



State of West Virginia
 Department of Administration
 Purchasing Division
 2019 Washington Street East
 Post Office Box 50130
 Charleston, WV 25305-0130

Request for Quotation

RFQ NUMBER
DEV710

PAGE
1

ADDRESS CORRESPONDENCE TO ATTENTION OF
BUYER 32
304-558-0492

RFQ COPY
 TYPE NAME/ADDRESS HERE

VENDOR

SHIP TO

WV DEVELOPMENT OFFICE
 ADMINISTRATION
 BUILDING 6, ROOM 645
 1900 KANAWHA BOULEVARD, EAST
 CHARLESTON, WV
 25305-0311 304-558-0350

DATE PRINTED 01/05/2007	TERMS OF SALE	SHIP VIA	F.O.B.	FREIGHT TERMS
BID OPENING DATE: 01/24/2007	BID OPENING TIME			01:30PM

LINE	QUANTITY	UOP	CAT NO	ITEM NUMBER	UNIT PRICE	AMOUNT
0001	1	LS		920-04		
ADDENDUM NO. 2 REVISED SPECIFICATIONS IN ITS ENTIRETY ATTACHED. ANSWERS TO QUESTIONS THAT WERE SUBMITTED ATTACHED. BID OPENING DATE AND TIME REMAINS THE SAME. NO OTHER CHANGES.						
APPLICATIONS SOFTWARE FOR LARGE SYSTEMS						
***** THIS IS THE END OF RFQ DEV710 ***** TOTAL: _____						

SEE REVERSE SIDE FOR TERMS AND CONDITIONS

SIGNATURE	TELEPHONE	DATE
TITLE	FEIN	ADDRESS CHANGES TO BE NOTED ABOVE

WHEN RESPONDING TO RFQ, INSERT NAME AND ADDRESS IN SPACE ABOVE LABELED 'VENDOR'

**GENERAL TERMS & CONDITIONS
REQUEST FOR QUOTATION (RFQ) AND REQUEST FOR PROPOSAL (RFP)**

1. Awards will be made in the best interest of the State of West Virginia.
2. The State may accept or reject in part, or in whole, any bid.
3. All quotations are governed by the *West Virginia Code* and the *Legislative Rules* of the Purchasing Division.
4. Prior to any award, the apparent successful vendor must be properly registered with the Purchasing Division and have paid the required \$125.00 registration fee.
5. All services performed or goods delivered under State Purchase Orders/Contracts are to be continued for the term of the Purchase Order/Contract, contingent upon funds being appropriated by the Legislature or otherwise being made available. In the event funds are not appropriated or otherwise available for these services or goods, this Purchase Order/Contract becomes void and of no effect after June 30.
6. Payment may only be made after the delivery and acceptance of goods or services.
7. Interest may be paid for late payment in accordance with the *West Virginia Code*.
8. Vendor preference will be granted upon written request in accordance with the *West Virginia Code*.
9. The State of West Virginia is exempt from federal and state taxes and will not pay or reimburse such taxes.
10. The Director of Purchasing may cancel any Purchase Order/Contract upon 30 days written notice to the seller.
11. The laws of the State of West Virginia and the *Legislative Rules* of the Purchasing Division shall govern all rights and duties under the Contract, including without limitation the validity of this Purchase Order/Contract.
12. Any reference to automatic renewal is hereby deleted. The Contract may be renewed only upon mutual written agreement of the parties.
13. **BANKRUPTCY:** In the event the vendor/contractor files for bankruptcy protection, this contract is automatically null and void, and is terminated without further order.
14. **HIPAA Business Associate Addendum -** The West Virginia State Government HIPAA Business Associate Addendum (BAA), approved by the Attorney General, and available online at the Purchasing Division's web site (<http://www.state.wv.us/admin/purchase/vrc/hipaa.htm>) is hereby made part of the agreement. Provided that, the Agency meets the definition of a Covered Entity (45 CFR §160.103) and will be disclosing Protected Health Information (45 CFR §160.103) to the vendor.

INSTRUCTIONS TO BIDDERS

1. Use the quotation forms provided by the Purchasing Division.
2. **SPECIFICATIONS:** Items offered must be in compliance with the specifications. Any deviation from the specifications must be clearly indicated by the bidder. Alternates offered by the bidder as **EQUAL** to the specifications must be clearly defined. A bidder offering an alternate should attach complete specifications and literature to the bid. The Purchasing Division may waive minor deviations to specifications.
3. Complete all sections of the quotation form.
4. Unit prices shall prevail in cases of discrepancy.
5. All quotations are considered F.O.B. destination unless alternate shipping terms are clearly identified in the quotation.
6. **BID SUBMISSION:** All quotations must be delivered by the bidder to the office listed below prior to the date and time of the bid opening. Failure of the bidder to deliver the quotations on time will result in bid disqualifications.

SIGNED BID TO:

Department of Administration
Purchasing Division
2019 Washington Street East
Post Office Box 50130
Charleston, WV 25305-0130

REVISED SPECIFICATIONS IN ITS ENTIRETY - JANUARY 2, 2007
Department of Commerce Web Platform Development

PART 1 GENERAL INFORMATION

1.1 The Request:

The Department of Commerce desires to standardize the platforms and site templates of all of its sites. This Request for Quotation solicits quotes for the project as outlined, below.

1.2 Project Overview:

Commerce (www.commercewv.org) consists of the following eight Divisions:

1. West Virginia Development Office: <http://www.wvdo.org>
2. West Virginia Division of Forestry: <http://www.wvforestry.com>
3. West Virginia Division of Labor: <http://www.labor.state.wv.us>
4. West Virginia Division of Natural Resources (DNR): <http://www.wvdnr.gov>
5. West Virginia Division of Tourism: <http://www.wvtourism.com>
6. West Virginia Geological and Economic Survey: <http://www.wvgs.wvnet.edu>
7. West Virginia Office of Miners' Health, Safety and Training (MHST):
<http://www.wvminesafety.org>
8. Workforce West Virginia: <https://www.workforcewv.org>

Some of Commerce's Divisions are more regulatory in nature (Labor and MHST). Others deal with the State's resources (DNR, Geological Survey, and Forestry). Meanwhile, others are focused on developing and marketing our work force, businesses, and attractions (Tourism, Development and Workforce WV). Yet, all have programs and audiences that overlap.

Commerce's goal is to create a common site template structure to give visitors a unified experience as they navigate, search, and interact with the sites' content. We want to cross promote and cross market information on all of the sites. Additionally, we seek to have one administration system so that our internal staff may manage all of the sites. We hope to gain efficiencies by supporting one application and database, in place of eight.

After planning and designing the entire platform in detailed annotated wireframes, functional specifications, and technical specifications, Commerce will work with the Vendor to "fast track" the development of the Tourism site and its content. We envision this as a state-of-the-art travel Web portal that needs to arm and inspire consumers with up-to-date travel information needed to plan and complete a trip to or within West Virginia. Its contents will increase awareness of destination, attractions and events throughout the state. Ultimately, the site will help motivate travelers to increase their length of stay while visiting or traveling around the state. In addition to designing the site, the developers may work with the Agency's advertising agency of record and the Division to develop strategies to increase overall traffic to the state and develop an ongoing customer relationship marketing program.

Content development for the eight sites is not comprehended by this RFQ. This will be developed as separate project(s), if necessary, once the requirements of the full platform are defined after the first phase of this project.

1.3 Project Completion Date: December 31, 2007

1.4 RFQ Format:

This RFQ has four parts. "Part 1" contains informational sections, "Part 2" describes the background and working environment of the project, "Part 3" is a statement of the specifications for the services requested pursuant to this RFQ and "Part 4" explains the required format of the Bidder's response to the RFQ, the evaluation criteria the State will use in evaluating the quotes received, and how the evaluation will be conducted.

1.5 Inquiries:

Additional information inquiries regarding specifications of this RFQ must be submitted in writing or by e-mail to:

Michael Austin, Senior Buyer
 Purchasing Division
 2019 Washington Street, East
 P.O. Box 50130
 Charleston, WV 25305-0130
 Fax: (304) 558-4115
 Email: MAustin@wvadmin.gov

Inquiries and their answers will be shared with all Vendors at the opportunities noted above during the quote process.

1.6 Quote Format and Submission:

1.6.1 Vendors must complete a response to all specifications (basic CMS, advanced CMS, or additional functionality) in order to be considered. Each quote must be formatted as per the outline in Part 4 of this RFQ. No other arrangement or distribution of the quote information may be made by the bidder. Failure on the part of the bidder to respond to specific requirements detailed in the RFQ may be basis for disqualification of the quote. Commerce reserves the right to waive any informalities in the quote format and minor irregularities.

1.6.2 Vendors mailing quotes must allow sufficient time for mail delivery to ensure timely arrival. Any quote received after the bid opening date and time will be immediately disqualified in accordance with State law and the administrative rules and regulations.

Submit:

One original technical and cost plus 1 convenience copy to:

Michael Austin, Senior Buyer
 Purchasing Division
 2019 Washington Street, East
 P.O. Box 50130
 Charleston, WV 25305-0130

PART 2 GENERAL REQUIREMENTS

2.1 Commerce Mission Statement:

The Department of Commerce's mission is to preserve and enhance the well-being of the citizens of West Virginia by providing a cooperative interagency system. We strive to stimulate economic growth and diversity, promote efficient use of our abundant natural resources, and provide increased employment opportunities for all West Virginians.

All strategy for Commerce's marketing and communication efforts must tie back to our mission of integration, cross promotion, and leveraging our strengths. The numerous programs, grants, and consultation services offered by all of the Commerce Divisions need to be searched, organized and promoted with an "audience first" approach. The new online infrastructure will give Commerce a professional platform that allows us communicate the core functions of each Division – but that also helps us organize, package and present programs of similar focus, interest and audience across Divisions to better serve the public.

2.2 Commitment to Process and Quality:

The Vendor must detail its Functional Documentation, Technical Documentation and Quality Assurance processes, tools, and staff that will be assigned to the project from development to post-launch. Vendors must provide their coding standards as well as the best practices they intend to follow with regards to error handling, code commenting, database design, code review, technical documentation, requirements tracing and Quality Assurance.

The successful Vendor will demonstrate a commitment to developing thorough documentation and assuring that the final application is built to specification, using best practice project and quality control, unit and integration testing, and requirements traceability.

Vendors with Microsoft .Net Certified developers and PMP-certified project managers are preferred. Vendors must identify the proposed staff with these qualifications that will be assigned to the project.

The Vendor must submit the proposed development methodology for the proposed solution.

2.2.1 Include an explanation of how long the Vendor has been using this development methodology and why they would recommend this development methodology for this project.

