1. **Would you be open to a Canadian agency that works with clients in the US for similar engagements?**

   Yes, we are open to working with any individual/agency who is qualified and eligible for this work.

2. **Could you let us know what the budget is for the current work and the annual maintenance?**

   CBH would like to examine the budget breakdown of received proposals before it finalizes any budget numbers.

3. **With regard to Website Maintenance (Section 2.4), there seems to be an open-ended support clause. Can we get some clarification as to both the end-date of the support required for the RFP tasks? And do the support tasks include technical items out of the scope of the RFP tasks?**

   Support needed would ideally be on an ongoing basis and include regular software updates and site monitoring to ensure the site is not negatively affected by such updates. In addition, emergency support service is required in case of the site losing functionality or going offline.

   Please outline in your cost analysis whether you prefer to provide such services at an hourly rate or a set monthly/annual coverage cost.

4. **Section 2.1, CBH Employee Intranet Access Solution, states "a WordPress site is being developed internally, utilizing the Divi building platform, to act as an employee intranet; consultation and development solutions are needed to provide portal site access to employees only." Can this be explained a bit more? Will this be a custom page for each employee based on user information? Or would this just be a way for employees to access the backend of the Divi WordPress website?**

   A completely separate intranet site is currently being developed for use by CBH employees only. We wish to entertain possible solutions to include a secure portal on **cbhphilly.org** for employees to sign in to the intranet site. The intranet site will not feature personalized employee pages but will be more of a general information site.

5. **Section 2.2, Website Upgrades/Functionality Improvements, states "incorporate the Divi building platform into our current WordPress setup." Is this different from the Divi site mentioned above? What is currently being used in the WordPress site? Is it a custom template? Or is it already using the Divi page builder?**

   CBH has purchased **Divi** for its intranet site, but also plans to use Divi to replace the current WordPress backend of **cbhphilly.org**. The current iteration of cbhphilly.org is built from a customized template and utilizes the **SiteOrigin** page builder with its free suite of plugins.

6. **Section 2.2, Website Upgrades/Functionality Improvements, states "add more complex style formats such as inset quotes, captions, and responsive tooltip glossaries." These can be added depending on specific preferences.**

   These are basic development tasks that will be based on an existing redesign (mockups will be made available; see questions 14 and 16).

7. **Section 2.2, Website Upgrades/Functionality Improvements, states "offer solution to facilitate the transfer of many existing PDFs to web content with the ability to format any printing of said content to a pre-existing PDF template." Can we see an example of one of these PDFs? Will they have images and text? What level or design do the PDFs contain that would need to be replicated? How many PDFs would need to be transferred to a webpage? Would this just be hosting a PDF on the site for viewing or transferring the PDF content to a Page/Post?**

   A cursory look throughout **cbhphilly.org** will reveal a large number of PDF links. While some of these are forms or official documents that will remain in place, many others are simply content uploaded in PDF format and need to be eliminated and converted to straight web content. Much of said content is basic text, and members of the CBH Communications Team will be converting much of it to adhere to our style guidelines.

   In addition to this task, we wish to entertain possible solutions (plugins, custom buildouts, etc.) for allowing site users to easily print out web content as converted PDFs.

A good example of this application lies within the CBH **Provider Bulletins** and **Provider Notices**. Our ultimate goal is to convert these pages to blog-styled repositories with web posts replacing PDF links but with the ability to print out said posts as PDFs or something similar.

8. **Section 2.2, Website Upgrades/Functionality Improvements, states "add multi-tiered screen-top alert bar capabilities to alert our audience of urgent news." Will this need to change based on user type (ex. author, administrator, etc.)?**

   The tiers of alerts refer to the subject/ranking of alert, not user type. While we will most often utilize a single alert at a time, we would like the functionality to be able to display multiple alerts and perhaps to color-code them based upon subject.

9. **Section 2.3, Provider Directory Upgrade, states "add/improve full WordPress dashboard editing capabilities to the Directory, possibly including live updating based upon data merging from data sources based within CBH." Can this be explained more? Where will this new/updated data be coming from?**

   We are currently utilizing an manual import of common CSV files to load the Provider Directory, but we would like to expand functionality to be able to automate a weekly/monthly update from a spreadsheet format, and, at some point in the future, we would like to explore the possibility of a live-updating Directory sourced directly from CBH's **MyComplianceOffice** (MCO) data management system.

10. **Given the current pandemic, is virtual (off-site) development acceptable?**

    The majority of work will be performed remotely; however, a vendor that can occasionally visit our Philadelphia office, if possible, would be beneficial.

11. **How set is your team on using Divi builder?**

    We have already begun utilizing **Divi** for our intranet solution and have Communications staff that are familiarizing themselves with the software. We intend on moving forward with Divi as our primary page builder; however, we realize that more custom development will need to be applied to certain tasks.

12. What is the timeline for completion of the project?

CBH would like to examine the timeline estimations of received proposals before it finalizes its timeline goals.

13. Will you be sharing the CBH "design mockups and technical specification" documents prior to RFP due date?

Yes, design mockups will be available upon request from **Hans Leach**.

14. What is the data structure? We need this information to understand the complexity.

If this question is in reference to the Provider Directory and Profiles, please see the answers to questions 9 and 17.

15. Can you provide mockups or sample layouts for the "Services Directory"?

Yes, design mockups will be available upon request from **Hans Leach**.

16. Currently Provider Profiles are just PDF files. If we want to connect/link it with the Provider Directory, we will need to know the relationship between them. Also, if we need to save main contents in the DB to show up in the Provider Directory page as parent organization details, we will need to get its data structure in order to properly understand.

CBH is currently working toward combining the Provider parent/child data in order to better understand the relationship on a data management level. However, the most basic explanation of the relationship is that of a parent company with multiple (child) locations/facilities.