

**RFI #1734-DES-JF**  
**WEB CONTENT MANAGEMENT SYSTEM TOOL**  
**Questions and Answers**

1. How many reviews are typically required in your hierarchical workflow system of reviews and approvals? i.e. how many levels of approval on average?

WIANS: One

2. Is the review process linear, or do several people review one item at the same time?

WIANS: Yes, the review process is linear.

3. What kind of notifications does your current site have in place to notify someone that content is ready for review? How would you like this to function in the future?

WIANS: Current notification is email. We would like the function to be automated.

4. Please elaborate on your Future Vision (#4) for content syndication. Does this mean you would like to be the “receiving site” for content or the “transmitting site” for content? And are you looking to post content across multiple sites?

WIANS: We would like to be the transmitting site for content. We are not looking to post content across multiple sites.

5. What kind of web programming, development and design resources does the DHS currently have internally?

WIANS: One full time resource.

6. Does the Department of Health Services’ internal resources have a preference in programming language (or specified skill set) they work in (i.e., PHP, NET, etc)?

WIANS: No.

7. Is the DHS open to what language their site is in the future?

WIANS: Yes.

8. Will preference be given to a CMS in one language or the other?

WIANS: No.

9. What is the current hosting environment for DHS.wisconsin.gov (Windows or Linux server), and is this where the future site will also be hosted?

WI ANS: The current hosting environment is Windows. It is unknown at this time where the future site will be hosted.

10. Would DHS be open to using a CMS that requires an annual fee (for example, \$2,500-\$3,500/yr)?

WI ANS: Yes. Minimal costs would be acceptable.

12. Is the incumbent CMS being considered for the future dhs.wisconsin.gov?

WI ANS: We do not currently use a CMS. Our current product is antiquated.

13. Would you be willing to provide a sample of the type of documentation that DHS currently has in place for the existing site and its processes for maintenance, reviews, etc?

WI ANS: We do not feel this is necessary for the purposes of answering this RFI.

14. Will Wisconsin DHS offer any preference for developing the future website with a Wisconsin-based company?

WI ANS: No.

15. Please further describe your expectations for the training materials and “course curriculum” for 200 employees. i.e. please clarify which portions of this DHS would be responsible for, versus the vendor’s responsibilities. Would a combination of learning resources be requested or required (i.e. video “how-to” and written manuals)?

WI ANS: We are looking for recommendations/proposals on how the training can be accomplished and who can provide it. Typically, we are looking for train-the-trainer.

16. When does DHS anticipate they will be ready to issue an RFP for web development of the new dhs.wisconsin.gov?

WI ANS: RFI responses are due February 22, 2012, and will be reviewed into March. After responses are reviewed and internal estimates are developed and reviewed, a decision will be made as to how to proceed. At this time there is not a timeline for that decision.

17. What is the target launch date/timeframe for a new DHS website?

WI ANS: At this time, we do not have a specific date/timeframe.

18. What is the ballpark budget planned for the future dhs.wisconsin.gov website development project? What was the budget the last time the website was re-designed or developed? Who was the incumbent developer? When was the site last re-developed or designed?

WI ANS: This is an RFI, so as of yet there is neither a formal project nor a budget. The original website was developed in the late 1990's and the last redesign was completed by State staff in 2008.

19. Is there a technology preference for your content management system i.e., proprietary or open source?

WI ANS: No.

20. Are there any integration requirements that are necessary; if yes, what type of systems integration and 3<sup>rd</sup> party application are we looking to integrate with?

WI ANS: This is an RFI and therefore at this time we have not completed the analysis to answer this question.

21. What type of technology is your current infrastructure based on?

WI ANS: FrontPage 2000 on Windows servers.

22. Where can we find information that describes in detail your accessibility requirements?

WI ANS: We strive to meet Section 508, <http://www.section508.gov/>.

23. Please describe how you envision the sun setting content to work.

WI ANS: We are looking for recommendations/proposals for accomplishing this task.

24. Is the DHS open to having the vendor host the solution in a FISMA-compliant Cloud environment?

WI ANS: Yes.

25. Is the current website hosted at DHS? Is it managed by DHS staff or by a vendor?

WI ANS: The current site is hosted at the Wisconsin Department of Administration (DOA) data center. It is managed by DHS and DOA staff.

26. In Section 5, page 7 of the RFI, it is mentioned that this will be a large, multi-phased project. Approximately how long of an engagement does DHS envision?