2.2.2 Provide detailed documentation that describes their methodology in a breakdown level to include, at a minimum, the following discipline areas or an equivalent as identified by the Vendor:

Project Management:

- Integration Management
- Scope Management
- Time Management
- Cost Management
- Quality Management
- Change Management
- Human Resource Management
- Communications Management
- Risk Management

Software Development Lifecycle:

- Project Initiation
- Requirements Definition
- Design
- Development
- Testing – Unit Testing, Software Integration Testing, Acceptance Testing

- Training
- Installation/Implementation :
- Closeout
- Warranty

2.3 Project Milestones, Approval Tollgates and Payment Structure

For the ultimate contract that results from this RFQ, Commerce will structure the payment schedule for systems development based on the completion and approval specific project milestones so that we can closely monitor and control the development process. We must receive a flat-rate bid for requirements definition. Any other cost variances will be absorbed by the Vendor unless requested by Commerce.

If changes to the original contract become necessary, a formal contract change order will be negotiated by the State, the Agency and the Vendor, to address changes to the terms and conditions, costs of work included under the contract. An approved contract change order is defined as one approved by the Purchasing Division and approved as to form by the West Virginia Attorney General's Office, encumbered and placed in the U.S. Mail prior to the effective date of such amendment. An approved contract change order is required whenever the change affects the payment provision and/or the scope of the work. Such changes may be necessitated by new and amended Federal and State regulations and requirements. As soon as possible after receipt of a written change request from the Agency, but in no event more than thirty (30) days thereafter, the Vendor shall determine if there is an impact on price with the change requested and provide the Agency a written statement to identifying any price impact on the contract or to state that there is no impact. In the event that price will be impacted by the change, the Vendor shall, provide a description of the price increase or decrease involved in implementing the requested change.

NO CHANGE SHALL BE IMPLEMENTED BY THE VENDOR UNTIL SUCH TIME AS THE VENDOR RECEIVES AN APPROVED WRITTEN CHANGE ORDER.

Phase	Deliverable(s)	Payment Milestones
I. Requirements Definition	Requirements Documentation <ul style="list-style-type: none"> • Business Requirement • Content Inventory • Feature Inventory • Technology Inventory • Stakeholder and User Analysis • Communication Plan • Fixed prices for subsequent phases Project Management: <ul style="list-style-type: none"> • WBS/work breakdown structure, schedule 	Milestone 1 Approval Tollgate 1 by stakeholders to proceed to next phase
	TIMELINE FOR PHASE COMPLETION:	
II. Design	Technical: <ul style="list-style-type: none"> • Functional Specifications, including Information Architecture • Technical Specifications • Site architecture, wireframes • System and database architecture • Use Case development Creative: <ul style="list-style-type: none"> • Template structure approved • Creative (look & feel) approved • Style Guides approved Project Management: <ul style="list-style-type: none"> • Weekly status report, detailing 	Milestone 2 Approval Tollgate 2 by stakeholders to proceed to next phase

	<p>vendor team activity</p> <ul style="list-style-type: none"> • Issues, Actions and Risks identified and reported on a weekly basis as part of the status report. • Schedule following WBS/work breakdown structure, updated weekly by Vendor as part of status 	
	TIMELINE FOR PHASE COMPLETION:	
III. Development	<p>Technical:</p> <ul style="list-style-type: none"> • Application Development • CMS Development • Database Development • Systems Integration <p>Creative:</p> <ul style="list-style-type: none"> • Templates coded • Templates populated with content <p>Project Management:</p> <ul style="list-style-type: none"> • Weekly status reports detailing vendor team activity • Issues, Actions and Risks identified and reported on a weekly basis as part of the status report. • Schedule following WBS/work breakdown structure, updated weekly by Vendor as part of status report 	<p>Within 40 business days</p> <p>Milestone 3</p> <p>Approval Tollgate 3 by stakeholders to proceed to next phase</p>
	TIMELINE FOR PHASE COMPLETION:	
IV. Testing	<ul style="list-style-type: none"> • Unit Testing • Integration Testing • Launch Candidate, delivered for User Acceptance Testing (UAT) • Completed UAT <p>Project Management:</p> <ul style="list-style-type: none"> • Weekly status reports detailing vendor team activity • Issues, Actions and Risks identified and reported on a weekly basis as part of the status report. • Schedule following WBS/work breakdown structure, updated weekly by Vendor as part of status report • Testing reports. Bugs identified, tracked and resolved. 	<p>Within 75 business days</p> <p>Milestone 4</p> <p>Approval Tollgate 4 by stakeholders to proceed to Implementation</p>
	TIMELINE FOR PHASE COMPLETION:	
	Within 20 business days	

V. Training	<ul style="list-style-type: none"> • Training Schedule • Training Materials • Operational Procedures for all aspects of system 	Milestone 5 Approval Tollgate 5 by stakeholders
	TIMELINE FOR PHASE COMPLETION:	Within 5 business days
VI. Implementation	<ul style="list-style-type: none"> • Implementation 	Milestone 6
	TIMELINE FOR PHASE COMPLETION:	Within 5 business days
VII. Closeout (Delivery within 30 days of launch)	<ul style="list-style-type: none"> • System User Manuals and Template Maintenance Style Guides delivered • Project development and code files organized and archived, delivered • Lessons Learned meetings held with Vendor/Stakeholder, documented • Code Warrantee period begins 	Milestone 7 Approval of Delivered material and discussion of future phases, development
	TIMELINE FOR PHASE COMPLETION:	Within 20 business days
VIII. Warranty	12-month Warranty	

Commerce retains the ability to terminate the contract with the Vendor at any of the 5 Tollgate reviews, noted above, paying only for services completed at termination. Upon termination, the State owns all work developed up to and including the point of exit.

2.3.1 Project Phase I Detail: Requirements Definition

Thorough planning and documentation is key to the success of this project. Commerce is seeking expertise in information architecture or business analysis to document the functional requirements definition of our new platform.

Eligible Vendors must:

- Demonstrate a proven track record in documenting 3 large-scale Web Applications
- Have a commitment to User-Centered Design, with hands-on relevant experience in 3 previous projects
- Provide references and samples of past work product matching Commerce's criteria
- Develop detailed, fully-annotated wireframes of the functionality of the proposed site. (Use of Microsoft Visio for documentation is a must.)

Wireframe	Functional Specifications
	<p>1 Model Highlight Module The Model Highlight Module on the homepage streamlines the model by displaying an image, steering post and line, exhibiting its key specifications. Clicking on the model name on the model highlight module opens a model image, Year/Make, starting price, and links to a gallery. If links are displayed underneath the Year/Make, the links are: Dealer, From Gallery, Related Pages, Customization.</p> <p>Clicking on one of the above links opens the corresponding content for the selected link.</p> <p>The model name within the primary navigation, the model image and the model Year/Make displayed within the Model Highlight Module are clickable. Clicking on one of the above drops in the Model Landing page.</p> <p>The images and text do not have a roll-over view.</p> <p>2 Shopping Tools Drop-Down Menu The Shopping Tools Drop-Down Menu on the homepage does not access to the already existing tools on the site.</p> <p>Clicking on the drop-down menu opens the following items: Buy over Dealer/Lease, Finance and Drive, Dealer Locker.</p> <p>Clicking on any of the above items opens a typical menu that will include a list of all model names that are available for the selected tool.</p> <p>These model names are clickable. Clicking on one of the model names launches the tool for the selected model name.</p> <p>3 Dealer Locker Tool The Dealer Locker Tool has been placed underneath the Shopping Tools Drop-Down Menu.</p> <p>All other functions stay the same.</p>

Above, please see an example of the expected work product. It features a wireframe illustration of a page. Features are numbered to correspond to detailed description of the functionality shown in the call-outs. Commerce expects that each individual screen or each step in every unique user process will be documented in this detail, so that little is left to interpretation.

Commerce will work with an information architect (IA) who can create site maps, user flow diagrams, and detailed, annotated wireframes describing site functionality. Our expectation is that the IA or business analyst will work with us to assess the content and the business requirements, and then recommend detailed requirements of best-practice architecture. We view the IA as an extension of our team – a valuable consultant who has the consumer and usability foremost in his or her mind.

Commerce's marketing team will participate in the process by conducting stakeholder interviews with internal departments, documenting existing content on the sites, developing target audience profiles, and writing detailed business requirements.

2.3.2 Schedule for Requirements Definition

We want to create requirements documentation within an 8-10 week schedule, as follows:

I. Discovery Phase:

- Week 0:** Vendor is identified and hired. Schedule is established.
- Weeks 1 & 2:** Commerce conducts and documents stakeholder interviews with each of the 8 divisions. The purpose of these interviews is to document desired features, functionality or integration that is desired. Additionally, Commerce will flesh out target audience user profiles, based on input from the stakeholders. A working draft of business requirements will be in development. Documentation is delivered to IA/business analyst for review and comment.
- Weeks 1-3:** IA Vendor develops site maps of the content on the current sites, and provides a content inventory of the current content and features of the site. Documentation is delivered to Commerce for review and comment. The IA Vendor may have a list of questions for stakeholders, which may need answers before proceeding to next Phase. (Note: the DNR site houses 50 state park sites. The expectation is that one template showing all possible features will be developed to cover all content scenarios.)

II. Definition Phase:

- Week 4:** IA kick-off. The selected Vendor attends a series of stakeholder interviews to re-confirm and review the requirements with these internal clients.
- Week 4-8:** IA creates detailed, annotated wireframes with functional specifications, detailing all functionality of the site.

6. **Week 8-9:** Annotated Wireframes are reviewed with the stakeholders via a series of meetings to confirm that they clearly document the requirements of the new site.

III. Close:

7. **Week 10:** Stakeholder changes are integrated into the functional specifications document and business requirements are referenced with each wireframe. Final specifications and work product created in the development of the requirements is delivered to Commerce for final approval.

2.3.3 RACI Chart:

R = Responsible for doing work

A = Accountable for quality of work or final approval

C = Consulted, participation needed to complete the work

I = Informed

	Stakeholders	Commerce Web Team	IA/Business Analyst
Stakeholder Interviews	C	RA	I
User Profiles	C	RA	I
Business Requirements	C	RA	I
Content Inventory (existing)	I	A	R
Flowchart of existing site structures	I	A	R
Information Architecture	I	A	R
Annotated Wireframes of each unique component and process	I	A	R
User Process Flows	I	A	R
New Site Architecture – showing recommended information hierarchy based on User Profiles	I	A	R
Stakeholder review of Draft Requirements (Vendor present)	C	RA	C
Integration of stakeholder comments in to final document	I	A	R
Final Approval	C	RA	I

The resulting documentation will be owned in its entirety by the Department of Commerce.

