resources/staff.

34. Does UNT currently track resource usage of sites, either by bandwidth or visitors?

   We leverage google analytics.

35. Does UNT currently use any kind of application performance monitoring tools?

   Perhaps at the local level, but not at a campus level.

36. What is the makeup and experience of the current web platform development team?

   We have a distributed staffing model, which is made up of a mix web developers and content managers -- and a mix of both.

37. Who currently supports the infrastructure for the web platform?

   IT Shared Services at the UNT System level.

38. Who currently supports the web platform application?

   At this time, it is decentralized and a shared responsibility between ITSS, Marketing and other campus units.
39. What does “support for RHEL7 or Windows Server architecture for on-premises infrastructure” entail? Can you be more specific with what on-premises infrastructure needs are as they relate to the WebCMS?

*We want to know what is required for us to host the CMS and/or what hosting options are available.*

40. How much annual budget is devoted to the year 2 and 3 maintenance, hosting or other needs?

*Contingent on the CMS that is selected. Given the size and scope of this project we will support a multi-year commitment.*

41. What level of support is necessary in terms of scope/topics, methods of contact (e.g. chat, ticket, phone) and expected response time?

*Standard support channels should include a variety of methods and a prioritize timeline for critical errors.*

42. What is the anticipated cost in terms of time and resources to train staff how to use the new Web CMS? Which users of the new Web CMS will be required to attend these training sessions?

*We would expect that training would be included in the cost of the CMS ‘package’. We plan to employ a train-the-trainer model.*

43. Who will be included on the RFP evaluation team?

*We have included members from our IT Shared Services Team, UNT Dallas, UNT System, University Brand Strategy & Communications, Enrollment Systems, Academic Unit, Provost Office and Student Affairs.*

44. Is the RFP solely dedicated to the WCMS or must it include pricing and scope for hosting as well?

*If hosting a separate part of the service, we would expect to have hosting costs identified as part of this RFP.*

45. What is the expected budget range for this project?

*$50k - $100K*

46. Do you have a timeline / process for evaluating the RFP, ranking responses and notifying applicants?

*Yes, we have an official process we must follow.*

47. Are UNT’s Drupal sites monitored for security updates? How often are they updated?

*Monitoring for security updates is done at the local level and requests for updating are generally submitted to ITSS (IT Shared Services). We also hold update sprints where we install security updates on sites en masse, as necessary.*

48. For the UNT servers running Drupal sites, are those monitored for security updates? How often are they updated?

*Yes, we monitor them for security updates and install critical updates as necessary.*

49. Does UNT have a security policy or mandate regarding timeliness of security patches?

*Yes, according to Section 14.2.7 of the UNT System Information Security Handbook: "Custodians of information resources must manage information resources in a manner that ensures that updates and patch management practices ensure compliance with vendor’s recommended update and patch intervals, as indicated in best practice, or provide comparable compensating controls that mitigate risk resulting from out-of-date software."

50. In the past two years, have there been any security breaches with the current sites live on the WCMS?

*Not in the past two years.*

51. What other web CMS platforms has UNT considered prior to this RFP?

*OmniUpdate, Drupal 9.*

52. Does UNT prefer open source versus proprietary platforms?

*If our requirements are met out-of-the-box, we do not have a preference.*

53. Do you have an inventory of sites? Or roughly a breakdown of sites by college or department?

*Please see the website list at the bottom of this addendum. Note that this list is subject to change.*
54. Do you have average sessions and pageviews of the most trafficked sites?

   Google Analytics Data from 9/1/2020 to date. Note not representative of all traffic, only centrally tracked sites.
   - Users: 4,336,093
   - New Users: 4,240,952
   - Sessions: 11,001,621
   - Pageviews: 32,447,006

55. Integrations

   Salesforce, Digital Measures

56. What payment gateways do you currently use?

   Nelnet

57. What is the current IdP?

   LDAP

58. Is it on-prem or API based (like Azure)?

   It is on-prem

59. Does it support SAML?

   No.

60. How many sites do you currently integrate SSO with?

   Not currently with our CMS, but would like to explore integration.

61. How many sites utilize SSO for students to log into?

   We are not currently using SSO for our CMS, but would like to explore integration.

62. Are there currently any sites implementing access controls based on user roles through the IdP?

   Yes, we use LDAP in a limited capacity, but not globally.

