

CITY COLLEGES[®] OF CHICAGO

April 13, 2023
ADDENDUM NO. 1

RFP #SN2301 – Managed Hosting

ONE (1) ORIGINAL SIGNATURE HARD COPY AND TWO (2) USB OF THE BID TO BE SUBMITTED TO:

City Colleges of Chicago
Dawson Technical Institute
Business and Procurement Services
3901 S. State Street, Room 102
Chicago, IL 60609
Attn: Steve Nash, Sr. Contract Administrator

All proposals are due Monday, April 24, 2023, no later than 12:00 p.m. local Chicago CDT

Part I – Questions, Answers and Clarification of Information

Q1 Can you confirm the number of sites being migrated?

A There are approximately 20 sites to be migrated, but some of them will be consolidated, so the actual number may be lower.

Q2 What level of uptime SLA will each website require? Will each site require the same uptime SLA, or will this differ? (If so, please specify) (examples: 99.9%, 99.95%, 99.99%)

A CCC would like a 99.9% uptime SLA.

Q3 Do you have any special requirements as it relates to HTTPS certificates?

A Certificates should at least meet SHA-256 With RSA Encryption.

Q4 If SSL certificates are provided at no cost to you, would these be acceptable or are you required to use an existing certificate?

A It depends on the encryption and the process of how and when they are applied to the server(s).

Q5 Will you be connecting your CMS(s) to any internal systems behind firewalls?

A No.

Q6 Please list internal/external integrations and how they are implemented.

A City Colleges of Chicago (CCC) is seeking a partner who will be providing hosting services and support that include but are not limited to hosting WordPress, Angular, or other platforms. As part of the initial project, we will be migrating content from a legacy SharePoint 2010 environment to WordPress, consolidating disparate WordPress sites from other 3rd-party hosting platforms, and migrating one or more custom applications. CCC also wants to ensure that the platform allows us to integrate as needed with our other platforms, including but not limited to:

- PeopleSoft Campus Solutions*
- Salesforce and/or Marketing Cloud*
- CourseLeaf from LeapFrog*
- Destiny One from Modern Campus*
- CCC's Microsoft 365 platform*

Q7 Will a dedicated set of IP addresses be needed for allowlisting?

A No.

Q8 Will you need to leverage CDN geolocation data in your CMS application?

A No.

Q9 What measures have you put in place to enforce security on your current site?

A CCC uses MFA for administrative users.

Q10 Have you experienced anything like DDoS Attacks, unauthorized environment access, or other?

A Nothing of significance, and new measures are in place to prevent future issues.

Q11 With a global workforce, we have adopted electronic or digital signatures as official, and more secure than “wet” signatures. Would the college consider allowing electronic or digital signatures on our submission?

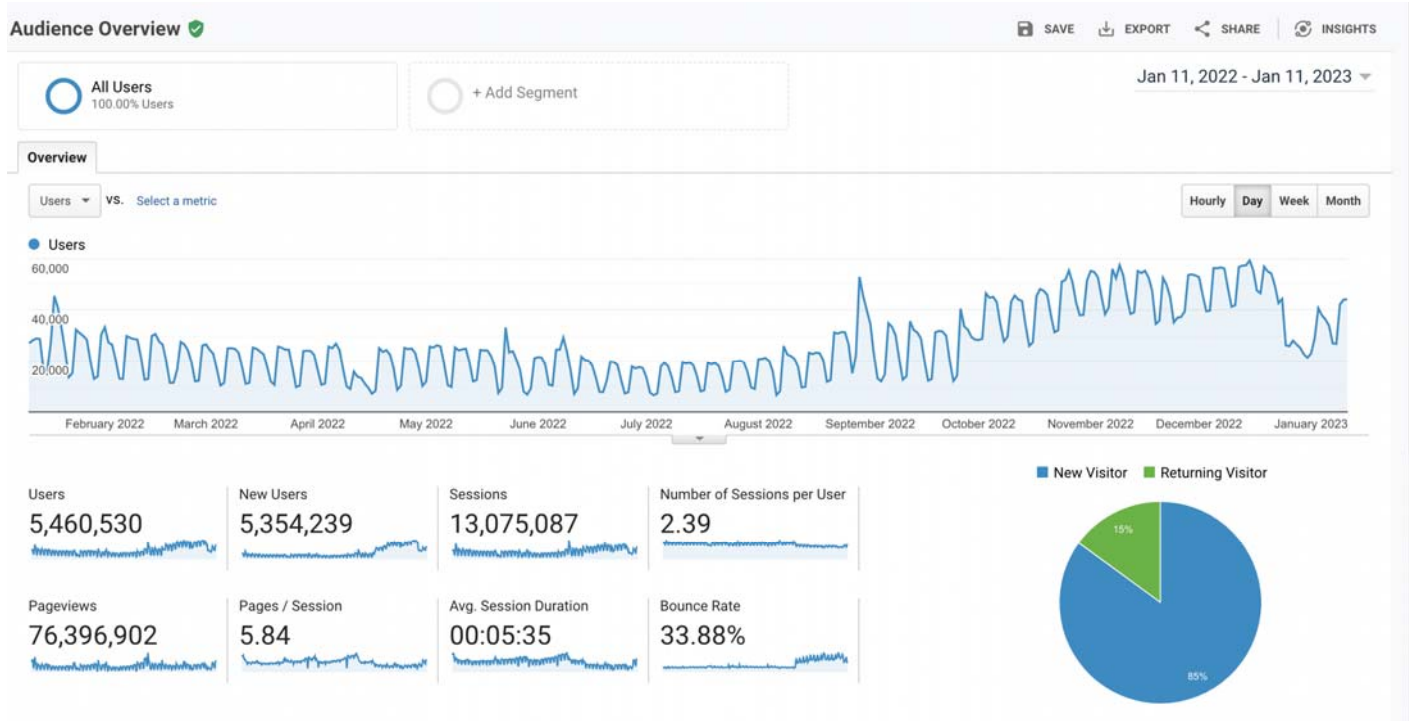
A CCC is not considering allowing digital or electronic signatures at this time.

Q12 As an environmentally conscious company, we would prefer submitting our response without the 3-ring binders, as we’ve found that the binders just create more landfill waste. Would the college consider waiving the requirement for 3-ring binders?

A The use of 3-ring binders is an option for submissions, not a requirement.

Q13 How many average monthly unique visits (sessions in Google Analytics) does each site in scope receive?

A The screenshot below is a good indication of our site traffic:



END OF ADDENDUM