PART 3: DEPARTMENT OF COMMERCE BUSINESS REQUIREMENTS

Commerce is seeking a templated, dynamic, database-driven site. The Vendor will be responsible for detailed requirements defined during the Requirements phase of the project.

3.1 Technical and Performance Requirements

The Vendor shall develop a high-performing, yet highly accessible site that we will own and maintain. The following technical and performance requirements will be addressed in the Vendor's quote.

3.1.1 Coding/Application Standards:

Commerce will maintain the final application with user control of content and publishing. Therefore, Commerce will limit the use of proprietary code. The application will be built using the .NET Framework under SQL Server 2000 or above.

3.1.2 Accessibility:

Because Commerce and its Divisions are State Government, our sites are built for the public. They must comply with American Disabilities Act (ADA) standards, to ensure that our content is accessible to people with disabilities. This may impact the development of the application. For instance, the Content Management System (CMS) and template design must accommodate alt tags to describe the images or video on the site. The Vendor will review the ADA guidelines on <http://www.usdoj.gov/crt/ada/websites2.htm> and <http://www.w3.org/WAI/Resources/> for more information.

3.2.1.3 Hosting:

The Department of Commerce will host the application, after it is built. The vendor will be required to provide a development and testing environment, prior to deployment to Commerce's servers.

3.2.1.4 Performance:

Commerce requires that the code, templates, and system be optimized for good performance for consumers using 56k dial-up modems. Although we hope to integrate rich media features such as Flash and video for visitors with faster connections, the templates of the site should be developed so that the main content is benchmarked to appear in 10-15 seconds on a 56k connection. If Flash is used as a navigation element, there must be alternative methods of navigating the content, for visitors who don't have Flash. Due to the prevalence of pop-up blocking software, pop-ups should be avoided in the design. We recommend the use of .Net menus and div layers to simulate these design elements, with the least amount of user compatibility issues.

3.2.1.5 Minimum Requirements:

The final site must perform well on PC and Macintosh systems and must be accessible with any commercially available browser.

Performance and compatibility testing on these system configurations will be part of the Vendor's Quality Assurance Plan.

3.3 Business Requirements

3.3.1 Template Requirements:

The Commerce template must be attractive, flexible, and professional in design. It must be created to best practices for making Graphical User Interfaces, information architecture, and navigation schemes that are intuitive and consumer-friendly.

The basic template must contain these elements:

- Consistent global navigation (across Division sites)
- Consistent local navigation (within a Division site)
- Cookie Trail showing where the visitor has drilled into the content
- Search (across and within Division sites)

- CMS-served content: images, text, flash animation, video, audio clips, and downloadable files (MS Office and PDF formats).
- Page components that can be turned on or off within any site section via CMS:
 - **Events:** Event listings, which can be assigned to the page level and cross-promoted across the Division sites
 - **Highlights/Sidebar content:** Excerpts of content and links to “read more,” which can be assigned to the page level and cross-promoted across the Division sites
 - **Ads:** Ad and promotion inventory must be able to be assigned to the page level and cross-promoted across the Division sites
 - **ENewsletter Opt-ins:** Allows users to select their interests and opt-into receiving updates and deals by e-mail.
 - **Printed Publication Request:** Allows users to provide their mailing address and request printed brochures and publications offered by individual divisions.

3.3.2 Content Management System Requirements:

The CMS that the Vendor will create must be able to support the following “basic” and “advanced” features and activities. All features listed are required.

3.3.2.1 Basic CMS Features:

- a) The CMS interface must be designed so non-technical users can perform content updates easily, in real time, to the site.
- b) The CMS must allow the activation/deactivation of individual pages or entire sections. Navigation menus must be fully dynamic – displaying only “active” or live content.
- c) New template layouts must be able to be added via the system so that the site design may be refreshed, with or without the Vendor.
- d) **Reporting:** The CMS must be integrated with the tracking and reporting system so that new pages or sections, once live, can be tracked and reported on without intervention from the staff.
- e) **Landing Pages:** The CMS must support the creation of alternate entry pages or landing pages from print, broadcast or online campaigns. We want to create any number of unique landing pages to measure the effectiveness of our media efforts. These alternate entries or landing pages may have audience- or interest-based targets for their designs.
- f) **Keywords:** The CMS must support search, by allowing additional keywords to be associated with the content.
- g) **Forms:** Online Form creation and management must be facilitated by the CMS, including the ability to control the “send to” address to receive information completed online. The database must store this form information, as well as e-mail it to the designated recipient.
- h) The CMS and templates must support ADA compliance.
- i) **User Management:** The CMS must have user management controls so that levels of access for different types of users may be established and managed. For example: User Management may allow DNR staff edit only certain DNR pages (State Parks, Wildlife, Law Enforcement sections may allow only specific users to edit each specific section); meanwhile other users may have “Master” access to edit any content. Additionally, User Management may allow access 3rd parties to add content to some sections. Example: State Parks may have a global webmaster, but it will give the park superintendents specific pages or section of their park sites that they can administer; i.e.: Blackwater Falls’ site’s events could be updated by staff there; meanwhile, Beech Fork staff may update and control their event listings via the CMS for only Beech Fork.
- j) **Events Management:** The CMS must enable events to be edited and flagged to appear on one or more of the Commerce sites (i.e.: some events may be unique to Tourism, but other may be cross-promoted on Development or DNR pages, too.) The CMS must allow event categorization or filtering by Division site to be managed at the event level.
- k) **Highlight Boxes:** Excerpts of content and links to “read more,” must be able to be edited and assigned to appear in Highlight boxes on the page level. Our goal is to cross-promote and cross-pollinate content within and across the Division sites using these. Highlights may include text, photos, and links to content housed elsewhere in the sites.
- l) **Industry-Managed Information:** Tourism requires a Web-based interface to allow event coordinators to submit information on events to be posted on the Tourism site upon review by

the staff. The CMS must facilitate the workflow for the posting, staff review, and update of Facility, Attraction and Event descriptions.

3.3.2.2 Advanced CMS Features:

- a) **Workflow Management:** Commerce requires a CMS with workflow management to allow stakeholder approvals of content prior to it going live. (Note: the system does not need to track approvals, but merely to facilitate the review via a test or staging area.)
- b) **Content Activation/Deactivation Date Ranges:** Some content – such as event listings or promotions – may have date ranges. The CMS must allow the user to set start and end dates for the content items.
- c) Support of Events (see below.)
- d) Support of Multiple Languages (see below.)
- e) Support of Ads and Ad Server Application (see below.)
- f) Support of Site Selection Functionality (see below.)
- g) Support of Online Surveys (see below.)
- h) Ability to edit interest categories in eNewsletter Opt-in areas (see below.)
- i) Support of Tourism Call Center (see below.)
- j) Support of Tourism Meeting Planner (see below.)
- k) Support of Commerce lead management (see below.)

3.3.3 Other Functionality of Interest:

Commerce requires the ability to scale the application to include the following features. Please consider these Business Requirements separately, and price them individually.

3.3.3.01 Multi-Language Support:

- a) Commerce requires the capability to offer site content in foreign languages, including: Spanish, German, Italian, Chinese, Japanese and Korean.
- b) Site translations may be limited to sub-sets of the US content (i.e.: not to the entire site.) Provide pricing for using the CMS to support and manage multiple languages – including the capability to “turn off” site sections that may not exist in a foreign language, but that do exist in English.
- c) Foreign language sites may require new pages or content that is not in the English version.
- d) Translation work is not part of this request.

3.3.3.02 Site Search:

- a) Commerce requires a Division-wide site search system that presents results weighted by best keyword match in content and supplemented with CMS-assigned keywords.
- b) Commerce requires tracking/reporting user keyword searches so that we know what people are looking for – and so we may better optimize our content.

3.3.3.03 Interest- and Audience-targeted Landing Pages:

- a) Commerce requires the capability to create interest- or audience-targeted jump pages as alternate entries to the site. These pages must be template-based, unlimited in number and managed by the CMS.
- b) Tracking of traffic to these pages, and tracking of the links from these pages will help us measure our online and offline marketing efforts and to optimize our content.
- c) We want the capability to assign unique URL/domains to these landing pages, in some cases.

3.3.3.04 Cookie-trail Navigation:

We require the integration of cookie trail navigation – so that users can clearly see where they have drilled into the site content. Please see Amazon.com or ebay.com for best practices and functionality.

3.3.3.05 eNewsletter Opt-in, Contact Management:

- a) We are eager to build contact databases so that we may target market to segments of our audiences, based on their self-identified interests (via check-boxes on opt-in or profile pages.)

- a) We are eager to build contact databases so that we may target market to segments of our audiences, based on their self-identified interests (via check-boxes on opt-in or profile pages.)
- b) Tourism interests (Ski, Whitewater, Outdoor Recreation...) are different than Economic Development targets (Wood Products, Plastics, Automotive, Energy...) – therefore the system must allow the creation and editing of opt-in categories specific to Division.
- c) Opt-in interests must be stored in the application database, tracked and reported.
- d) The system must allow users to “tell a friend” about targeted eNewsletters that may be of interest, capitalizing on word-of-mouth and viral marketing.
- e) Opt-in/Opt-out, privacy policies, and contact management should facilitate Commerce’s compliance with Can-SPAM requirements.
- f) Opt-out process must be automated.

3.3.3.06 Printed Publication Request Management:

- a) All of our Divisions have brochures, publications, and newsletters that we would like to offer online for distribution by mail. Consumers will need to provide complete address information (with form validation by the system).
- b) This publication request information must be stored in the application database, as well as e-mailed the appropriate person for fulfillment of the request.
- c) Opt-in/Opt-out, privacy policies, and contact management must facilitate Commerce’s compliance with Can-SPAM requirements.
- d) Opt-out process must be automated.
- e) Please see related requirements under 3.3.3.20 Call Center Support, below.

3.3.3.07 Online Applications/Forms Management:

Several Commerce Divisions desire to put their forms online so that consumers may complete and submit forms and application. Please work with us to ensure that these forms may be created, edited, and managed via the CMS.