63. Do you have any other external integrations?

   Salesforce, Digital Measures

64. Do any of the sites have a Firewall in place?

   Yes, our staging and development environments.

65. How are sites governed from a content perspective? For example, what tiers of staff have the ability to add or edit content?

   Generally speaking, sites are provided with a global admin role and a content editor role. The necessity for additional tiers is determined at the local level.

66. How are new features determined to be added to a site?

   - Current state:
     The necessity of features is currently decided by local site administrators to suffice the specific needs of the area/department. Features are either added by installing a ready-made module, or a custom solution can be built by campus developers/site admins.

   - Future state:
     To fulfill the diverse needs of departments across campus, the vendor will need to be able to handle a considerable number of ‘Feature Requests’ or provide a system that enables campus developers to extend functionality themselves.

67. Do you currently audit the sites for WCAG compliance?

   Yes.
68. Will the vendor be responsible for any implementation or integration services? If so, please elaborate on the expected scope of vendor services with respect to the 400 websites that will be migrated?
   We expect the vendor to provide a migration solution and the vendor include types of integration services that may be available and what they cost.

69. Will the vendor be responsible for migrating the 400 websites? Or will that be the responsibility of UNTS, with advice and consultancy from the vendor?
   We are open to either option, but would prefer the support of vendor migration services if budget allows.

70. There are a few WCMS requirements listed that may require configuration and customization time for UNTS to be able to use them. Will the vendor be responsible for that configuration and customization, or will UNTS be responsible (with advice and consultancy from the vendor)?
   We are interested in learning what features or requirements will require configuration and customization.

71. Have you received any CMS demos prior to the release of this RFP?
   Yes

72. Do you have a preference for an open-source or a commercial solution?
   If our requirements are met out-of-the-box, no.

73. Can you please let us know how many concurrent users you expect to have logged into the CMS at one time?
   The number of concurrent or active users is unknown at this time. This is information we hope a new CMS would provide.

74. Does your budget of 50-100k include the license, support and hosting fee or is this budget for year one development?
   Yes, it supports the license, support and hosting as part of year-one implementation.

75. What are your current pain points with Drupal?
   Please refer to the answer given in question #21.

76. Payment gateway: Do you have a preferred payment gateway, is Stripe acceptable?
   Nelnet is our only payment gateway.

77. Do you have a preference for a Windows or Linux Hosting Environment?
   We currently support Linux, but are flexible with the hosting requirements.

78. In light of the COVID 19 pandemic with UNTS accept electronic bids/signatures?
   Please refer to Section 3.1 of the RFP: "The University does not consider electronic signatures to be valid for submittal of competitive solicitation responses. Therefore, the original signature must be a 'wet signature.'"

79. How many users require training? (Admins, web devs, end-users). Are you interested in a train the trainer approach?
   We are interested in the train the trainer approach, and we expect 20-25.

80. What websites do you aspire to?
   While this project is focused a new CMS platform, the university has reviewed sites based on design and usability:
   https://www.southwestern.edu/
   https://www.unlv.edu/
   https://www.creighton.edu/
   https://onestop.fiu.edu/
   https://www.rit.edu/
   https://uh.edu/
   https://go.okstate.edu/
81. What is driving the reason to switch to a new CMS?  
*Please refer to the answer given in question #21.*

82. What optimizations would improve your experience with Drupal?  
- A customized editor  
- In-context page preview  
- Accessibility checking prior to publish  
- Link checking  
- File management  
- Site consolidation  
- Better ability to administer updates  
- Better migration path to new versions

83. What areas of Drupal do you find most challenging?  
*Please refer to the answer given in question #21.*

84. Is the proposal for all for entities UNTS, UNT, UNTHSC, UNTD? Or just for one of the entities/sites.  
**UNTS, UNT and UNTD**

85. For UNTS, UNT, UNTHSC, and UNTD, will each school have their own primary contact or will UNTS be managing the entire project?  
*During implementation, UNTS, UNT and UNTD will each have a primary contact.*

86. Is the intention to bring over the existing design for each institution?  
*A new design is in progress and the goal is to launch with the new design for UNT, but not all institutions may launch with new design.*

87. Is the RFP request only for a CMS?  
*The main focus is on an enterprise-level CMS, but we are also interested in training, migration and possibly hosting services*

