

# Vendors' Questions and Answers

Number	Question	Answer
1	What overall platform (operating system, database, application server, scripting language, etc) is available or desired for web development? (e.g. JBOSS, .NET, LAMP)?	The current BSMA website is hosted by MemberClicks and is composed of Joomla and MemberClicks software.
2	Are any particular Web Content Management Systems desired or required? (e.g. Drupal, SharePoint, Alfresco etc)	No
3	Are any particular web frameworks desired or required? (e.g. Zend, Struts, Spring, etc)	No
4	How many individuals will have administrative privileges and what will be their role?	A very small number of individuals are expected to have administrative rights, e.g., the National President, the Web Team. A larger number of people need update/publish rights, e.g., financial secretary and other officers, Departmental and Local Chapter web masters, committee chairs, etc.
5	Size and role of current IT staff. Are there specific platforms they are trained on?	BSMA is a non-profit, all volunteer organization. As such, there is not an IT staff. A Web Team (3 members) uploads and posts new web material, designs new pages, and manages the site.
6	May we review the existing workflows?	There are no documented workflows
7	Has there been any usability testing on the current site? Is so, are their top line findings you can share?	To our knowledge, there has not been any usability testing on the current site.
8	May we have access to recent analytics for the site?	Joomla/MemberClicks provides a hits per page in the Article Manager but would be unreasonable to extract the individual counts by hand.
9	May we review a current inventory of engagement tools?	Yes. There are none.
10	Is there a current site map we can review?	There is no site map.
11	Are there specific certification requirements (State, Federal or Association) for firms/individuals for the diverse spending plan?	Are you sure you're responding to the correct RFP? We have not used "diverse spending plan", "DNC", or "valuable promotional consideration" anywhere in our RFP.
12	Does the DNC has a budget range for this project excluding promotional consideration.	Are you sure you're responding to the correct RFP? We have not used "diverse spending plan", "DNC", or "valuable promotional consideration" anywhere in our RFP.

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13	May we have the elements and value of the “valuable promotional consideration”?	Are you sure you’re responding to the correct RFP? We have not used “diverse spending plan”, “DNC”, or “valuable promotional consideration” anywhere in our RFP.
14	Is there an existing internal team we would be working with on the project.?	Yes, the Web Site Team will be your point of contact.
15	Is there a governance structure in place or would one need to be instituted?	Blue Star Mothers of America has a governance structure.
16	Could you provide budget range for this project?	A price point of \$20,000 should cover most, if not all, of our requirements.
17	Whether companies from Outside USA can apply for this ?? (From India or Canada)	BSMA welcomes proposals from all vendors. However, not being in North America may pose difficulties for the respondent to meet all aspects of the RFP; e.g., “...to meet regularly with BSM’s Web Site Team...”, “...to attend additional progress meetings.”, etc.
18	Whether we need to come over there for meetings ??	BSMA welcomes proposals from all vendors. However, not being in North America may pose difficulties for the respondent to meet all aspects of the RFP; e.g., “...to meet regularly with BSM’s Web Site Team...”, “...to attend additional progress meetings.”, etc.
19	Can we perform the tasks outside USA ?? (From India or Canada)	BSMA welcomes proposals from all vendors. However, not being in North America may pose difficulties for the respondent to meet all aspects of the RFP; e.g., “...to meet regularly with BSM’s Web Site Team...”, “...to attend additional progress meetings.”, etc.
20	I am interested to know if you are accepting bids from outside America?	BSMA welcomes proposals from all vendors. However, not being in North America may pose difficulties for the respondent to meet all aspects of the RFP; e.g., “...to meet regularly with BSM’s Web Site Team...”, “...to attend additional progress meetings.”, etc.
21	Your current site seems to indicate you use Memberclicks for membership management. Are you planning to retain this system and if so, what integration with the website is expected?	We do not plan on retaining MemberClicks unless they submit the winning proposal.

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22	The RFP says to: "Provide both a public and private side to the website and all of its sub-domains using a customer relationship management (CRM) system to control website access." A Content Management System (CMS) provides for website access control. Can you clarify what functions besides access are expected to be provided in this work CRM-wise and if a separate CRM is to be implemented?	A CMS manages content on the website and web site access. A CRM system manages all aspects of customer management – membership, donors, interested public, etc. Integrated together the 2 systems meet the RFP's requirements.
23	What is meant by "the re-design should facilitate future capability of online transactions such as dues payments (split disbursement, if possible, between National and Local Chapters) and donations, convention registration, secure credit card payments, and membership applications"? Does this mean the design should have areas in it for these functions, or that a future implementation phase would build out these capabilities?	A capability for secure, online transactions is a definite requirement. Realizing that some of our requirements would be "nice to have" rather than "must have" and with the re-design cost unknown, the RFP states all of our requirements. If possible, the hooks should be built in now to accommodate a future implementation phase, if necessary.
24	Can you tell us if any amendments have been issued to date?	No amendments have been issued.
25	Where is BSMA located?	BSMA was incorporated in Washington, DC. However, the National President resides in Dayton, OH; the 1st VP in LA; the recording secretary in CA. So the organization is truly a national organization. This year's convention (31 July- \$ August) will be held in Cincinnati, OH.
26	Is there a preference for local bidders?	BSMA welcomes proposals from all vendors. However, not being in North America may pose difficulties for the respondent to meet all aspects of the RFP; e.g., "...to meet regularly with BSM's Web Site Team...", "...to attend additional progress meetings.", etc.
27	We would also like to get the additional information provided to others in response to their questions	All vendors question and their respective answers can be found at the following URL: <a href="http://www.bluestarmothers.org/vendors-questions--answers">http://www.bluestarmothers.org/vendors-questions--answers</a> The page is updated once a day assuming additional questions are received and not duplicative of already answered questions.
28	Can you tell me then what CRM system is being used, as the CMS is supposed to integrate with it?	The current BSMA website is hosted by MemberClicks and is composed of Joomla and MemberClicks software.
29	Is there a budget for this project at this time?	We do have a budget for this project and believe a price point of \$20,000 should cover most, if not all, of our requirement.
30	Do you have a CMS preference	We do not have a preference.

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31	What CRM should bidders be assuming, to estimate the integration work required between the CMS and the CRM?	The choice of the CRM is up to the bidder.
32	Is BSMA expecting bidders to also propose to replace the CRM in addition to the CMS?	Yes
33	Email Accounts: How many?	As of 8 May 2012, we have 12,111 active accounts.
34	In the RFP you have specified that the website should permit local chapters and state departments to build subdomain. Do you mean that we should provide a site builder tool or web space for uploading their corresponding sites?	We envisioned that the Local Chapters and Departments would use the same templates and tools to load their content as the National site or alternately the national site would point to the already existing Local Chapter or Departmental site.
35	In the RFP you have specified you need to submit online organizational compliance documentation. Do you want upload a file or do u want a space where you can add the text and submit it?	We need to be able to accomplish both – upload files and complete and submit online forms.
36	In the requirement you have specified “bi-directional email” is that you need to send internal emails ( that is between member and official, member and members and vice versa) or do you want to send mails to person outside the group?	We do not have any requirements to send email to anyone that doesn’t have a record in our CRM system.
37	Next , is about the e-store. What kind of goods do you trade? Is there anything that is downloadable or that uses postal delivery ? Do any of the goods have varying properties like size, weight etc?	Pins, shirts, hats, tote bags, etc. are all sold in our online store. An order form is downloadable so a mail order can be accomplished. All of our merchandise uses postal delivery. Given the item diversity, the size, shape, and weight of the mailed parcel can vary greatly.