3.3.3.08 Site Tracking and Conversion/ROI Measurement:

- a) Commerce requires the capability to measure traffic to the page level and to understand the most popular paths through the content within and across Divisions.
- b) The system must track and report on traffic to landing pages, links to internal content, and traffic on exit links to external sites so that we may optimize our material.
- c) Commerce desires to track and report on user’s keyword searches on the site so we may optimize content in response to user behavior.
- d) Commerce is interested going beyond anonymous, aggregate log file analysis (such as site stats provided by Web Trends or Urchin). We would like to work with the Vendor to create custom reports, and to develop methods of associating traffic to specific users and user profiles, so that we may better understand these users and target market information about WV that they will find valuable.
- e) Conversion of site users to leads (by opting-in to ongoing e-mail dialogues with us) will be one measure of success for our sites, and in measuring media campaigns. The tracking/reporting system should support ROI analysis of traffic generated by online and offline media, to help us determine the best media for the money.
- f) Commerce wants to work with the Vendor to create pre-defined custom reports by division. For instance, we may establish what the report for activity on a particular state park site may contain (say Blackwater Falls) but we would like to then “roll up” all of the data on all of the state parks sites into one aggregate report so that we may detect trends. One report is for the local customer (Blackwater Falls); meanwhile the aggregate report is for state parks program administration. Other divisions may or may not require this detail – so, we’d like to work with the Vendor to satisfy particular needs.

3.3.3.09 Database-Driven Site Selection Search Interface:

- a) Economic Development wishes to promote its available development sites (existing buildings and lots) online, sorted and filtered by location, type of site, size of site, appropriate industry

- c) Please see section 3.5 for what other states are doing, in particular Georgia: <http://www.ga-sites.com/ver2/default.asp> and Oklahoma: <http://www.okcommerce.gov/locateok/>
- d) Please note, <http://www.ga-sites.com/ver2/bldge-mailfrm.asp> Georgia allows 3rd parties to submit sites to the database. Please scope this functionality for Commerce, in conjunction with the Workflow management/Test site functionality noted above. Commerce will review 3rd Party postings prior to their going live.
- e) This site selection feature can be leveraged by our Film Office (part of Tourism) in presenting a searchable db of shooting locations in the state. Additionally, the Main Street program, part of Community Development also offers available storefronts in Main Street cities.

3.3.3.10 Database-Driven Workforce and Community Profile Search Interface:

- a) Complimentary to Site Selection searches, we which to present labor data and community profile information online. Please see section 3.5 for what other states are doing, in particular Georgia: <http://www.ga-sites.com/ver2/Communities.asp> and Oklahoma: <http://busdev3.odoc5.odoc.state.ok.us/servlet/page?pageid=1470&dad=portal30&schema=PORTAL30&cwr=68>
- b) WV has an existing Virtual LMI database for community, industry, and workforce data, see: <http://www.wvimi.com/>. Commerce seeks to work with a Vendor to query this db and present its real-time information in support of specific site selection searches. Additionally, some of the workforce data by county is available as PDFs, and updated monthly.

3.3.3.11 Interactive Mapping and Geographic Information Systems (GIS):

- a) Commerce is interested in evaluating Web-based mapping applications such as Google Earth, Microsoft Virtual Earth, and others that allow us to produce geospatially referenced customized products to answer customer requests and queries based on the individual needs of our sites.

Examples:

1. Economic Development site selection requires the integration of interactive mapping and database query capabilities that allows the user to display (toggle on/off) topographic features, utilities, transportation routes, airports, and other infrastructure resources of interest to site-selection committees.
 2. Tourism requires the integration of interactive mapping and database query capabilities that allows the user to display (toggle on/off) topographic features, transportation routes, airports, and specific recreation features like camp sites, hotels, activities. Because Tourism has an extensive database of attractions information, tourism requires the ability to be able to link from the map to a full description of the listing (where available) from its database.
 3. Access or links to driving directions based on geospatial location is key.
- b) The Geological Survey includes specialized coal, oil and natural gas, and related resource databases that are in a GIS-based application, but they are not included in this system.
 - c) The Geological Survey, Natural Resources, Forestry, and the Development Office have internal GIS expertise and have a parallel projects that Commerce can leverage to support the Commerce internet mapping portal. More exploration is needed.
 - d) The development of the geospatial data content is not a part of this scope.

3.3.3.12 RSS Feeds:

We want to offer users the option to sign up for news feeds from our Divisions, by subject matter, interest or target industry. High-interest feeds range from DNR fish stocking information to events by region to our "Open for Business" news alerts that could be delivered as XML-based RSS feeds to interested subscribers. **The template/GUI must be able to house one or more RSS feeds – and the CMS must allow them to be updated.**

3.3.3.13 Industry-Managed Listings: This is specifically a Tourism requirement. The current Tourism site features a Travel Planner database of Events, Facilities and Attractions. Please see this interface for an idea of the current data structure: <http://www.wvtourism.com/planner.aspx?pgID=57>

- a) Tourism requires a Web-based interface or form to allow event managers and people in the industry to post information about their activity to the Tourism site for consideration for posting.
- b) The Web-based form is required to collect:
 1. **The name of the event, facility or attraction**
 2. **A description of the event, facility or attraction**
 3. **Street address**
 4. **City and Zip**
 5. **Phone**
 6. **FAX**
 7. **Contact person**
 8. **Email for contact person**
 9. **Web address, if available.**
 10. **Start and end dates for the event, if applicable.**
- c) The system must generate an on-screen message or status e-mail to the submitter, alerting them that their event is being reviewed prior to posting.
- d) Tourism requires that its Call Center staff validate all submission of events, facilities or attractions prior to their being posted live. At this point, the staff may edit the submission and assign it to the correct activity categories or travel regions.
- e) Tourism requires the ability to be able to assign multiple categories to the same event (something may be a "Fair & Festival" as well as a "music" event.)
- f) Once the listing is approved for posting, the system sends a confirmation e-mail to the submitter so that any changes the Call Center has made can be re-validated or re-submitted.
- g) When the user approves, the posting goes live.
- h) The system generates an e-mail to the submitter, giving them a link to access if they need to update the listing in the future.
- i) Any future updates must be reviewed by Call Center Staff, following the same workflow noted above.
- j) Note: The listings management functionality is similar to online classified ad posting systems, such as <http://www.recycler.com/> because these allow the user an interface to both create and update the listing, while giving an internal staff the option to edit and approve listings. Please see this site and others for Best Practice of self-managed listings:
http://marketplace.recycler.com/latimes/larecycler/losangeles/oat_selectcategory.jsp

3.3.3.14 User Interface for Travel Planner: This is specifically a Tourism requirement. The current Tourism site features a Travel Planner database of Events, Facilities and Attractions. Please see this interface for an idea of the current data structure: <http://www.wvtourism.com/planner.aspx?pgID=57>

- a) Users may search by keyword, location or category to view a listing of the event, facility, or attraction.
- b) Events, Facilities, and Attractions can be categorized and sorted travel region, city, or by the following interest criteria (which Tourism currently uses):
 1. All Categories
 2. Activities
 3. Arts & Culture
 4. Attractions
 5. Bike
 6. Boat
 7. Camping
 8. Culture & History
 9. Education
 10. Fairs & Festivals
 11. Fishing
 12. Food
 13. Forest
 14. General
 15. Golf

16. Government Offices
17. Group Tours
18. Health - Fitness
19. Heritage
20. Hiking
21. History & Heritage
22. Horse
23. Hunting
24. Kennels-pet Boarding
25. Lodging
26. Meeting Sites
27. Outdoor Recreation
28. Outfitters
29. Park
30. Race
31. Real Estate
32. Relocation
33. Restaurants
34. Retirement Info
35. Rock Climbing
36. Shopping
37. Ski
38. Tourism
39. Trails
40. Transportation
41. Travel agents
42. Whitewater
43. Wildlife

- c) Tourism requires the Vendor to suggest best practice search and category criteria for the tourism industry.
- d) Tourism requires cross-referencing with the Mapping feature noted in 3.3.3.13.

3.3.3.15 Call Center Support: Tourism requires the Travel Planner feature to support the work of the operators of the 1-800 Call Center, which receives approximately 12,000 to 18,000 calls each month.

- a) Call Center operators must be able to easily search the event, attraction, and facility database while dealing with a caller.
- b) Call Center operators work from an interface and script – their first question is always “How did you hear about us” and the answer is logged. The interface lists the ads and publications currently featuring Tourism ads so that they can record some data on the impact of media placement.
- c) If there are multiple listings meeting the caller’s criteria, Tourism requires that the system allow the Call Center operator to send these listings to the caller (upon request) via e-mail.
- d) Related to requirement 3.3.3.6 Printed Publication Request Management, Tourism requires that the interface support the Call Center in fulfilling requests for brochures and travel guides.
- e) The System must be able to export mailing addresses of those requesting material on a regular basis for fulfillment.
- f) Tourism does not require the system to handle the creation of mailing labels. This will be facilitated by separate software.
- g) 50% of calls to the 1-800 line are call transfers, for instance a caller inquiring about a state park will be transferred to that park. The system must allow the operator to note that the call was transferred.
- h) Some callers are repeat callers. Tourism requires the capability that if the caller is already in the system that the operator may retrieve a past address record, based on the caller’s name, for instance.
- i) Tourism requires the Vendor to suggest best practice Call Center Support methods for the tourism industry.

- j) Tourism requires the Vendor to identify specific regular reports that the system could generate about Call Center activity, including:
 1. Number and types of brochures fulfilled via the Call Center in an effort to see what is popular and to help keep some track of inventory
 2. Reported Sources of Calls (“How did you hear about us?” ads, publications)
 3. Interests or information requests made, especially by category.
 4. Information on call transfers

3.3.3.16 Lead Management Interface: Tourism requires the ability to have an interface for the Contacts and Opt-in Records stored in the database with a user-friendly administration interface.

- a) Tourism will treat the application database as its master database for all leads – collected online and offline. For instance, if Tourism does a promotion with Good Housekeeping magazine it requires the ability to import these qualified offline leads into the master database.
- b) Often offline leads are provide as CSV files; therefore, an easy and flexible import interface must be developed to accommodate a limited range of different user information formats.
- c) Tourism requires to control and to supply e-mail Vendors with segmented e-mail lists pulled from its database. Segments may include interest targeting, geographic targeting (zip, city, or state), and import source or lead type segments (i.e.: all users who requested a travel guide online or who were part of the spring 2006 Good Housekeeping campaign.) The system must facilitate this.
- d) The database must allow easy back-ups and archives so that the data is protected.
- e) This functionality will be used by other groups within Commerce, too, so the contact database will need to have “virtual partitions” that allow each division or group within commerce to access and manage the opt-ins exclusively to their information. Commerce will work with the Vendor to confirm business logic by division and across division, following our Privacy Policy.

3.4 Special Terms and Conditions (once the contract is awarded):

3.4.1 Contract Provisions:

After the successful Vendor is selected, a formal contract document will be executed between the State and the Vendor. In addition, the RFQ and the Vendor's response will be included as part of the contract by reference. The order of precedence is the contract, the RFQ and the Vendor's quote in response to the RFQ.