88. Is implementation into the new CMS included in the scope? Or are you just looking for license and support and hosting costs?  
*We are looking for license, support, training and hosting, but would be interested in learning more about implementation services and the costs associated.*

89. Please provide a list of the domains and subdomains included in the scope.  
*Please see the website list at the end of this addendum.*

90. Under 1.2, you mentioned “we seek to deploy a web content management system to meet our business goals”. What business goals you are looking to meet?  
- Increased flexibility of UNT’s websites  
- Support marketing and content strategies, and improve user journeys  
- Reduce duplication of content  
- Improve staff efficiency and reduce the effort for training and onboarding  
- Reduce support costs  
- Support website growth  
- Improve knowledge sharing  
- Improve publishing experience  
- Reduce legal risk/exposure  
- Support knowledge discovery
• Enforce accessibility compliance where appropriate
• Provide a framework for file management
• Provide a means for archiving content

91. If the RFP includes all institutions, does each university in North Texas have different business goals?  
As it relates to the CMS platform, we share goals.

92. What are your strategic objectives for the website in 2020? (number of visits, apps completed, enrollment targets?)

• Increased flexibility of UNT’s websites
• Support marketing and content strategies, and improve user journeys
• Reduce duplication of content
• Improve staff efficiency and reduce the effort for training and onboarding
• Reduce support costs
• Support website growth
• Improve knowledge sharing
• Improve publishing experience
• Reduce legal risk/exposure
• Support knowledge discovery
• Enforce accessibility compliance where appropriate
• Provide a framework for file management
• Provide a means for archiving content
• Increase goal conversions

93. How will you measure success of this project?
The solution meets our business goals and RFP requirements.

94. What is driving the dates of this project?
The RFP dates are driven by policy and the CMS selection is driven by the end-of-life of Drupal 7.

95. What happens if you miss any or all of the dates of this project?
We will collaborate with the selected vendor on a plan to execute and/or implement.

96. In regard to content migration:

• Will you require content migration services?  
  It would be helpful, but not required.

• Are you looking for a migration estimate to be performed by the vendor, or a partial migration estimate?  
  If possible, we would like to see available options to help us weigh the cost of the platform vs. migration services.

• Will the entire .edu domain need to be migrated?
  There will be few exceptions, but yes, most of our sites will be migrated.

• Are there parts of the site that will not be migrated?
  Yes.

• Are there additional domains that need to be migrated?
  We currently have approximately 400 websites on campus that would be migrated.

• In regards to migration, how many different page layouts do you have on your current site?  
  We currently have multiple page layouts, but will update this as part of the project strategy.
• What form of data export is available from your current CMS setup?
   All of the data is in MySQL tables and would have to be mapped over to the new database(s). Each site will have to be mapped separately as very few sites share similar configuration.

97. Do you prefer that the CMS be installed locally on your own servers, or hosted as a cloud solution?
   We are flexible with on-prem, hybrid and/or cloud solutions.

98. Who currently hosts your website(s)? Are you looking to change this arrangement?
   Currently, IT System Shared Services hosts a majority of our websites, but we are flexible with on-prem, hybrid and/or cloud solutions.

99. How many people are on your web team?
   We have a distributed staffing model, and have many developers on campus.

100. How many developers do you have to maintain the new CMS?
    We have a distributed staffing model, and have many developers on campus.

101. How many individuals at your institution will need to use the CMS?
    We have 100s of users

102. Can you share an established budget for this project?
    $50k-$100kK for first year implementations and expect this to be a multi-year contract.

103. Do you prefer an open-source or commercial CMS solution?
    If our requirements are met out-of-the-box, no.

104. How important is a support plan/option for you with the new CMS?
    It is important that we are provided a support plan if/when issues arise.

105. What systems do you have that you would like integration with? Is there a priority of system integrations?
    Salesforce, Digital Measures

106. Under 5.2.1, you mentioned support for different character sets. What character sets do you anticipate support for?
    Web standard UTF-8, HTML codes and entities are expected to be supported. On an as-needed basis, the CMS may need to support the display of math or other domain-specific displays via web components, javascript, or other methods that extend standard HTML markup and styles (MathJax, etc.).

107. Under 5.2.8, you mentioned an admin dashboard to see and track system outages and notifications for outages. What system are you referring to?
    We are interested in learning if your CMS platform and/or company provides a dashboard that communicates system outages in the event that the CMS hosted via cloud services.

