

**Eurasia Foundation Website Development Contractor**  
**Responses to Vendor Questions**  
**29 July 2020**

1. Does the budget that you provided include one year of hosting and maintenance? Or is \$65,000 your budget for the website build only?  
Answer: \$65,000 includes both the website build and one year of hosting and maintenance.
  
2. In Annex A, the General Requirements (#2) states that the design should be data-driven. Could you elaborate what you mean by this phrasing?  
Answer: By data-driven, we mean the vendor should employ a strategic, research-based process to conduct our needs assessment, define expectations, and design a user-friendly navigation framework. Design hypotheses should be informed by data about how the website is and will be used, understood, and interacted with, utilizing, for example, metrics such as sitewide and in-page analytics, behavior flow, site content, and audience analytics.
  
3. In Annex A, the General Requirements (#4) states "The contractor should assist EF staff with strategizing and actualizing the content migration process." Will EF staff be handling the migration with the contractor only offering guidance? Or would EF require the contractor to perform the migration?  
Answer: The developer should assist EF in creating a content migration plan, which will include a method of migration (manual or automated), to be determined in consultation with the developer.
  
4. Regarding training and training materials, is recording a training session sufficient provided all the relevant information is included?  
Answer: Yes, recording a detailed training session is sufficient.
  
5. In Annex A, #4 under User Experience states that the website should be compatible with the latest version of Internet Explorer. Internet Explorer was replaced by Microsoft Edge. The latest two versions of Internet Explorer are IE10 and IE11. Support for IE10 ended in 2016 and support for IE11 includes only security updates. With IE being phased out and replaced with Microsoft Edge, is it still important to test on Internet Explorer? Please note, ensuring a website works on IE11 may increase build time and costs.  
Answer: A percentage of our users continue to access the website via Internet Explorer. The developer should advise on viable strategies to handle this, for example, by creating a message for users attempting to access the website via an unsupported browser.
  
6. Will you require language translation on your new site? If so, do you need manual translation or is an automatic translation (similar to Google Translate)?  
Answer: No, we do not require language translation of the website. The website should, however, be compatible with Google Translate such that non-English speaking visitors can make use of it.

7. What is your current website traffic? Page views, sessions, etc. per month? Do you anticipate that increasing significantly during the period of performance?  
Answer: Current website traffic averages approximately 4.4k users per month and 5.6k sessions, over 65% of which bounce. Typically, users engage with one to two pages maximum. While we do not anticipate major changes in traffic during the website redesign phase, once launched, we expect increased traffic and engagement with the new website.
8. Are monthly hosting and maintenance fees expected to be included within the anticipated budget of \$65,000?  
Answer: See Question 1.
9. You mention your current website is difficult to manage and largely hard-coded. Is the site currently built on a content management system, and could you provide any additional information on the technical foundation of the current site? (Annex A, Page 1)  
Answer: The current website is built on Drupal 7.
10. What is the desired level of functionality for the search feature? (Annex A, Page 3)  
Answer: The primary search feature, included on the header and available across all pages, should allow users to enter any term into the search box and locate that term on the website. Search functionality should be limited to the EF website, and allow the user to locate any word or phrase in any content on the website. For elements such as our blog-type content, users should be able to search and/or filter resources by region, technical area, country, and content type (e.g. impact story, news, event).
11. What are the requirements for career opportunities content? Do you require integration with any third-party software for hiring or human resources? (Annex A, Page 3)  
Answer: No, we do not require integration with third-party software at this time. The career opportunities page should list open positions, each of which links to a description of the position, with application instructions included below the scope of work.
12. Can you confirm that the requirements listed for user login features are referring to WordPress accounts of EF internal staff for the management of the website – and that there will not be user accounts or login functionality for site visitors? If there are login requirements for site visitors, can you please describe the purpose and specifications for that feature? (Annex A, Page 4)  
Answer: Yes, the requirements listed for user login features refer to the WordPress accounts of EF internal staff for the management of the website. Site users cannot log in to the website or create an account.
13. Can you provide additional information about the requirements for the payment integration system for donations? Do you have an existing donation management system that will need to be connected to payment processing? (Annex A, Page 5)  
Answer: We presently use Click & Pledge service but anticipate transitioning to a different third-party system, which can be easily integrated with WordPress via a secure plugin, to be selected in consultation with the developer.

14. Can you elaborate on what you are expecting as deliverables in the prototype review stage?  
Answer: During the “EF review and prototype approval process: December 2020 - February 2021,” EF will review and approve mock-ups of the new website. There may be requests for minor adjustments to the prototype based on stakeholder feedback.
15. We often work with interactive wireframes through Axure and present design comps through the InVision tool which allows clients to review in a browser and provide targeted feedback. Would this approach be acceptable?  
Answer: Yes, this approach is acceptable.
16. How many stakeholders would be required during the discovery phase?  
Answer: Five to six EF stakeholders will participate in the discovery phase.
17. How many stakeholders will be approving deliverables like wireframes and design comps?  
Answer: Five to six EF stakeholders will participate in deliverable approval.
18. Is there any flexibility on the stated budget? If we provided optional items that could go beyond the \$65,000 would that be acceptable?  
Answer: You are welcome to include optional items outside the anticipated budget, understanding that competitive cost is one of the metrics against which bids will be evaluated.
19. Is hosting considered to be included in or separate to the \$65,000 budget?  
Answer: See Question 1.
20. Please list out all existing functionality that is expected to be recreated in the new site.  
Answer: This will be determined during the consultative phase.
21. Can you elaborate on what content you see remaining and what you see eliminating as part of the redesign?  
Answer: This will be determined during the consultative phase.
22. Are there existing sites you admire that we should keep in mind during the design process?  
Answer: These will be shared during the consultative phase.
23. Are there competitor sites that we should pay particular attention to?  
Answer: These will be shared during the consultative phase.
24. Do you see major changes in your taxonomy terms as part of the redesign?  
Answer: This will be determined during the consultative phase.

25. If the site worked on the latest two versions of Edge but did not include support for the outdated (and potentially insecure) Internet Explorer as part of the core scope, would that be acceptable?

Answer: Yes, that is acceptable. However, we would like to explore options to display a message for users attempting to access the website via an unsupported browser.

26. For the interactive map, can you elaborate on what information needs to be displayed and whether that information being editable directly in the content management system is required?

Answer: Information requirements will be determined during the consultative phase. Ideally, interactive map data will be directly editable within the content management system.

27. Can you elaborate on the requirement for "the website should generate daily security reports"?

Answer: This may be achieved with a plugin. The daily report should include a security status overview (e.g. incidents such as bad log in attempts, attempts to access non-existing files, file modifications, etc.). Details will be determined during the consultative phase.

28. Can you elaborate on the requirement for being able to determine the geographical location of a datacenter as it relates to cloud hosting?

Answer: Many cloud hosting providers allow their clients to choose the geographic location (region) of where their resources are hosted to meet latency, availability, and security requirements. Details will be determined during the consultative phase.

29. Can you describe the user experience and expected functionality for SMTP? In other words, what notices do you see needing to be sent via the new site?

Answer: This functionality may be used for transactional emails such as password reset, and other emails sent from the website to EF administrators/users.

30. Do you envision donations being through a form from a third party that can be embedded or linked out to a donation site?

Answer: We anticipate using an embedded third-party system, which can be easily integrated with WordPress via a secure plugin, to be selected in consultation with the developer.