3.4.2 Governing Law:

This contract shall be governed by the laws of the State of West Virginia. The Vendor further agrees to comply with the Civil Rights Act of 1964 and all other applicable laws (Federal, State or Local Government) regulations.

3.4.3 Compliance with Laws and Regulations:

The Vendor shall procure all necessary permits and licenses to comply with all applicable laws, Federal, State or municipal, along with all regulations, and ordinances of any regulating body. The Vendor shall pay any applicable sales, use, or personal property taxes arising out of this contract and the transactions contemplated thereby. Any other taxes levied upon this contract, the transaction, or the equipment, or services delivered pursuant here to shall be borne by the contractor. It is clearly understood that the State of West Virginia is exempt from any taxes regarding performance of the scope of work of this contract.

3.4.4 Subcontracts/Joint Ventures:

The Vendor is solely responsible for all work performed under the contract and shall assume prime contractor responsibility for all services offered and products to be delivered under the terms of this contract. The State will consider the Vendor to be the sole point of contact with regard to all contractual matters. The Vendor may, with the prior written consent of the State, enter into written subcontracts for performance of work under this contract; however, the Vendor is totally responsible for payment of all subcontractors.

3.4.5 Contract Termination:

The State will have the option to terminate any contract after each of the project phases resulting from this RFQ immediately at any time the Vendor fails to carry out its responsibilities or to make substantial progress under the terms of this RFQ and resulting contract. The State shall provide the Vendor with advance notice of performance conditions which are endangering the contract's continuation. If after such notice the Vendor fails to remedy the conditions contained in the notice, within the time period contained in the notice, the State shall issue the Vendor an order to cease any and all work immediately. The State shall be obligated only for services rendered and accepted prior to the date of the notice of termination. Should the State determine to end the relationship after any phase of the project, all deliverables up to and including that point will be the property of the State? The contract may also be terminated upon mutual agreement of the parties with thirty (30) days prior notice.

3.4.6 Changes:

If changes to the original contract become necessary, a formal contract change order will be negotiated by the State, the Agency and the Vendor, to address changes to the terms and conditions, costs of work included under the contract. An approved contract change order is defined as one approved by the Purchasing Division and approved as to form by the West Virginia Attorney General's Office, encumbered and placed in the U.S. Mail prior to the effective date of such amendment. An approved contract change order is required whenever the change affects the payment provision and/or the scope of the work. Such changes may be necessitated by new and amended Federal and State regulations and requirements. As soon as possible after receipt of a written change request from the Agency, but in no event more than thirty (30) days thereafter, the Vendor shall determine if there is an impact on price with the change requested and provide the Agency a written statement to identifying any price impact on the contract or to state that there is no impact. In the event that price will be impacted by the change, the Vendor shall, provide a description of the price increase or decrease involved in implementing the requested change.

NO CHANGE SHALL BE IMPLEMENTED BY THE VENDOR UNTIL SUCH TIME AS THE VENDOR RECEIVES AN APPROVED WRITTEN CHANGE ORDER.

3.4.7 Invoices and Progress Payments

The Vendor shall submit invoices, in arrears, to the Agency at the address on the face of the purchase order labeled "Invoice To" pursuant to the terms of the contract

The contract resulting from this RFQ will provide compensation on the basis of a total firm fixed price with a percentage of payments based upon completion and approval of required project milestones (see chart below).

Payment will be made after review and written approval by the State of the milestones and after receipt of a valid invoice. The Vendor may invoice the State monthly. The Vendor will show the amount of work and which deliverable they were working on but may bill the State only 50% of cost work completed until the milestone has been met. The vendor may bill for the remaining 50% upon approval of the phase at tollgate.

The acceptance of a milestone will be made upon the State's approval of:

1. The delivery dates outlined in the Statement of Work were met within the defined guidelines
2. The implementation dates outlined in the Statement of Work were met within the defined guidelines
3. The written deliverables meet the State's approval for quality, content, and requirements.
4. The deliverables satisfy the criteria of the absence of problems or defects (as defined and determined by the State) of the following types:
 - a. No occurrence of failure of defect that has mission critical impacts;
 - b. No occurrence of failure of defect that is critical for business continuity;
 - c. No occurrence of failure of defect that creates an instance where an entire application or part cannot be used;
 - d. No occurrence of failure of defect where an acceptable workaround has not been provided; and
 - e. Where applicable, the level of system availability and response time as defined in the RFQ has been met.

The Vendor will be required at the end of each milestone to reconfirm that the pricing for the remaining deliverables remains intact.

3.5.8 Liquidated Damages: N/A

3.5.9 Record Retention (Access & Confidentiality):

Vendor shall comply with all applicable Federal and State of West Virginia rules and regulations, and requirements governing the maintenance of documentation to verify any cost of services or commodities rendered under this contract by Vendor. The Vendor shall maintain such records a minimum of five (5) years and make available all records to Agency personnel at Vendor's location during normal business hours upon written request by Agency within 10 days after receipt of the request. Vendor shall have access to private and confidential data maintained by Agency to the extent required for Vendor to carry out the duties and responsibilities defined in this contract. Vendor agrees to maintain confidentiality and security of the data made available and shall indemnify and hold harmless the State and Agency against any and all claims brought by any party attributed to actions of breach of confidentiality by the Vendor, subcontractors, or individuals permitted access by Vendor.

PART 4 QUOTE FORMAT

4.1 Each Vendor's Quote Must Address the Following:

The quote must be formatted in the same order, providing the information listed below:

Title page - Must state the RFQ Subject and number, the name of the Vendor, Vendor's business address, telephone number, name of authorized contact person to speak on behalf of the Vendor, dated and signed.

Table of Contents - Clearly identify the material by section and page number.

Section I – The Vendor shall respond in detail regarding its commitment to process and quality, as well as provide evidence of its proficiency in information architecture and detailed functional documentation, outlined in Part 2.

Section II – The Vendor must respond to each requirement listed in Part 3. Required or "basic" CMS features can be treated as a group. But the advanced CMS features and other functionality must be itemized so that Commerce may, in turn, determine phases for the development work – or decline pursuing some features altogether.

Section III – The Vendor shall supply a total cost for the entire project.

Section IV: The vendor must include the following supporting documents:

1. Detailed, fixed pricing for project outlined.
2. List of any assumptions made, regarding price, time or scope
3. Samples of annotated wireframe architecture and detailed functional requirements
4. Three client references for similar work
5. Case Studies or samples of work for 3 projects done for Tourism or Economic Development entities (private or government) done in the past five years
6. Biographies of the staff who will be assigned to the project, noting applicable certifications and/or experience, including any subcontractors.
7. Samples of training materials, technical documentation and user operational procedures for a similar system.
8. Provide detailed documentation that describes the vendor's development methodology. Explanation of how long the Vendor has been using its methodology and why they would recommend this particular development methodology for this project.
9. The warranty.

If using an attachment, reference it and provide guidance as to what Vendor must include.
If applicable, sign and submit the attached Resident Vendor Preference Certificate with the quote.

COST SHEET

Vendor must complete the payment schedule for systems development based on the completion and approval specific project milestones and tollgate reviews so that we can closely monitor and control the development process.

The .Net application shall be outlined with the following features outlined in this document:

- 3.3.2.1 Basic CMS Features
- 3.3.2.2 Advanced CMS Features
- 3.3.3.01 Multi-Language Support
- 3.3.3.02 Site Search
- 3.3.3.03 Interest- and Audience-targeted Landing Pages
- 3.3.3.04 Cookie-trail Navigation
- 3.3.3.05 eNewsletter Opt-in, Contact Management
- 3.3.3.06 Printed Publication Request Management
- 3.3.3.07 Online Applications/Forms Management
- 3.3.3.08 Site Tracking and Conversion/ROI Measurement
- 3.3.3.09 Database-Driven Site Selection Search Interface
- 3.3.3.10 Database-Driven Workforce and Community Profile Search Interface
- 3.3.3.11 Interactive Mapping and Geographic Information Systems (GIS)
- 3.3.3.12 RSS Feeds
- 3.3.3.13 Industry-Managed Listings
- 3.3.3.14 User Interface for Travel Planner
- 3.3.3.15 Call Center Support Interface
- 3.3.3.16 Lead Management Interface

Break down the development costs by project phase, below, and provide an all-inclusive total.

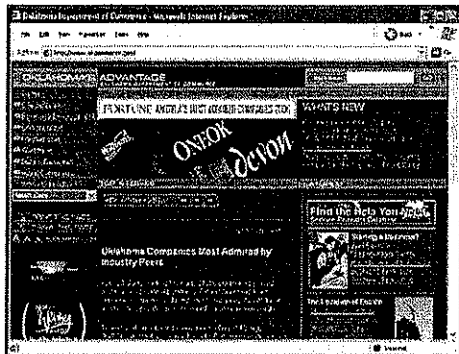
COMMERCE PLATFORM:

MILESTONE	COST
Milestone 1: Requirements Definition	
Milestone 2: Design	
Milestone 3: Development	
Milestone 4: Testing	
Milestone 5: Training	
Milestone 6: Implementation	
Milestone 7: Closeout	
Final Acceptance	
TOTAL COST	

Total all-inclusive Projects Cost: _____ inclusive of a 12-month warranty.

Attachment A: Economic Development Competitive Overview

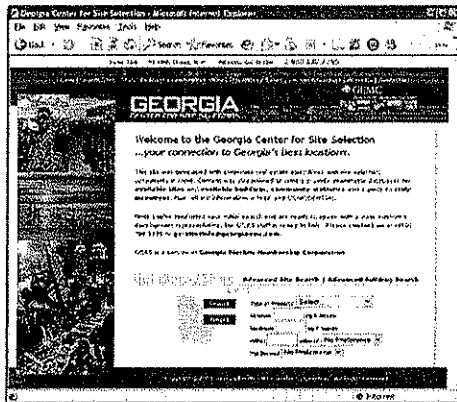
After a review of the top Economic Development sites for the other states, we list a few, below, that we found especially helpful in thinking about our redesign.



Oklahoma – Oklahoma Department of Commerce
<http://www.okcommerce.gov>

Oklahoma Department of Commerce’s mission is to improve the quality of life by supporting communities, growing existing businesses, and attracting new businesses.

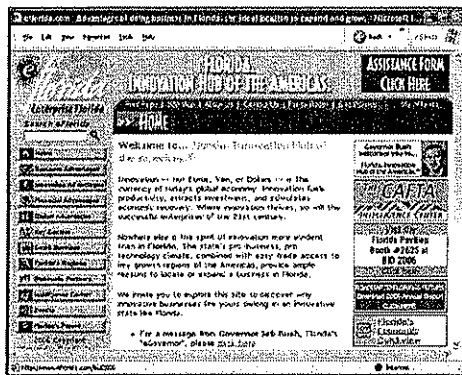
This site was a selection in 2005 Webby Awards for best design. It has great organization and navigation. You can drill into detailed community profiles by map or criteria including min/max population, min/max workforce size, and distance to highway.



