Question and Answer

Titile : OIST Main Website Redesign and Development

Okinawa Institute of Science and Technology Graduate
University
Procurement and Supplies Section

		Question	Answer
1		Section (5.c) mentions "Web applications included in the site must be developed, such as the concert registration feature". What other applications exist, and what is their public URL?	Please refer to the document of migration stats. There are Slide and Concert need to be recreated. The slides are on the homepage first fold, however it really depends on the design. There are no current ongoing concert registrations, so we have no public URL to offer.
2		Section (6.g.iv) Faculty, unit, and research discovery - Goal:	
2-a		Should the faculties be automatically migrated from admissions.oist.jp?	The information shown on admissions.oist.jp comes from groups.oist.jp. Each research unit (an D7 organic group) has a Faculty node that contains the information which is pulled in and formatted on admissions. We are hoping for a good proposal that will give us kind of faculty database that can be used for www, groups, and admissions, and then for other systems in the future. For example, next fiscal year, we will be making content for a video wall that will display research unit information. We hope to have a central, single source of info about faculty and units.
2-b		Is it expected that some automatic mechanism will keep them in sync?	Again, we are looking for good solutions, but we want the faculty and research unit info to be a single source of correct information.
2-c		It is written "Update https://admissions.oist.jp/faculty-and-research to use the same set of taxonomies and features". Is the expectation for any automatic sync, or will that be a manual process by the OIST team?	The OIST team will update https://admissions.oist.jp/faculty-and-research to load the new data from a new source, if necessary. However, there must be a sufficient API to use the new data source.
3		Section (6.k.3) Campaign and special-purpose landing pages - Give OIST Digital ability to create a headless site:	
3-a		Is the expectation for Drupal to act as the content repository? That is, content editors will add/edit content there, and the consumer site will fetch that data via API?	Yes. If not possible immediately, that is the goal. The main OIST website is coupled Drupal site that uses the Drupal theme to render the page. When Digital team creating a campaign site or mini site, we would like to have the ability to fetch subset of data from the main site via API and host the site outside of the main site.

3-b	Is it expected that a landing page inside OIST's main website will host those headless mini sites to be delivered from with it? That is, should there be a Landing page of type "Headless" that instead of having Drupal render the page, will call some custom built JS code?	We have not decided on specific implementations. Part of the RFP is a request for a good solution for our campaign pages, which will use different themes and styles. We currently have /sdg and the COVID projects. The President pages are similar but does not have a separate theme. We would like a solution that makes it easy to create such campaign pages with alternate themes. In the future, if we make headless sites, they will be hosted separately, not inside www.
3-c	If it would be suggested to consolidate mini-sites to exist under the main site, would it still be likely that Headless sites would be spinned off?	As noted above, we do not plan to create headless minisites within the main website. When we create a headless site, it will be hosted separately.
4	Section (6.m.ii) Campus: Would the OIST graphic designers provide a refreshed look of the maps in www.oist.jp/campus?	Yes, our designer can do great work, and we are working on some incremental replacements and improvements for the short term, to launch before the new www. We are happy to have advice and proposals from the winning vendor, but we have all the graphic design capacity needed.
5	Section (12) Payment: Can the payment terms be changed to 12.5% instead of 10% to better reflect the monthly cost?	Payment changed to: November 15% December 15% January 15% February 15% After inspection 40% For more detail, please see Section 12 in "2.oist-www-dev-fy2021-spec_v2".
6	We are not clear if you desire/require a video to be delivered as part of the proposal package or if "Video presentation" will be a live session. Could you please clarify?	The video presentation is NOT a live session because it is difficult to coordinate the schedules of the vendor and committee members. Therefore, we request participants to deliver a video presentation as part of the proposal package. The video will be shared with the members of the committee who will evaluate your proposal.
7	Section 6c2 mentions "the main menu topics and the utility navigation— and the global footer across the subsites (or bring the Groups subsites into the core website)". Does this RFP include updating the subsite? If so, is OIST looking to move the subsites into the main website or keeping them separate? Can https://groups.oist.jp/ become https://www.oist.jp/groups?	The IA research suggested that moving the public-facing Group sites into www.oist.jp would improve the user experience, so a proposal that makes this easy and possible will be appreciated.

