**Clarification questions as of 1/4/22**

* Can we ask if any branding is needed? Or are we rolling out existing branding? ***We are currently undertaking research with stakeholders to ascertain perceptions on the current brand and if we need to refresh/renew the City College Plymouth brand***
* We know the current website is built on WordPress, and you're open to discussions on the most suitable platform for your requirements. But is there a CMS preference? I.e. in .NET, such as Umbraco? We're tech agnostic and let discovery determine the best CMS selection  ***We are happy to consider Umbraco***
* We know you currently host your website on a College server and believe an external managed host would be preferable. We're vendor-neutral and wondered if hosting is a separate budget line or needs to be included within the £45k-50k inc VAT?  ***Hosting will be a separate budget line***
* When it comes to the reservation/booking system for College commercial venues, for example restaurant and beauty/hairdressing salons. Is there a solution in place and is this a simple integration?  ***We do currenlty have a solution in place for this functionality***
* When it comes to support and detailing aspects of support provided with SLAs - is there a separate budget for this, or is this expected within the proposed project Budget of £45-50,000 inclusive of VAT for the design and build? ***There is as separate budget for support***
* Can we assume that the refresh/renew the City College Plymouth brand is not going to form part of this project for now and will be a separate project? It is highly likely that we will have new branding at some point this calendar year. The agency chosen to design and build the new website will be expected to work closely with the agency working on the rebrand project.
* Are you also happy to consider continuing to utilise WordPress/a PHP-based CMS? We would need to be persuaded as to the benefits of continuing to use WordPress.
* Is there an ideal or max budget for hosting? No, if you can offer different options please provide alternatives in your return.
* Is there an ideal or max budget for support? No, if you can offer different options please provide alternatives in your return.
* Website content – do you have thoughts on who is responsible for populating the new website? Will this be the agency or the College? Happy to receive recommendations from the agency
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* What are your expectations for responses to the ‘Look and Feel’ section (20% score)? There is mention of adherence to brand guidelines, fresh, engaging etc – but am I correct that the submission does not need to include website visuals? This is up to the agency - look and feel could just be their ideas rather than visuals
* You have some Short Courses that are listed on <https://onlinestore.cityplym.ac.uk/> (e.g. ([Electric/Hybrid Vehicle System Repair and Replacement Course | City College Plymouth Online Store (cityplym.ac.uk)](https://onlinestore.cityplym.ac.uk/short-courses/automotive-technologies/automotive-technologies/electrichybrid-vehicle-system-repair-and-replacement-course)).

Is there a reason for this, compared to the Short Courses seen from the Course Type/Short Courses filter on <https://www.cityplym.ac.uk/courses/>? To be honest, this is a mess and one of the reasons why we need a new website. The courses on the online store should also be on the website. They are on the store as they are full cost short courses which you can just pay for rather than go via the application system.

We assume ProSuite (ProSolution) enables you capture the student and course information and stores it in a database (SQL Server / MySql instance which is running on a server within the DMZ network of the college intranet), Could you please us know if our understand is correct ?  Yes

Does ProSuite (ProSolution) provide a public or partner API to interact with ? I'm awaiting our IT team to confirm the answer to this question

Can you please provide more information about the ProSuite application? E.g. how is it implemented, where does it store data etc. Can we get some reference material for ProSuite system? We'll write a view for the website to access this data

In which format (xml, csv etc) can data be exported/ extracted from ProSuite ? Either

We understand you use cron jobs to update the course information on the current website, could you let us know how many cron jobs are run, how frequently are the cron jobs run, how long does it take for the cron jobs to run, on an average how much data is updated using the cron jobs ? One cron runs once a day at 2am, 1225 database rows takes 20 seconds

Apart from existing pages/ProSuite, is there any major third party tool/application integrated with the website/backend ? We have an API from Careercoach - pulls through LMI onto sector landing pages

One of the requirements states that you are looking for a reservation/booking system for college commercial venues ? Would you want this to be built from scratch in the new website or are you open to use a third party plugin (like Eventbrite) to implement this ? Happy for the agency to recommend

Do you use a third party plugin for event registrations on the current website, would you like the same on the new website or have an in-house system to be built for event registrations ?  We don't currently use a third party plugin but are happy for the agency to recommend

We understand Student Central, Shop, ePay, Apply for a course, work for us modules on the current website call different systems (are external links), would it remain same for the website too. Please confirm ? Yes

One of the requirements states that you are looking for a webform builder, could you please let us know what kind of webform builder are you looking for and its purpose ? personal Enquiry forms

 We understand you would like to generate reports from the website, could you please elaborate on what are the different kinds of reports you intend to generate ? Reports to show what course information the customer is viewing on the site - we need to ensure it is up-to-date and pulling the correct information from ProSolution

Can you share the paid plugins you are using with WordPress for your SEO, calendars and forms? No

You mention a “lack of ability to produce reports from the site”, can you specify the reports that you most want to be able to produce? Reports to show what course information is being shown on the website ie are all courses showing fees, start dates etc

Can you provide a copy of your Corporate identity guidelines (brand guidelines)? They are out of date - agency can grab our logo off our current website

You mention focus groups will be required to assess any proposed designs. Will these be run on-site at the college? This is up to the agency

Can you provide some API or other technical documentation describing how we best connect to the ProSolution system to pull the course data and anything else we need through to the site? We would like the agency to recommend how they would approach this

In the ‘Fundamental functionality’ section you list ‘Webform builder’, are you requesting that content authors at the College will be able to build dynamic webforms? Yes