Georgia – Georgia Center for Site Selection
<http://www.ga-sites.com/ver2/default.asp>

GCSS is the economic development arm of Georgia Electric Membership Corporation, the statewide trade association of Georgia’s 42 electric membership corporations. They offer full-service site assistance on demographic, market information, available buildings sites, and financing and incentive options.

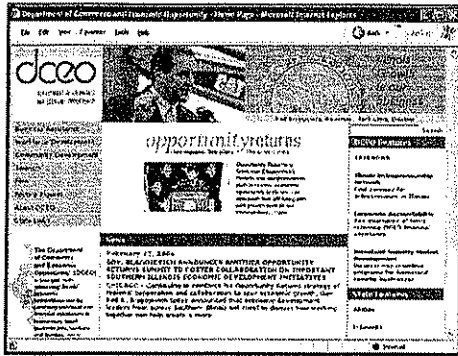
Great search/filter interface and integration of site selection, GIS mapping, as well as labor, demographic, and community profile information.



Florida – <http://www.eflorida.com/>

Enterprise Florida, Inc. (EFI) is the public-private partnership responsible for leading Florida’s statewide economic development efforts.

Site is offered in 14 languages. Features member only (login required) area called “My eFlorida” for extensive data, analysis, research and news on Florida’s economy – customized to interest. Once users opt in, data is pushed to them based on the criteria they have selected.



Illinois – Dept of Commerce and Economic Opportunity
<http://www.commerce.state.il.us/dceo/>

DCEO is charged with enhancing Illinois' economic competitiveness by providing technical and financial assistance to businesses, local governments, workers and families.

This site promotes areas similar to WV Commerce: Coal, Tourism, Film, Workforce Development, Trade, Small Business Support, Community Development...
Note featured ad to Tourism Getaways on homepage.



Indiana – Indiana Economic Development Corporation
<http://www.in.gov/iedc/>

The IEDC focuses its efforts on growing and retaining businesses in Indiana and attracting new business to the State of Indiana

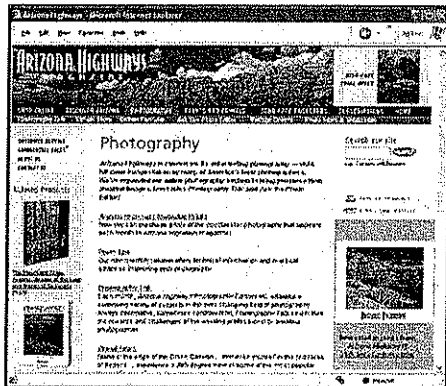
Nice design. Animation showcases many industries, and interesting facts. News excerpts and upcoming events posted on homepage. Target industries and site selection resources promoted prominently.



New Jersey -- New Jersey Commerce, Economic Growth & Tourism Commission
<http://www.state.nj.us/commerce/>

In addition to assisting the general business community, the Commission promotes the state's \$32 billion travel and tourism industry.

Clear organization. Real Estate Site locator prominent, interactive. Quick links to Business Services, Financial Incentives, and Resource Center. Licensing and regulations are promoted along with International and Small Business Services. Could point to how to integrate Labor with the new site.




Arizona Highways
<http://arizonahighways.com/>

Arizona Highways magazine is a division of the Arizona Department of Transportation. Its mission is to promote travel to and through Arizona by publishing magazines and offering products about the state and its people, achieve the highest level of quality in production and customer service, while remaining financially independent.

The online store sells a small selection of Arizona books, maps, jewelry, clothing, videos, music, and DVDs. The commerce items that are featured along with the content changes as you navigate the site... For instance, Photography books, posters and prints are promoted in photography sections.

Attachment B: Baseline Tourism User Profiles

JOE	
	<p>Demographic: Male, age 18 to 34 years, (entry-level) \$20K and up</p> <p>A young guy who's in college or who is a young professional He is fit and single. He schedules a rafting, mountain biking or climbing weekend trips with buddies as a social event. He enjoys friendly competition and testing his personal limits.</p> <p>Interests: Active to extreme sports, biking, climbing, outdoor recreation, camping, college sports, music, friends, fitness, health, exercise, competitive, internet-savvy, early adopter, personal electronics, online gamer</p>

@Plan Research: About 5.9 million online that have planned a leisure trip in the past 30 days

Leisure Activities	Vacation Interests	Vacation Destination	Web sites
Movies	Family visit/reunion	Vegas	Composition Reach (Focus) (Clutter)
BBQ/Picnic	Beach	NY	Fhms.com Google
Bars/Clubs	Camping	FL	Maxim MSN
Cultural Event	Casino/Gambling	Orlando	An and Tech AOL
Board	Theme Parks	LA/So. Cal	Stuff Magazine.com Yahoo
Games/Cards		D.C.	Aint It Cool News Weather.com
Video Gamer	More Likely Than Internet	More Likely Than Internet	Atom Films Disney
Concert	Hunting	Africa	EA Sports EBay
Play Chess	Major Sporting Event	Asia	Slashdot ESPN
Collect Comic Books	Outfitter	Canada	Gamespot Cnet
	Skiing	Atlantic City	Cigar Aficianado CBS Sports
		Chicago	

LAURA

Demographic: Female, age 28 to 45 years. Mid- to higher household incomes, \$50K and above. Suburban.


A soccer mom with school-age children. She's planning family time. She wants to provide a learning experience for the kids – to be in nature, wildlife, as well as historic site side-trips. She may also be a working mom, part-time or with a home business.

Interests: Decorating, crafts, cooking, nutrition, children's education/development issues, health, hiking, camping, outdoor recreation, internet-savvy

@Plan Research: 6.2 million online that have planned a leisure trip in the past 30 days

Leisure Activities	Vacation Interests	Vacation Destination	Websites
Movies	Family	Orlando/Disney	Composition Reach
Read a Book	visit/reunion	Other Florida	(Focus) (Clutter)
Entertaining at Home	Beach	Destinations	iVillage Google
BBQ/Picnic	Theme Parks	Vegas	Family Fun Yahoo
Cultural Event	Camping	NYC	Baby Central AOL
Board	Mountain	LA/So. Cal	About Network MSN
Games/Cards	Vacation	D.C.	Nick, Jr. Weather.com
Gardening	National Park		Noggin Disney
Crafts	More Likely Than Internet	More Likely Than Internet	Parents Expedia
Collecting Dolls	Resort/Spa	Orlando/Disney	Disney Online Travelocity
Ceramic/Pottery	Theme park	So. Cal	Parenting Mapquest
Religious Work	Skiing	Caribbean	PBS Kids Ask Jeeves
	Outfitter	Mexico	

LEO



Demographic: Male, age 35 to 70 years. Higher incomes, \$50K + household and above.

A history buff who is an avid reader and an intellectual – a traveler. Civil War tourists skew older with higher incomes. Railroad and Coal tourists may be slightly more blue collar. There is an aspect of state pride in some of these cultural tourists – seeing the real places makes history come alive for him.

Interests: Reading, book reviews, appreciation of nature, history, biography, non-fiction, multicultural, strategy, engineering, state pride

@Plan Research: 16.6 million online that have planned a leisure trip in the past 30 days

Leisure Activities	Vacation Interests	Vacation Destination	Websites
Entertaining at home	Family visit/reunion	Other Florida Destinations	Composition Reach (Focus) (Clutter)
Movies	Beach	Orlando/Disney	Kiplinger Google
Reading	Theme Parks	NYC	PGA Tour.com AOL
BBQ/Picnic	Camping	La/SoCal	Road & Track Yahoo
Cultural Event	Casino	D.C.	Info World MSN
Gardening	Cultural/Historical	San Francisco	Golf.com Weather.com
Landscaping	More Likely Than Internet	More Likely Than Internet	PGA.com Mapquest
Photography	Golf	Central America	Investors.com Travelocity
Crafts	Water sport	Australia	Wine Spectator Expedia
Religious Work	Hunting	California wine country	The Street Ebay
	Skiing	San Francisco	The Golf Channel ESPN

MARTHA

Demographic: Female, age 45 and up. Higher incomes, \$55K + household and above. Urban.





She is an empty nester who brings her husband in tow to crafts fairs, antique-hunting, resort or golf weekends. She enjoys shopping, interior decorating, gardening, gourmet cooking, reads Martha Stewart's Living, may do decorating crafts herself. She enjoys the good life.

Interests: Quaint towns, shopping in specialty shops, fine dining, golf, spa, resorts, B&Bs, scenic tours, gardening, artisans, quality, comfort, romantic get-aways

@Plan Research: 10.1 million online that have planned a leisure trip in the past 30 days

Leisure Activities	Vacation Interests	Vacation Destination	Websites
Read a book	Family visit/reunion	Other Florida Destinations	Composition Reach (Focus) (Clutter)
Entertaining at home	Beach	Las Vegas	RCI Google
Movies	Cruise Ship	SW Desert	EarthLink Travel Yahoo
Cultural event	Casino	LA/SoCal	Cooking light AOL
BBQ/Picnic	Cultural/Historical	Orlando/Disney	Fodors.com MSN
Crossword Puzzle	National Park	D.C.	MSN Travel Central Weather.com
Gardening		Europe	Fromers.com Mapquest
Crafts	More Likely Than Internet	More Likely Than Internet	Mayo Clinic.com Expedia
Home Improvement	Package Vacation	Central America	Fine Living Travelocity
Gourmet Cooking	Cruise Ship	Caribbean	Real Simple Orbitz
Landscaping	Golf	Australia	Travel & Leisure American Greetings
Photography	National Park	SW Desert	
		Hawaii	

Other target groups of interest (for State Parks):