108. Under 5.3, you mentioned microservices. Please elaborate of what these microservices are.
    Any web services that might be part of the proposed solution that may have associated costs/fees.

109. Please confirm the USB flash drive does not need to include a copy of the HSP.
    The USB flash drive does not need to include a copy of the HSP.

110. Please describe your vision of how personalized marketing content would be used.
    Personalized content based on the user and their behaviors or the websites visited.

111. Is there a target launch date?
It is our intention to complete migrations to the new CMS by the EOL of Drupal 7, which is November 2022.

112. We see similar RFPs from universities with budgets ranging from $100K to $500K plus. Where in that range are you expecting to be?
   $50k - $100k

113. Is the D7 site configured as a multisite?
   *Some areas are, but generally this is more exception than the rule. Most of our sites are stand-alone sites while others are consolidated into one ‘mega-site’.*

114. How will the winning vendor be selected? Is there a scoring matrix or something similar?
   *The winning vendor will be selected by the evaluation committee using a scoring matrix.*

115. Please provide a list of Drupal modules in use on the site.
   *We are unable to provide a comprehensive list of modules used by the campus community. It is site specific.*
   Our current distro includes:
   - Admin role (https://www.drupal.org/project/adminrole)
   - Administration menu (https://www.drupal.org/project/admin_menu)
   - Bean (https://www.drupal.org/project/bean)
   - Cache Expiration (https://www.drupal.org/project/expire)
   - Calendar (https://www.drupal.org/project/calendar)
   - Chaos Tool Suite (ctools) (https://www.drupal.org/project/ctools)
   - CKEditor (https://www.drupal.org/project/ckeditor)
   - Color Field (https://www.drupal.org/project/color_field)
   - Date (https://www.drupal.org/project/date)
   - Devel (https://www.drupal.org/project/devel)
   - Disable breadcrumbs (https://www.drupal.org/project/disable_breadcrumbs)
   - Entity API (https://www.drupal.org/project/entity)
   - Entity cache (https://www.drupal.org/project/entitycache)
   - Features (https://www.drupal.org/project/features)
   - Feeds (https://www.drupal.org/project/feeds)
   - Feeds extensible parsers (https://www.drupal.org/project/feeds_ex)
   - Feeds Tamper (https://www.drupal.org/project/feeds tamper)
   - Field collection (https://www.drupal.org/project/field_collection)
   - Field Group (https://www.drupal.org/project/field_group)
   - Field Permissions (https://www.drupal.org/project/field_permissions)
   - File Entity (fieldable files) (https://www.drupal.org/project/file_entity)
   - Google Analytics (https://www.drupal.org/project/google_analytics)
   - IMCE (https://www.drupal.org/project/imce)
   - Insert View (https://www.drupal.org/project/insert_view)
   - Job Scheduler (https://www.drupal.org/project/job_scheduler)
   - jQuery Update (https://www.drupal.org/project/jquery_update)
   - Libraries API (https://www.drupal.org/project/libraries)
   - Link (https://www.drupal.org/project/link)
   - Markup (https://www.drupal.org/project/markup)
   - Media (https://www.drupal.org/project/media)
   - Module Filter (https://www.drupal.org/project/module_filter)
   - Multiple forms (https://www.drupal.org/project/multiform)
   - Multdupload Filefield Widget (https://www.drupal.org/project/multdupload_filefield_widget)
   - Multdupload Imagefield Widget (https://www.drupal.org/project/multdupload_imagefield_widget)
   - Pathauto (https://www.drupal.org/project/pathauto)
   - Pathologic (https://www.drupal.org/project/pathologic)
   - Plupload integration (https://www.drupal.org/project/plupload)
   - Purge (https://www.drupal.org/project/purge)
   - Redirect (https://www.drupal.org/project/redirect)
116. Please describe the functionality of any custom modules in use on the site.