WI ANS: This is an RFI, so as of yet there is neither a formal project nor a budget.

27. Is there a requirement for capturing information/feedback from the audience as well?

WI ANS: Yes.

28. Was this a previous bid?

WI ANS: No.

29. Is this award only going to be limited to and awarded to Wisconsin Businesses?

WI ANS: No

30. Will you have, or can you add, a Pre- Bid Meeting for the viewing of the previous documents and bid award, along with pertinent definitions and discussion?

WI ANS: There was not a previous bid, therefore no documents are available.

31. What do you mean by web site? Please define web site hosting?

WI ANS: see <http://en.wikipedia.org/wiki/Website>

32. What index fields do you want and how many fields do you want/require for indexing?

WI ANS: This information is not relevant to the RFI.

33. What index fields and how many would you want for your imported data?

WI ANS: This information is not relevant to the RFI.

34. What format is your current database?

WI ANS: This information is not relevant to the RFI.

35. How will you send the information for the historical data migration? Would you put it in an Excel Spreadsheet for a match and merge?

WI ANS: This information is not relevant to the RFI.

36. Besides the web site being a portal, is there anything else you want to accomplish with the web site?

WI ANS: Please refer to Section 4 of the RFI.

37. Who will be the key users of the web site and what do you want the users to do?

WI ANS: Our target audience includes the general public, policy makers, program members, partners and provider. They need to be able to accomplish the task that brought them to the website.

38. Are these NIGP Codes current for 2012? Would these NIGP Codes change later?

WI ANS: This information is not relevant to the RFI.

39. We are DBE Certified. Would there be a 5% Preference Granted for (vendor name) Certified DBE?

WI ANS: No.

40. How many people would need access to the system at any one time? What is the likelihood of them all being on the system at one time?

WI ANS: On a typical day our website has an average of 85,000 page views.

41. Would each user need/require their own user and log in name? If so, how many?

WI ANS: Yes, approximately 200 staff.

42. What are the age of the documents? Would they be 1 year, or older? What is the condition of the documents? What is the legibility of the documents? Would the documents need prep work, are any of them stapled? Is there one standard size, or would there be any large scale documents?

WI ANS: This information is not relevant to the RFI.

43. Will the paper be scanned in black and white? Will there be writing on the back of any of the documents? If so, how do you want to handle that? Do you anticipate front and back page scanning?

WI ANS: This information is not relevant to the RFI.

44. Will you be providing one original sample of a bright, sharp, scan?

WI ANS: This information is not relevant to the RFI.

45. If the information is written poorly, or if the condition is poor, who determines the quality and the legibility for accuracy? How would the accuracy of the OCR be determined?

WI ANS: This information is not relevant to the RFI.

46. Will you be scanning in full text OCR? Would you be doing an universal OCR search?

WI ANS: This information is not relevant to the RFI.

47. Will the set up and training be one time for all personal? Will the state of Wisconsin be responsible for training any new personal after the original training?

WI ANS: See answer for Question #15

48. Do you plan to scan in the forms that are already electronic? If so, how many of those forms are there?

WI ANS: This information is not relevant to the RFI.

49. How many gigs are currently in your database?

WI ANS: This information is not relevant to the RFI.

50. What is your monthly gig usage?

WI ANS: This information is not relevant to the RFI.

51. How many gigs is the Historical Data that you would like migrated?

WI ANS: This information is not relevant to the RFI.

52. Would the information need to be stored in our database after the image is deleted or destroyed?

WI ANS: This information is not relevant to the RFI.

53. Do we need an APP for iPad, tablets or androids?

WI ANS: We may want to build Apps in the future.

54. Are the forms centralized? If so where? Would they all be in Madison, WI? Would they all be picked up and hand delivered or returned to the same location?

WI ANS: All our public facing forms are already centralized on our website.

55. How many and how frequently would you be sending the forms over? Would it be weekly or monthly?

WI ANS: This information is not relevant to the RFI.

56. Could you please clarify the definitions of “Open Source” vs. “Commercial”?

WI ANS: Open source allows anyone in the community to adapt the tool as necessary. There is often an expectation that you will participate and “give back” to the community. Commercial tools are developed by paid staff and sold for profit.

Wikipedia definition: [http://en.wikipedia.org/wiki/Commercial\\_software](http://en.wikipedia.org/wiki/Commercial_software)