<p>DON & JUNE</p> 	<p style="text-align: right;">(Traditional Times)</p> <p>Demographic: Active Seniors, aged 55 and up. Middle income: \$45K+ household and above. Small Town or Rural.</p> <p>They are comfortable in their retirement. Although they're not on a fixed income, they do like to be thrifty and get value. They like to get involved in hands-on events and activities, visiting family and friends, multi-generational road trips. WV's hospitality and friendliness is a big factor to them. They want to feel special.</p> <p>Interests: Scenic drives, visiting family and friends, seeing the sights, getting off the beaten path. They are part of VIPP program and visit multiple parks each year. They enjoy wild flowers, fall foliage, small towns, gardening, nature walks, and bird-watching. They eat at Bob Evans and watch golf tournaments on TV.</p>
<p>JAKE</p> 	<p style="text-align: right;">(Shotguns & Pickups)</p> <p>Demographic: Male, age 25 and up. Blue-collar, low to middle income: \$30K + household and above. Rural or Small Town.</p> <p>He hunts and fishes with his male relatives, friends, or teen kids. He plans weekend trips at the last moment – takes his boat, dog and gear and goes to a park for a morning, evening or a weekend sport. Part of a young, working-class couple with three kids, living in a small home or manufactured housing. Owns a tent.</p> <p>Interests: Likes bragging rights and big fish stories. Getting away with his dog, being free and out in nature. Patriotic. Pro-military. Gun-owner. Country music fan (Country Music TV), drives a Dodge Ram, likes Nascar and <i>North American Hunter</i> magazine.</p>
<p>FIRST NATIONAL</p> 	<p style="text-align: right;">(Executive Suites)</p> <p>Demographic: Meeting planner for small to medium-sized organizations, businesses, and associations. Urban. Looking for professional conference and dining facility for 2-day meeting. (Ideally with an overnight stay.)</p> <p>Interests: Business-oriented. Conference or team-building -- get away from the office in a professional beautiful setting – yet must stay connected, plugged in. Event-focused. Resort amenities, golf and fine dining a plus. Booking for white-collar professionals with comfortable homes and apartments within a manageable commute to downtown jobs, restaurants and entertainment</p> <p>Cell phone connectivity/high-speed internet access for executives is a MUST.</p>
<p>FIRST METHODIST</p> 	<p style="text-align: right;">(Heartlanders/White Picket Fences)</p> <p>Demographic: Church retreat or family reunion. Groups wanting to get together for 3-5 days. Middle-income. Interested in group camping environment, especially in the Parks with year-round cottages and cabins.</p> <p>They're young, middle-class, married with children. Modest incomes, spending their leisure time in traditional small-town activities as fishing and hunting, attending social activities at the local church and veterans club, enjoying country music and car racing.</p> <p>Interests: Family-oriented, social, wholesome, group setting. Want group lodging and dining options, but they do not have to be "fancy" – just comfortable and economical.</p>

**REQUEST FOR QUOTATION – DEV710: WEST VIRGINIA DEPARTMENT OF COMMERCE
PRE-BID CONFERENCE -- WEDNESDAY, DECEMBER 20, 2006**

Here are Commerce's responses to questions asked during the conference. More explanation may be provided for some.

QUESTION	ANSWER														
<p>Hosting side – any data for usage on the network of sites to help us outline specifications for hosting?</p>	<p>Commerce has eliminated the need for hosting estimates as a requirement for the RFQ. The state will host the application and we will work with the winning vendor to determine the hardware needs, once the application is defined.</p>														
<p>Any specifications on browser testing and platform – any preferences?</p>	<p>The vendor should build and test for optimal performance for 99% of users. Then, plan to “degrade gracefully” for users with older browsers. (No critical features or navigation should be unavailable to any users with older browsers.)</p> <table border="1" data-bbox="693 199 768 1417"> <thead> <tr> <th>IE7</th> <th>IE6</th> <th>IE5</th> <th>Fx</th> <th>Moz*</th> <th>N7/8</th> <th>O7/8/9</th> </tr> </thead> <tbody> <tr> <td>7.1%</td> <td>49.9%</td> <td>2.9%</td> <td>29.9%</td> <td>2.5%</td> <td>0.2%</td> <td>1.5%</td> </tr> </tbody> </table> <p>* Mozilla includes Safari, to support 3.5% of users on Macintosh OS 9 and higher. Most other PC users are Windows 2000 and higher, NT and XP operating systems. Roughly 3% are on Linux.</p> <p>Cell phones and PDA support is not comprehended by these minimum requirements.</p>	IE7	IE6	IE5	Fx	Moz*	N7/8	O7/8/9	7.1%	49.9%	2.9%	29.9%	2.5%	0.2%	1.5%
IE7	IE6	IE5	Fx	Moz*	N7/8	O7/8/9									
7.1%	49.9%	2.9%	29.9%	2.5%	0.2%	1.5%									
<p>Can vendors base the system on off-the-shelf CMS solutions? Custom or commercial?</p>	<p>The RFQ is for a custom .Net application. Commerce will fully own and be able to maintain the resulting application without having to make sense of proprietary code or deal with 3rd party licenses that must be renewed at an additional cost.</p> <p>The CMS should allow non-technical users to populate content into established templates. The construction of the CMS application and its templates must follow best practice .NET coding structure so that programmers with a good grasp of ASP may reconfigure components and create new templates that can be used by the CMS system, with or without the vendor.</p> <p>The vendor should not add proprietary code to the CMS that would prevent the update or creation of new templates for the CMS.</p> <p>== =</p> <p>Commerce is open to the vendor recommending minor ASP .Net Components that support the custom</p>														

	<p>application. An example of this would be a WYSIWYG HTML text editing component that could be purchased and integrated into the CMS. The issue again is that Commerce must own the license and that an ASP programmer on our staff or consulting our staff must have no problems maintaining or making sense of a purchased component. Identify any such components in your bid, with their cost.</p>
<p>2.3 Project Milestones/II. Design/Creative. Do we require creative for all sites?</p>	<p>The first divisions to use the CMS and templates will be the Division of Tourism and the West Virginia Development Office. The template design, navigation hierarchy and structure, creative, and style guide should provide all of the necessary templates to launch the Tourism site with a complete set of templates/functionality (all functionality in RFQ).</p> <p>Detailed style guides should provide the Commerce team with all of the information it needs to "skin" the templates for each subsequent agency, with instructions on CSS or template graphics and their specs (ie: how to change a header graphic or in a template.)</p> <p>== ==</p> <p>Features 3.3.3.09 Database-Driven Site Selection Search Interface and 3.3.3.10 Database-Driven Workforce and Community Profile Search Interface are Economic Development-specific requirements. These two features must be built and tested along with the Tourism site schedule, even though they are not a part of the Tourism site.</p>
<p>Will the bid be primarily based on cost?</p>	<p>Yes, as long as the vendor meets the qualifications.</p>
<p>Requirements definition, or not sufficiently defined in the RFQ.</p>	<p>After the pre-bid meeting, Commerce deleted some of the functionality that had minimal or ambiguous definition (example: Blogs) in the RFQ, as well as Phase II items. The remaining features in the RFQ represent the complete application for which we want one price. If prices or bids are based on certain vendor assumptions, please include these assumptions with your bid.</p>
<p>Do we need resumes or bios of key staff? Should we submit all candidates to come from a pool or specify specific ones, key staff?</p>	<p>We want key staff to be listed. For instance, .Net programming skills is a key decision factor. If a vendor represented to Commerce that the application would be built by .Net certified staff, but then switched personnel to less qualified programmers, Commerce may need to evaluate its options.</p>
<p>What do you estimate evaluation period after 1/10/07?</p>	<p>The RFQ bid submission deadline was extended to 1/24/07, due to the holiday. Within a week or two. Commerce will select the vendor ASAP.</p>

<p>Include audio, video or broadcast? What about Podcasting?</p>	<p>3.3.1 Template Requirements state that CMS-served content includes: images, text, flash animation, video, audio clips, and downloadable files (MS Office and PDF formats).</p> <p>Podcasting is not comprehended as a requirement by the current RFQ – but nothing in the way that the CMS is developed should prevent it to “scale” to allow Podcasting in the future.</p>
<p>Levels of editing in different user functions...administrative or power user?</p>	<p>Please design for a User Management system of seven levels:</p> <p>Level 0: Superuser Control: Can edit anything, establish new code, and establish new templates.</p> <p>Level 1: Network-wide control, based on template/component set. Once templates are established, this level can determine navigation sections or template components that are on/off for any Agency site or across the network (Can turn on a component or item for all of Tourism and Development and DNR.) This user cannot change templates or establish new templates, merely use the ones in the system.</p> <p>Level 2: Division Control, once templates and local navigation features are established, this level can control, update and deactivate content at the local level (For all of DNR, say.) This level may update content and images via the CMS. This level can turn on, deactivate or manage features that will be displayed division-wide (say, master calendar or events information)</p> <p>Level 3: Section Control. DNR may assign section editors – one person may edit “Wildlife” while another person edits “State Parks” content. This level may only update content and images via the CMS. This level acts as the “editor” for the section and may approve other submissions contributed by levels 4 or 5 users.</p> <p>Level 4: Local/Page control: This level may edit or update content within a section, for instance the superintendent of Chief Logan Lodge updates copy or photos on established pages. Workflow should allow content to be reviewed and approved in a staging area by the section editor before going live.</p> <p>Level 5: Contributor: The contributor uses a web-based interface to add information to the CMS for consideration. An example could be a 3rd party who wants to announce an event that will be held at Chief Logan Lodge. (See Tourism’s requirement for industry-managed listings.) <u>Workflow should allow content to be reviewed and approved in a staging area by the section editor before going live.</u></p> <p>Level 6: Call Center Operator (Travel Counselors) interface: searches and views listings, but also can update contact records to update contact information or addresses, details on source of inquiry (“How did you hear about us?” and resolution (brochures or email with info sent). See: 3.3.3.15 Call Center Support for the way the CMS must support the call center’s travel counselors.</p>
<p>Template requirements discussion</p>	<p>There are 50 state parks. Commerce wants a container and an intuitive system that allows a user to easily find and navigate all 50 state park sites on the system. But it is not a requirement that the vendor design a unique template for each park. Instead, the vendor should approach the task during discovery by creating a grid analyzing 1) what features each state park Web site has, 2) what features/content the park stakeholder wishes it had, balanced with 3) what info users want. Then the vendor should design</p>