*We provide:*
- A module to display a feature photo -- “Hero Feature”
- We provide a custom module to provide site information and contact information
- A module to detect broken links
- A module for improved file management
- A module to support Salesforce integration

117. How many content types are in use on the current site?

*Sites are provided with a basic page. Additional content types are created at the local level with no campus-level guidance currently in place, but we plan to provide more templated content types as part of this project’s strategy.*

118. Please describe how taxonomy is used on the current site.

*Some sites use taxonomy for tagging content. Others use taxonomy to organize content into groups/departments. Taxonomy use is determined at the local level, but we plan to provide more templated taxonomy as part of this project’s strategy.*

119. How many files (PDF / Word /Etc.) need to be migrated?

*Some of the larger sites have as many as 15,000+ documents in each of their respective files’ directories.*

120. Please describe media entities (videos, etc) that need to be migrated.

*Data is not available.*

121. There are multiple subdomains under unt.edu. Please list all the subdomains that are in scope for this project.

*Please see the website list at the end of this addendum*

122. Please briefly describe the architecture of the current Drupal site. (ie is it built with Paragraphs or Panopoly, or is it built on basic pages and posts,

*Generally, the architecture is pages and posts. Currently, the use of Paragraphs, Panopoly, Panels is left to local administrators.*

123. How many content types are used in the current site?

*Sites are provided with a basic page. Additional content types are created at the local level with no campus-level guidance currently in place, but we plan to provide more templated content types as part of this project's strategy.*

124. How many Views are used in the current site?

*Some sites use views extensively, others do not. Views development is left to local administrators.*

125. How much content will need to be migrated to the new CMS?

*Very few websites will share a common migration plan. Most sites will require their own migration plan/mapping.*

126. Are you looking to migrate the site as-is to the new CMS, or do you want to redesign it as part of the process?
A new design is in progress and the goal is to launch with the new design for UNT, but not all institutions may launch with new design.

127. Is there photo or video galleries that need to migrate to the new site?  
Yes, some sites to host photo/video galleries.

128. Please describe how documents are organized. Are they uploaded into the CMS or stored in a DAM?  
Documents are uploaded to the CMS. Currently, there is no campus-level recommendations on how to manage those assets.

Is there e-commerce or personalization features that we should be aware of?  
We run Drupal Commerce module with the Nelnet payment gateway.

129. Does search need to index the contents pdf / Doc files?  
Yes.

130. Does the site search need to index content from other domains?  
Yes.

131. Please describe all integrations with other sites or data sources more complex than an iFrame or embed code.  
Salesforce, Digital Measures

132. Will single-sign-on be used to control administrative access to the site? If yes, please elaborate.  
SSO is not currently being used with our CMS, but we would like to explore options.

133. Can you provide usage data, or estimate expected traffic to the site?  
Daily pageviews for unt.edu and its subdomains is generally between 150k and 300k. This does not include traffic for UNT System or UNT Dallas institutions.

134. Do you have high-quality photography/media assets available for the new site?  
Yes.

135. Please confirm that one theme will carry across the entire site. If we need sub-themes of any type please specify.  
The main institution websites will require their own unique themes. Academic and administrative unit websites may require standardized sub themes. Websites for external partnership sites will require their own unique themes and branding on an as-needed basis.

136. Please confirm that the awarded vendor will primarily work remotely, with periodic onsite meetings as needed.  
Confirmed.

137. We are a US company will some remote team members working from outside of the US. Is there any restriction on their ability to contribute to the project?  
Not at this time.

138. How do you envision the relationship with the developer post-launch? Do you need a maintenance contract to keep sites patched and secure?  
It would be preferred to have a maintenance contract to ensure platform and security updates are applied in a timely fashion.

139. This RFP states on page 3 states that UNT currently uses Drupal as a Web Content Management System, and that you wish to "contribute to the solution of widespread concerns among senior administrators and rank-
and-file UNT web employees that the university’s web content management system in its current state does not meet standards"

Questions:

1) Can you please outline these widespread concerns with the current system?
   
   Our pain points with our current implementation of Drupal include a steep learning curve, difficult for content managers, inability to apply enterprise level brand or theme changes, and administrative management (modules) and platform updating is a manual, time-consuming process.

2) Does this concern mean you are closed to an upgrade or improvement to your existing Drupal system
   
   If a company can help us by providing the services that would improve our current implementation and quickly help us develop a Drupal instance that meet all our requirements, Drupal would be potentially considered.

140. Are you looking for an enterprise CMS?
   
   Yes.

141. Are you fine with using WordPress as their CMS?
   
   If it meets our requirements, out-of-the-box and security can be assured, WordPress may be considered. In the past, we have had concerns about security of WordPress sites.

142. Is the desire to move away from Drupal or provide a new, more optimized Drupal site.
   
   Any solutions that meet our requirements will be considered.