8	OIST has a Youtube page of videos https://www.youtube.com/c/oistedu, these clips range from various testimonials, stories, campus tours, education camps, and festivals. Their website lacks video presence, will OIST want a video and literature library section on their website, with segregated filters to allow for faster search?	We welcome proposals that include a good way to manage video, audio, and photo content efficiently. We do not have internal video or hosting capacity, so we are relying on Youtube and Flickr. We do not anticipate adding the ability to host our own multimedia within this or the next fiscal year, so a solution that enables us to improve the user experience while still hosting in the cloud will be preferred.
9	Can/would you provide fields to all the Content Types (or access / database dump with no content)?	Please check the Field List sheet in the updated migration stats excel file.
10	Can/would you provide insight on how the content is currently tagged?	Part of the RFP requests a better solution than the current ste of tags we are using. The faculty have put together a set of tags they want to represent faculty and units, so one part of the project is to integrate this new set of tags and make it usable. Please refer to field list in migration stats excel file. You'll be able to find the vocabulary name of the Term Reference fields.
11	Can/would you provide all the roles needed on the website (or access / database dump with no content)?	The RFP specifies that we want to allow users to edit specific pages or groups of pages, so we are looking for a proposal that improves on our current set of Roles. The available user roles are: HR User, Procurement User, Reviewer, CPR User, Unit owner, PRP Librarian, Editor, Concert Organizer
12	Will there be a need for an editorial workflow on certain content types? For example, certain users are only allowed to set a node to in review and then certain users with access can set the item to published?	As noted in the RFP, we would like to be able to preview content, but we are not requiring a formal moderation workflow.
13	Do the current websites require custom coding to connect to OIST's ElasticSearch or was that handled with open source modules?	WWW uses the contrib module Elastic Connector to integrate with Search API. Because we integrated several OIST website data to one single ElasticSearch engine. We use a custom module to control the field data that maps to specific index name across different sites.
14	Can you provide insight into the new Concert registration functionality?	It uses Registration module to allow us to set up Concert events, each of which has a specific number of available seats. A single user can reserve X number of seats from the limited number. The form tells the user how many seats are left and stops users from reserving more than are available.

15	The Migration status document mentions migrating podcasts to podcast cloud service. Can you let us know what service it is uploaded to?	The podcasts are hosted by Libsyn, and the goal is to integrate these cloud hosted assets into the website for a better UX. We do not have a functional podcast content type at the moment, but just as with videos and photos, we would like to leverage tagging and search to improve the UX while keeping the data in the cloud. We would also like the content creation process to be as simple as possible.
16	The Migration status document mentioned that all webforms are unpublished. Will the Subscribe to the OIST Mailing List form be going away? If not, does it connect to a 3rd party service?	WWW does not rely on the webform to manage subscription. The OIST Mailing list form is rendered on the fly with JavaScripts integration from our 3rd party mailing service, ActiveCampaign.
17	It appears that OIST has already laid a solid foundation for this project with discovery and research.	
17-a	How satisfied are you with the engagement that produced those artifacts?	The project was rushed, so we would have liked to had more Japanese-language involvement, but we think it was a good foundation.
17-b	Do you anticipate any changes to the following information architecture artifacts you have shared with us: i. Goals ii. User research iii. Personas iv. Sitemap (website navigation structure) v. Wireframes vi. Drupal content types vii. Migration plan	We are open to refinements and improvements, but at this time: i. Goals — No ii. User research — As noted in the RFP, we welcome guidance from the vendor on further user research, but we hope to do it in-house and share the results with the vendor to reduce costs and avoid scheduling difficulties. iii. Personas — We are open to improvements. iv. Sitemap (website navigation structure) — We expect changes. Faculty request a different way to represent research fields than the eight fields of research in the IA report. Also, we will chose different labels for many of the menu items. v. Wireframes — We believe the wireframes are good, but we are open to proposals for improvements. vi. Drupal content types — The RFP and the Evalution Criteria make it clear that we expect proposals to include improvements. vii. Migration plan — No, but we are open to suggestions for improvements.
18	Does OIST have a brand book or brand identity kit you can share now or at the outset of the engagement?	We have a Graphics Standard Manual and are working toward a more extensive set of brand policies.