	<p>the template to worse case scenario of content that the system must support, keeping usability in the forefront of their considerations.</p> <p>The content analysis will be one of typology – grouping content by types to arrive at a number of unique templates needed for the application to support the sites.</p> <p>In some cases, the agency sites contain applications that we do not expect the vendor to recreate. (Example: online fishing license application https://www.wyvhunt.com/wizard/hflw000.asp) Commerce wants the template to be able to “contain,” frame, or link to these external applications, thus being able to offer relevant links or information along with fishing licenses, say a promotion of a park cabin.</p>
<p>Interactions with Commerce agencies.</p>	<p>Audience assessment will be a key factor in Stakeholder and User analysis. Commerce hopes to do this in collaboration with the vendor.</p> <p>As shown in the RACI chart on 2.3.3, Commerce will collect and conduct stakeholder interviews, user profiles, and business requirements. Commerce will be the single point of contact for the vendor with the agencies, attaining agency feedback and approvals. However, we will look to the vendor to synthesize this information and research and act as a consultant/partner to develop the best site architecture and navigation solution possible.</p> <p>The agencies are subject matter experts on the content – but the vendor should be the expert in developing the best Web application for the end users.</p>
<p>Is the CMS the primary tool for content updates?</p>	<p>Yes. It is required that the CMS has some basic text, image and link editing and formatting (WYSIWYG) capabilities, as long as the integration of this functionality does not add extraneous code or code artifacts that impact performance. (Users at Levels 4 and 5 may not be as Web-savvy and the system should be forgiving of copy pasted from MSWord and its quirks.)</p> <p>Commerce assumes it will need a programmer with ASP skills on staff or as a consultant to create and add new templates to the CMS. Commerce has art production staff that can follow a style guide and optimize images in Adobe Photoshop or Image Ready. Therefore, sophisticated graphic manipulation tools are not required to be a part of the application.</p>
<p>Are all specified elements to be built in? Can the advertising element be provided by third party vendors that would be subcontracted to build</p>	<p>Commerce will deal with only one vendor. We are going to pay one vendor and it is up to the vendor if it subcontracts or pays whomever it hires to develop components.</p> <p>The resulting product must be Commerce’s completely, with no claims on it by third parties.</p>

those parts?	
Who is responsible for managing Tourism listings, call centers, etc. and who would maintain afterwards?	Please see section 3.3.3.13 Industry-Managed Listings. The system should be designed so that Tourism staff, the industry or a third party may manage listings. Maintenance/approvals of listings will be done by the state (by Tourism).
Web interface for industry updates?	Please see section 3.3.3.13 Industry-Managed Listings. An event organizer will contact Tourism. They can submit information via the online form and Tourism wants the system to accommodate that. However, it may be the travel counselor who validates or updates the listing. We want the industry to police its own updates and we want a workflow process to ensure that updates do not go live without validation by Tourism.
Subsequent RFQs for content development?	This RFQ is specifically to develop the CMS and the application – the “container.” Content is not included to give maximum flexibility to Commerce’s different agencies. Some may want to transfer content they now have directly into the content management system. Some may desire industry-specific solutions to content that require a consultant to develop, while others may use our internal staff develop some or all of the content. Whatever the case may be, content development will be a separate project.
One year warranty? What if Commerce breaks the code via its actions?	Commerce can work with the vendor to escrow the final delivery of the code so that we can look to see if it was Commerce’s actions that broke the functionality or a flaw in the code during that warranty period. Maintenance is not included in this RFQ.
Is the vendor required to bid all optional features?	Yes. Since the pre-bid meeting there are now only mandatory features listed in the RFQ. So all components must be included in the vendor’s bid for one price, split among phases.
What about scoring for those parts not mandatory?	Since the pre-bid meeting there are now only mandatory features listed in the RFQ. So all components must be included in the vendor’s bid for one price, split among phases.

<p>Desired scheduling? Should we propose a schedule? Required?</p>	<p>The RFQ outlines a production schedule (excluding durations for review tollgates). Commerce wants a final product by or before December 31, 2007, so the vendor should include a staff and a schedule to achieve the product in that amount of time as part of the bid.</p> <p>Commerce will work with the winning vendor on a reasonable schedule. Tourism and Development can pay for application development if the work schedule extends into FY08 – We are not constrained by having to deliver a final product by the end of June 2007.</p>
<p>Question regarding updates to wireframe design being ongoing throughout development?</p>	<p>Please see the project lifecycle outlined in 2.3 "Project Milestones, Approval Tollgates and Payment Structures." Discovery for the entire application occurs during the definition phase. Delivery. Approval. Then we move into Design of the application. Delivery. Approval. Then, Development... And so on.</p> <p>Wireframe development and the design of the application occurs during the Design phase, only. So it is key that all unique pages for all user processes and pages in the application are identified and documented prior to proceeding to into the application Development phase.</p>
<p>Payment – 50% upon completion of milestone and other 50% upon final approval. How long from completion to final approval of a phase?</p>	<p>Approximately 1-2 weeks for approval. It depends upon the Phase. Documentation delivery may go faster. For code delivery, Commerce may want to "look under the hood" and make sure code is well-formed and properly commented. The early milestones may go faster.</p>
<p>Could you designate a maximum time frame?</p>	<p>The state can usually turn a check around in two-three weeks maximum, if the work is accepted. Commerce will work with the winning vendor to establish in-person tollgates where the deliverables are presented and discussed.</p>
<p>Since you are only paying 50% at first, what assurance do we have that the payment would not lag?</p>	<p>Having status reports and a stakeholders meeting at each tollgate to hear what has been done might facilitate getting paid faster.</p> <p>Please see the additional project management activities added to 2.3. Once the work plan (WBS/work breakdown structure) is completed and all of the aspects of the design and development of the application, weekly status reports from the vendor will be used as a tool so that progress can be tracked. Issues, actions or risks can be identified and resolved in a timely way, leading up to each delivery tollgate. This will help Commerce control the project, support communication about progress, and speed approvals/payments.</p>

<p>As regards creating a template, do we do a master template for the other seven agencies?</p>	<p>The vendor is required to do one set of template designs for every unique page or user process that is required for the application functionality listed in the RFQ.</p> <p>If completing a brochure request requires 2 screens and various calls to the application to refresh fields, the documentation should describe what is going on and say what 2 templates are called/displayed at any point.</p>
<p>Separate agency requirements?</p>	<p>Yes. During discovery for the Requirements Definition phase, the vendor will document all unique functionality, features and content for all 8 Commerce sites. This includes understanding the agencies' "wish lists" for content that they want to have or what their users (the public) demand. This is so the application can be designed and informed to accommodate all of the sites' content and features (eventually) – even if the Tourism site is the first one to be launched.</p> <p>In the pre-bid meeting we used the analogy of designing a mall. We need to know the totality of what we're building up front so we can plan for it. But getting Tourism's "anchor store" launched will be the first task at hand.</p>
<p>Advance vs. basic features? Total or all inclusive costs?</p>	<p>After the pre-bid meeting, some future phase items were eliminated from the RFQ. All of the resulting features are now mandatory for the bid: one price, broken down by project phase.</p>
<p>Will you change the cost judgment based upon advanced phases? If you are choosing across the board, it may blow a vendor's cost out of the window?</p>	<p>After the pre-bid meeting, some future phase items were eliminated from the RFQ. All of the resulting features are now mandatory for the bid: one price, broken down by project phase.</p>

AGREEMENT ADDENDUM

In the event of conflict between this addendum and the agreement, this addendum shall control:

1. ARBITRATION - Any references to arbitration contained in the agreement are hereby deleted. Disputes arising out of the agreement shall be presented to the West Virginia Court of Claims.
2. HOLD HARMLESS - Any clause requiring the Agency to indemnify or hold harmless any party is hereby deleted in its entirety.
3. GOVERNING LAW - The agreement shall be governed by the laws of the State of West Virginia. This provision replaces any references to any other State's governing law.
4. TAXES - Provisions in the agreement requiring the Agency to pay taxes are deleted. As a State entity, the Agency is exempt from Federal, State, and local taxes and will not pay taxes for any Vendor including individuals, nor will the Agency file any tax returns or reports on behalf of Vendor or any other party.
5. PAYMENT - Any references to prepayment are deleted. Payment will be in arrears.
6. INTEREST - Should the agreement include a provision for interest on late payments, the Agency agrees to pay the maximum legal rate under West Virginia law. All other references to interest or late charges are deleted.
7. RECOURPMENT - Any language in the agreement waiving the Agency's right to set-off, counterclaim, recoupment, or other defense is hereby deleted.
8. FISCAL YEAR FUNDING - Service performed under the agreement may be continued in succeeding fiscal years for the term of the agreement, contingent upon funds being appropriated by the Legislature or otherwise being available for this service. In the event funds are not appropriated or otherwise available for this service, the agreement shall terminate without penalty on June 30. After that date, the agreement becomes of no effect and is null and void. However, the Agency agrees to use its best efforts to have the amounts contemplated under the agreement included in its budget. Non-appropriation or non-funding shall not be considered an event of default.
9. STATUTE OF LIMITATION - Any clauses limiting the time in which the Agency may bring suit against the Vendor, lessor, individual, or any other party are deleted.
10. SIMILAR SERVICES - Any provisions limiting the Agency's right to obtain similar services or equipment in the event of default or non-funding during the term of the agreement are hereby deleted.
11. ATTORNEY FEES - The Agency recognizes an obligation to pay attorney's fees or costs only when assessed by a court of competent jurisdiction. Any other provision is invalid and considered null and void.
12. ASSIGNMENT - Notwithstanding any clause to the contrary, the Agency reserves the right to assign the agreement to another State of West Virginia agency, board or commission upon thirty (30) days written notice to the Vendor and Vendor shall obtain the written consent of Agency prior to assigning the agreement.
13. LIMITATION OF LIABILITY - The Agency, as a State entity, cannot agree to assume the potential liability of a Vendor. Accordingly, any provision limiting the Vendor's liability for direct damages or limiting the Vendor's liability under a warranty to a certain dollar amount or to the amount of the agreement is hereby deleted. In addition, any limitation is null and void to the extent that it precludes any action for injury to persons or for damages to personal property.
14. RIGHT TO TERMINATE - Agency shall have the right to terminate the agreement upon thirty (30) days written notice to Vendor.
15. TERMINATION CHARGES - Any provision requiring the Agency to pay a fixed amount or liquidated damages upon termination of the agreement is hereby deleted. The Agency may only agree to reimburse a Vendor for actual costs incurred or losses sustained during the current fiscal year due to wrongful termination by the Agency prior to the end of any current agreement term.
16. RENEWAL - Any reference to automatic renewal is hereby deleted. The agreement may be renewed only upon mutual written agreement of the parties.
17. INSURANCE - Any provision requiring the Agency to insure equipment or property of any kind and name the Vendor as beneficiary or as an additional insured is hereby deleted.
18. RIGHT TO NOTICE - Any provision for repossession of equipment without notice is hereby deleted. However, the Agency does recognize a right of repossession with notice.
19. ACCELERATION - Any reference to acceleration of payments in the event of default or non-funding is hereby deleted.
20. AMENDMENTS - All amendments, modifications, alterations or changes to the agreement shall be in writing and signed by both parties. No amendment, modification, alteration or change may be made to this addendum without the express written approval of the Purchasing Division and the Attorney General

ACCEPTED BY:
STATE OF WEST VIRGINIA

VENDOR

Spending Unit: _____

Company Name: _____

Signed: _____

Signed: _____

Title: _____

Title: _____

Date: _____

Date: _____