143. Will there be any navigation changes or design changes in the transition?
   
   We are currently in design exploration mode with our main website and will be working with campus partners soon to develop the secondary theme. Navigation changes will be dependent on the website. For example, we will work to provide updated navigation guidelines to our academic website partners.

144. Is the goal to combine and centralize the 400 sites or keep them separate?
   
   We do want to address our current state of “site sprawl”, but we anticipate that we will continue to have 100s of unique websites.

145. Do the 400 sites share any content elements?
   
   Some do, but not at the level we would like. -We will be developing a plan to create shared assets for campus (e.g. brags, CTAs, news, etc)

**Working List of UNT Websites Created: 7/7/2020**

**URL**

https://calendar.unt.edu/
https://nsl.cse.unt.edu/
https://northtexas.unt.edu/
https://www.unthsc.edu/
https://news.unt.edu/
https://lab.music.unt.edu/
https://cob.unt.edu/
https://communication.unt.edu
https://onstead.cvad.unt.edu
https://honors.unt.edu/
https://analytics.unt.edu/
https://writingcenter.unt.edu/
https://healthalerts.unt.edu
https://lia.ci.unt.edu
https://socialscience.unt.edu
https://ttis.unt.edu/
http://www.opgf.unt.edu/
https://clarinet.music.unt.edu/
https://commencement.unt.edu/
https://itservices.engineering.unt.edu/
https://orchestra.music.unt.edu/
https://www.inspirefrisco.com
https://financeadmin.unt.edu/
https://chinatransfer.unt.edu/
https://integrativestudies.unt.edu
https://training.unt.edu/
https://jainstudies.unt.edu/
https://barrettlab.unt.edu/
https://inspire.cse.unt.edu/
https://twu-unt-msw.com
https://baas.unt.edu/
https://alumni.music.unt.edu/
https://howtochoose.unt.edu/
https://insider.enrollment.unt.edu/
https://logisticsresearch.unt.edu/
https://ntdfg.unt.edu/
https://strings.music.unt.edu/
https://digitalstrategy.unt.edu
https://cerl.unt.edu/
https://ciadvising.unt.edu/
https://ucan.unt.edu
https://unt-ixd.com
https://youth.unt.edu
https://aaindicstudies.unt.edu/
https://planning.unt.edu/
https://behv.hps.unt.edu/
https://claressentials.music.unt.edu/
https://iasl2020.unt.edu/
https://institutionalresearch.unt.edu/
https://kaulgroup.engineering.unt.edu/
https://nonlinearscience.unt.edu/
https://ssi.music.unt.edu/
https://thempac.music.unt.edu/
http://efec.unt.edu/
https://hhmi.unt.edu/
https://souta.unt.edu/
https://caaam.unt.edu
https://chambermusic.music.unt.edu/
https://interdisciplinarystudies.unt.edu/
https://netdragon.unt.edu/
https://outreach.unt.edu/
https://postdoc.unt.edu/
https://smart.engineering.unt.edu/
http://biology.unt.edu/ros
https://recoveryresearch.unt.edu/
https://success.unt.edu/
https://traditions.unt.edu/
https://apply.biology.unt.edu/
https://nsfreu.chemistry.unt.edu/
https://biosensor-bioenergy.engineering.unt.edu/
https://imap.engineering.unt.edu/
https://larryaustin.music.unt.edu/
https://mirs.unt.edu/
https://mtl.unt.edu/
https://photos.art.unt.edu/
https://recovery.unt.edu/
https://apply.psychology.unt.edu/
https://beyondthesock.unt.edu/
https://pcprep.unt.edu/
http://biology.unt.edu/stresscombination
https://gallery.unt.edu
https://chema.unt.edu/
https://compliance.unt.edu/
https://smartmaterials.engineering.unt.edu/
https://bigdata.unt.edu/
https://chec.unt.edu/
https://choircamp.music.unt.edu/
https://computerlabs.unt.edu/
https://harp.music.unt.edu/
https://icbhproject.unt.edu/
https://metallics.engineering.unt.edu/
https://parentsguide.unt.edu/
https://speakout.unt.edu/
https://support.music.unt.edu/
https://tcet.unt.edu/
