



Answers to Questions asked by prospective bidders on the AGENCY INTRANET RFP# 0130

Question #1: How many employees will be needing access to the intranet?

Answer: Center anticipates approximately 550-600 employees will need access.

Question #2: What size is your company? How many employees.

Answer: The Center's current size is approximately 550 employees.

Question #3: How do you plan to give employees access to the new intranet? Do all employees have corporate email addresses? All FTEs and PT employees have company email addresses. Contractors may not have a company email address depending on their work requirements.

Answer: Employees would use this intranet system as their homepage ideally to access Center apps and tools, access to shared files and resources, find out company news, connect with colleagues, host a company store, and engage with the company. All employees have a corporate email address.

Question #4: Is the Center using Google Workspace?

Answer: The Center does not use Google Workspace.

Question #5: Does the Center currently have an intranet?

Answer: The Center current does not.

Question #6: When is the Center looking to implement the new intranet platform?

Answer: The Center is ready to deploy the new intranet platform upon completion of implementation.

Question #7: Are there specific goals or objectives that correlate to why the organization wants to implement an intranet solution? A single pane of glass for employee communication, news, updates etc... We would like to be able to force the intranet as a home page in browsers and have pop up communications as needed.

Answer: The Center would like employees to have the ability to access apps and tools, access shared files and resources, find out company news, connect with colleagues, host a company store, and engage with the company.

Question #8: What works well with your current employee communication strategy today?

Answer: The Center is in need of more visual communication that does not come through email. It is convenient to have options outside of email to communicate with each other such as Microsoft Teams.



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Question #9: How are you currently communicating with your employees and what channels and solutions do you leverage today? We use constant contact email to communicate with employees today.

Answer: The Center currently uses Phone, text, email, Microsoft Teams to communicate.

Question #10: What technology do you use for surveys today?

Answer: The Center uses Survey Monkey, Monday.com, Constant Contact, and Paycom.

Question #11: How often do you send out surveys to employees? What types of surveys do you send out? If you currently don't send out surveys, can you share with us how often and what types of surveys you would like to send out?

Answer: Survey types vary throughout the year, but the Center send annual employee workforce satisfaction surveys. We send out surveys to vote on simple things like shirt designs or holiday celebrations as well as for training purposes.

Question #12: What is the expected budget or budget range for the Intranet replacement?

Answer: The Center would like to have offers submitted at this time.

Question #13: What reports do you want to be able to import/export using Microsoft Excel?

Answer: The Center anticipated needing Communications and social media reporting (SEO, follower aggregation, etc).

Question #14: What language do you need the platform to be in?

Answer: The Center would prefer HTML, but we are open to other alternatives. We would prefer a system where coding was not required beyond the initial set up where content can be uploaded or put in via the GUI.

Question #15: Would you like a self-service, hybrid or full-service implementation approach?

Answer: The Center is open to Hybrid and full implementation approaches.

Question #16: Will you want hands-on help setting up the platform?

Answer: Yes.

Question #17: What is your digital signage platform?

Answer: The Center does not have a digital signage platform at the moment.



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Question #18: Please describe other integrations you would like to have. Please explain what you would like these integrations to look like and how they would engage with the intranet.

Answer: **The Center would like to integrate out HRIS system, Paycom, with the intranet solution.**

Question #19: What is your use case for inviting external users and what is the private space within the platform you would like to give them access to? We would like to be able to invite contractors, volunteers etc without company email addresses to be able to view certain company announcements that would be relevant.

Answer: **The Center will Mainly direct external users to the employee store and posted press releases.**

Question #20: Sub sites (Areas) can be created with different branding from the main site. Can you share the use cases where you would like to have different branding?

Answer: **The Center has separate grant funded programs with their own branding ex: Center for Healing, LifePath Foundation, etc., that would require their use if a sub site was created.**

Question #21: How do you envision segmenting out content, pages and information? Can you provide examples?

Answer: **The Center's intranet solution will be used as a homepage to house our employee apps such as Paycom, Healthicity, SmartCare, Blackbaud, etc. One would be able to navigate to our apps easily because they are housed in the same area. Additionally, organizational news would be ever present alongside trainings that are due and an employee calendar.**

Question #22: What is the use case for having audio files on the intranet?

Answer: **The Center plans to have a podcast at some point and we would like to be able to have audio files accessible.**

Question #23: All G-Suite formats can be embedded into articles and shared in posts. What G-Suite formats are you referring to and can you share examples?

Answer: **For the time being, the Center will not be using G-Suite.**