

**UCDH Enterprise Web Content
Management System Support Services - RFP 04212025**

#	Question	Answer
1	Can you provide more details on the specific functionalities and features you expect from the OpenText Media Manager (OTMM), TeamSite, and LiveSite products?	UC Davis Health uses the OpenText products for digital content management including external facing websites, internal websites, digital assets, brand guidelines etc. High level functions include standard CMS functions, content authoring interfaces, workflows, tagging, taxonomy management, targeting etc.
2	What is the current state of the existing web content management and digital asset management systems? Are there any specific challenges or limitations that need to be addressed?	The products are installed and operational. No specific challenges/limitations other than standard operational needs and changes required from a business requirements perspective, maintenance and regular upgrades.
3	What are the current versions of OpenText Media Manager, TeamSite, and LiveSite you're running?	TeamSite and LiveSite – 23.4 OTMM – 22.4
4	What is the expected timeline for the project, including key milestones and deadlines for deliverables?	Expected contract duration from award is 5 years with opportunity to extend. Specific dates and milestones are project dependent.
5	Are there any budget constraints or limits that we should be aware of while preparing our proposal?	Budget will be based upon the departmental needs.
6	Is UC Davis Health open to considering alternative digital asset management solutions in place of OpenText Media Manager (OTMM) if they can demonstrate equal or enhanced functionality and integration capabilities with existing systems?	No
7	In the RFP you mention Branching Design, Content Review workflows and taxonomy. Does this project require a ground up taxonomy evaluation/redesign or is will the existing taxonomy be used?	The products are installed and operational, including taxonomy design. Changes/enhancements to the existing taxonomy are typically required based on business requirements
8	Will access be granted to current architecture documentation and version history for OTMM, TeamSite, and LiveSite environments?	Yes, once the contract is awarded
9	Are there existing workflows, templates, or components that must be preserved or migrated as-is?	Yes
10	Does UCDH have a preferred cloud infrastructure or will bidders be expected to recommend a deployment environment?	The products are installed and managed on prem. There is no preference/need for cloud infrastructure in the near term.
11	Will internal development teams collaborate with external partners during implementation or is the partner expected to fully lead execution?	The partner is expected to fully lead execution. There are no additional contracts for support of this work.
12	Is there an established performance benchmark or SLA (e.g., uptime, deployment windows, response times) that bidders must align with?	Not specifically but vendors are required to provide 24/7 support for urgent issues like website downtime and resolve issues in a quick/reasonable timeframe (can be mutually agreed upon, but usually within an hour for urgent issues). UC Davis Health has not had a website outage in more than a decade due to web application/software issues.
13	Could you please confirm if there is a defined budget range or ceiling for this engagement to help us align our solution and resource planning accordingly?	Budget will be based upon the departmental needs.

14	What are the key milestones and timelines for the project?	Expected contract duration from award is 5 years with opportunity to extend. Specific dates and milestones are project dependent.
15	When do you need this project to start and what is the duration?	Start is approximately July 1. Expected contract duration from award is 5 years with opportunity to extend. Specific dates and milestones are project dependent.
16	Are there any specific budget constraints or limitations for this project?	Budget will be based upon the departmental needs and constraints.
17	Can these resources be fully remote or are there location restraints? If remote, is UCDH open to vendors utilizing offshore/nearshore resources to complete the work?	Resources can be mostly remote, but there is an expectation they are available during department business hours 8-5 p.m., M-F (this is specified in the RFP terms) and must be able to provide 24/7 support for critical incidents (if the website goes down, etc.). We will not consider offshore/nearshore resources due to UC Policies.
18	Will a supplier with a competitive bid be given the opportunity to negotiate if there are areas of improvement required from the client to win?	No, there will be no opportunity to resolve any issues with a bid if the response does not match the business needs.
19	What are the key areas considered for a supplier to win the bid?	That all business needs and expectations identified in the RFP are met.
20	What software development methodologies do you typically use (e.g., Agile, Waterfall)? If Agile, which specific frameworks or practices do you follow (e.g., Scrum, Kanban)?	Primarily Waterfall, but some projects use Agile (Scrum).
21	Do you expect the vendor to provide any ongoing maintenance or support services after the initial development and deployment phases?	Yes, as identified in the scope of work in the RFP.
22	What will UCDH's involvement be in co-managing this effort?	UCDH will solely manage/oversee these efforts and is looking for support services from outlined roles and the expected technical specifications as outlined in the RFP that are in support of existing UCDH's Web Content Management System.
23	Will this be deliverable based and/or a fully managed service?	This will be deliverables based and will not be a Managed Service.