https://tntapsummerinstitute.unt.edu/
https://ucsec.unt.edu
https://untra.unt.edu
https://wingspan.unt.edu
https://aeri.unt.edu/
https://allabout.unt.edu/
https://continuousimprovement.unt.edu/
https://cspl.engineering.unt.edu/
https://ibiocasl.engineering.unt.edu/
https://oboe.music.unt.edu/
https://untpreview.unt.edu
https://untwell.unt.edu
https://www.biol.unt.edu/~chapman/
https://hitop.unt.edu/
https://maa.unt.edu/
https://corsal.unt.edu
https://apply.unt.edu
https://transfernow.unt.edu
https://admitday.unt.edu/
https://apperception.unt.edu/
https://autonomoussystems.engineering.unt.edu/
https://awards.unt.edu/
https://cac.unt.edu/
https://lamma.engineering.unt.edu/
https://nics.engineering.unt.edu/
https://optoel.engineering.unt.edu/
https://propertymanagement.unt.edu/
https://registration.unt.edu/
https://reu.ci.unt.edu/
https://thermalmanagement.engineering.unt.edu/
https://transfernow.unt.edu/
https://xiagroup.engineering.unt.edu/
https://ellie.ci.unt.edu
https://galleries.cvad.unt.edu/
https://galleries-dev.cvad.unt.edu/
https://apply-dev.unt.edu
https://acda.music.unt.edu/
https://cfd.engineering.unt.edu/
https://goolsbychapel.unt.edu/
https://impact.unt.edu/
https://meckes-group.engineering.unt.edu/
https://rcl.engineering.unt.edu/
https://rtp.unt.edu/
https://summer.unt.edu/
https://trumpet.music.unt.edu
https://untclassic.unt.edu
https://focus.unt.edu/
https://kuehneseries.unt.edu/
https://ruralsustainability.unt.edu/
https://ais.unt.edu/
https://asme.engineering.unt.edu/
https://campuscarry.unt.edu/
https://ita.engineering.unt.edu/
https://lgbtfacultynetwork.unt.edu/
https://meangreenmeritday.unt.edu/
https://saxophone.music.unt.edu/
https://terryscholars.unt.edu/
https://undergradresearch.unt.edu/
https://biothermalcancerdetection.unt.edu
https://icstll.ci.unt.edu
https://liresearch.engineering.unt.edu
https://cdcm.music.unt.edu/
https://inventory.engineering.unt.edu/
https://repairshop.music.unt.edu/
https://submit.music.unt.edu/
https://transfershowcase.unt.edu/
https://windstudiesrental.music.unt.edu/
https://p4c.unt.edu/
https://datainnovationlab.unt.edu/
https://greg-dev.unt.edu/
https://clery.unt.edu/
https://jazztrombone.music.unt.edu/
https://mediation.unt.edu/
https://oppe.unt.edu/
https://secc.unt.edu/
https://social.unt.edu/
https://apply.anthropology.unt.edu/
https://apply.history.unt.edu/
https://jchen.ci.unt.edu
https://go.music.unt.edu/
https://adminservices.unt.edu/
https://navigate.unt.edu
https://oneoclock.unt.edu/
https://services.music.unt.edu/
https://untonthesquare.unt.edu
http://pages.unt.edu/gradinfo
http://pages.unt.edu/undergradinfo
https://counterpoint.music.unt.edu/
https://hometownnews.unt.edu
https://tedxunt.org/
https://facultyinfo.unt.edu
http://pages.unt.edu/internationalinfo
https://about.music.unt.edu/
https://lifelong.unt.edu/
https://meangreenpride.unt.edu/
https://mobile.unt.edu/
https://nseme.music.unt.edu/
http://mueller.unt.edu/
http://mueller.unt.edu/Few-Body/
https://aits.unt.edu
https://apalmer.ci.unt.edu
https://fadracs.unt.edu
https://greenteam.unt.edu
https://untfoundation2-dev.unt.edu/
https://cams.unt.edu/
https://ieli-library.unt.edu/
https://insider.president.unt.edu/
https://lgbt.unt.edu
https://ntr.unt.edu/
https://practice.music.unt.edu/
https://vpaa.unt.edu/acad
https://vpaa.unt.edu/pl
http://m.catalog.unt.edu/
https://amici.unt.edu/
https://forms.art.unt.edu/
https://accessibility.unt.edu
https://appointments2.unt.edu
https://audio.music.unt.edu
https://newcollege2.unt.edu
-End of Addendum-

Issued by James Doss

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