19	Does OIST have a digital asset management system (DAM) or library of images?	Or photos are on Flickr, Videos on Vimeo, and podcasts on Libsyn. We want to move our assets to a DAM in the future, but this will not happen this fiscal year or next fiscal year.
20	Is there a content owner at OIST? For example, someone who can guide our team through automated content migration.	Digital Content Brand and Design Section is the content owner and will work closely with the vendor in every stage of the project, including migration.
21	What is your expectation with respect to the project timeline? In other words, do you see the need to do more discovery/strategy before development begins?	We hope that proposals include thought given to strategy. We are open to proposals for some further discovery, but we want to make sure that we allocate enough time to design, development, and migration to complete the project by March 31, 2022.
23	Is there an authenticated user experience on the site for non-site admins? For example, can a student login to the site to see their courses? Or, can a faculty member login to adjust their profile content?	No. Authenticated content is currently on groups.oist.jp, where all users have the ability to manage public and scoped (access restricted by user status) content. The site www.oist.jp currently only has local users. The RFP includes a requirement to implement Azure AD SSO.
24	Who will maintain the site once it launches?	Digital Content Brand and Design Section
25	How large is the OIST Digital team?	
25-a	Who are the people on the OIST Digital team?	The RFP section part 8, page 15 gives an outline of the Digital Content Brand and Design Section members and their responsibilities and abilities. Personal profiles can be found on https://groups.oist.jp/cpr/digital-content-brand-design. As soon as Japan lifts pandemic immigration restrictions, a new Backend Developer will join us from the US. We are also recruiting a Web Editor who will help with uploading and editing web content and doing HTML markup.
25-b	What are their roles and responsibilities at the university?	See 25-a and RFP p15.
25-c	What percentage of their time will be dedicated to this project?	The project will be the top priority of section members, followed by current site maintenance and user support.
25-d	What superpowers/abilities can we leverage on this project?	Again, please see RFP Part 8, p15, which is intended as a list of superpowers that can be used. It should be stressed that all content creation, Japanese translation, graphic design, photography, and videography will be handled by Digital Content Brand and Design Section staff. Our senior developer, who can do full-stack, is an experienced frontend and UI designer.
26	Please tell us about the stakeholders at your organization	

26-a	How large is the stakeholder group?	The IA Report lists stakeholder groups. There are 248 students, 82 faculty members, and 15 officers. We are currently improving contact with the Faculty Council to facilitate communcation about faculty tags.
26-b	Is there a RACI chart or steering committee set up to manage them?	No.
26-c	How do you envision the selected partner interacting with your stakeholders?	Because of time zone differences, mainly through the Digital Content Brand and Design Section. We can also arrange for Zoom meetings if desired.
27	Even with the discovery in hand, we have concerns about committing to a 5 month timeline on a fixed payment schedule.	
27-a	Content creation, gathering feedback, and multiple iteration cycles will affect/delay project launch. What will OIST do to ensure the timeline can be met?	Digital Content Brand and Design Section sees the project as a collaboration with the vendor and will prioritize tasks related to it. Not completing the project would reflect very poorly on the section and its members.
27-b	Are there any timeline drivers for this project other than the fiscal year reset in Q1 2022 and Drupal 7 end of life in Q4 2022?	The end of the fiscal year is a significant enough timeline driver. For Japanese organizations, the budget year deadline is not negotiable.
27-c	The RFP mentions that contracts can't span fiscal years. What happens if the project doesn't launch by March 31?	The contract will be cancelled on 31 March 2022.
28	Is the budget flexible should the project plan require more than 20,000,000 JPY to execute?	The budget is fixed, so the project cannot exceed the stated amount.
29	Is the whole site translatable? eg header, footer, sidebar left, sidebar right etc	Yes.
30	How many languages do we support for translation, other than English and Japanese?	None. Only English and Japanese.
31	Do we maintain a copy of each page in English and other language(s)?	Yes. We use human translations because while most content is created in English, some is created in Japanese. We consider both languages of equal importance. The language of international science is English, and we are trying to recruit scientists from around the world and send out world-class scientists. However, our funding comes from Japan, part of our mission is to contribute to the economic development of Okinawa, and we are Japan's first and only English-language science institute and therefore trying to be a bridge to the international science community. Both languages are equally important.
32	Will the pages from all the languages appear in search results?	Yes.

33	Are you planning to have per language search page?	We have a separate site for site search — search.oist.jp, where users can search in either language from the interface of either language. However, fundamentally, all assets should be in both English and Japanese.
34	How does the Calendar functionality work?	The calendar is currently on groups.oist.jp. Each Organic Group (OG) website has a calendar, and unless the user indicates otherwise by checking a field that suppresses it, the events from all the OG calendars makes up the contents of the OIST web calendar. Having the calendar on Groups has disadvantages, such as fragmenting the user experience, so we would welcome a proposal for a better solution.
35	How are Google maps going to be used on the site?	As far as we foresee, we will embed using iframes. Proposals for better solutions are welcome.
36	What is website directory with API functionality?	We have many websites on groups.oist.jp. We also have other websites on other hosts that are important to the university's mission. We must integrate links to these resources on appropriate parts of the website. However, we would also like to offer users an easy-to-use directory of OIST websites. We would like the directory to be searchable and filterable with tags and keywords to allow for discovery. In line with the "API-first" requirement, we expect this directory to be available for use as an API so that we can use it on other websites and resources when necessary.
37	What is a Concert Application?	See Question 14 above.
38	What systems integrations are in place on the site now?	Azure AD for SSO, run by OIST but hosted in the cloud. In the current site, when we create Video nodes, we automatically pull in the thumbnail from Vimeo. I think that answers your question. If I have not fully understood what you are asking, please excuse me and give us more specifics.