

CHEROKEE NATION
REQUEST FOR PROPOSALS
PROJECT: CHEROKEE LANGUAGE
DIGITAL HUB
ADDENDUM 01



CHEROKEE NATION
PURCHASING DEPARTMENT

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The following questions and/or requests for information were received by the deadline stipulated in the RFP.

QUESTION: To submit a quote/price under this RFP, could you please provide the total number of students/users in the language program and per class?

RESPONSE: **This will be for the public in addition to students/users in the language program. We see this as a “language landing page” for all Cherokee citizens. But just in terms of students/users in the Language Department, that would be 150 with 10 in each class.**

QUESTION: Is a full featured online language lab solution the best solution based on your requirements?

RESPONSE: **No. This will not be a language lab, but rather a one-stop location for language resources. It will link to internal and external resources for learners. Users would sign in to the hub to access the features and this would allow us to track their usage in the hub.**

QUESTION: Are headsets required and if so, how many?

RESPONSE: **No.**

QUESTION: Does the language digital hub solution require a need to administer language AP Exams?

RESPONSE: **No.**

QUESTION: Is there a preference on the cloud platform that the Digital Hub should be hosted - can we use a low code Microsoft Power platform like Power apps, Power automate, etc.?

RESPONSE: **There is no preference so the listed options (low code) would be fine.**

QUESTION: Can the delivery resources be offshore from India?

RESPONSE: **Yes.**

QUESTION: Do you have a preference for something that is custom developed like using Power platform vs SaaS COTs product?

RESPONSE: **No preference.**

QUESTION: What are the main reasons for moving away from Moodle and creating a Digital Hub learning experience? Any user feedback, lack of in-take, adoption etc.? What are the learning goals you would like achieve with this new Digital hub?

RESPONSE: **Moodle is classroom management software and is not designed to be a “Hub.” We are not moving away from Moodle, rather we are looking at creating a landing page (the hub) for all of our language resources. Our Moodle based programs will still be in place, but they will be featured on the Digital Hub that users can access from it.**

QUESTION: Can you provide more information on the expected user base for the portal, such as estimated number of concurrent users, demographics, and language proficiency levels? Age group of users?

RESPONSE: **Primarily Cherokee citizens who are learning Cherokee. We want this to be a resource for all ages and language proficiency levels. Individuals would create an account to use the hub and we would use that information to identify demographic details and patterns of usage.**

QUESTION: Are there any specific accessibility requirements that need to be met beyond what is listed in the RFP, such as compliance with Section 508 or WCAG 2.1 guidelines?

RESPONSE: **No.**

QUESTION: Can you provide more details on the types of pre-existing Cherokee language resources that will be linked to the portal, such as file formats, hosting locations, and copyright restrictions?

RESPONSE: **Nothing will be stored directly on the portal, but the links would vary. Some of the external links would be to the Cherokee language collection at OU Western History Collection, the McFarlin Library Cherokee language collection at Tulsa University, and to the Beinecke Library Cherokee language collection at Yale University. There would be links to online resources such as “Cherokeedictionary.net”**

QUESTION: Are there any specific requirements for the moderation tools that will be used to ensure a positive and respectful community atmosphere, such as user reporting mechanisms or automated content filters?

RESPONSE: **No.**

QUESTION: Can you provide more information on the types of multimedia content that will be integrated into the portal, such as audio and video file formats?

RESPONSE: **The Hub itself will not host any content, it will just link to those resources. For example, it will link to the Cherokee Nation Database Dictionary when it is completed (which may be in 12 to 16 months), but the CNDD will host the image, audio, and video content itself. The Hub will only provide a link to the CNDD.**

QUESTION: Are there any specific requirements for the progress tracking tools that will be used to monitor individual learning milestones, such as integration with third-party learning management systems or reporting capabilities?

RESPONSE: **Nothing in particular. The only tracking we anticipate would be to log what resources are accessed the most and how much time users utilize the Hub.**

QUESTION: Can you provide more details on the types of customer support channels that will be provided, such as hours of operation, response time targets, and support languages?

RESPONSE: **Contact email will be provided for support, but we do not see this Hub as requiring much customer support. It should not require any more support than the Cherokee Nation website for example.**

QUESTION: Are there any specific security or privacy requirements beyond what is listed in the RFP, such as data encryption standards, data retention policies, or international data transfer restrictions?

RESPONSE: **No.**

QUESTION: Can you provide more information on the expected scalability and performance requirements for the portal, such as peak traffic volumes, expected response times, and uptime targets?

RESPONSE: **Likely peak traffic will occur on evenings and weekends. Since this is a resource Hub that provides links to language content, response times will really be based upon the traffic on the link itself.**

QUESTION: Are there any specific requirements for the ongoing licensing fees and implementation costs, such as budget constraints, preferred pricing models, or contract terms? Do we need say AWS hosting /platform/infra cost for the proposed solution?

RESPONSE: **It would be a yearly license cost for the Hub and the cost for this hosting solution should be part of the bid.**

QUESTION: Can you provide more details on the expected timeline for the project, such as target launch date, milestones, and dependencies?

RESPONSE: **Expected timeline would be to map out the Hub throughout the month of May with elements set by early June. Throughout June and July, the Hub would be developed with a launch date in early August (we would like it to be ready by the start of the school year).**

QUESTION: Are there any preferred AWS services or architectures that should be used for the solution, or any specific AWS certifications or qualifications that the implementation team should have? Do you need a solution architecture at this stage or can this be done after the project start in design phase?

RESPONSE: **No to all of these questions.**

QUESTION: Can you provide more information on the onsite meeting requirements, such as frequency, location, and attendance expectations?

RESPONSE: **If this is in reference to the contractor meeting on the project, then we would not need onsite meetings unless the company wanted to do so. Meetings could be done through MS Teams, Webex, or Zoom. In terms of meeting frequency, having a weekly project status update would be expected with additional meetings set as necessary.**

QUESTION: Are there any specific branding or design guidelines that should be followed for the portal, such as color schemes, logos, or typography?

RESPONSE: **Just CN branding and the Durbin Feeling Language Act Logo. We would want Cherokee Syllabary used as much as possible throughout the Hub with translations for the Cherokee available to users.**

QUESTION: Can you provide more details on the data migration requirements, such as data formats, volumes, and mapping rules?

RESPONSE: **Any data migration would be similar to the requirements of moving a website. Since the Hub does not host content directly, there would not be a lot of different data formats to migrate.**

QUESTION: Do you need cloud & application managed services once the project delivery is completed? If so for how many months/year?

RESPONSE: **Yes. Support would be needed if the site had problems or went down. We see this as a yearly management contract for the Hub.**

QUESTION: Will we be dealing with any PII or PCI data in the new digital hub during data migration?

RESPONSE: **Email addresses and the demographic information that people choose to provide when creating their account for accessing the Hub.**

QUESTION: Since there is tracking progress, we are assuming a new user registration and login would be required to access the new Digital Hub? are there different personas access levels required to login (admin vs learning user)? If so what would be the admin functionality vs user functionality?

RESPONSE: **Individuals will register, but need to only provide an email (at minimum) to use the Hub. Any other information would be optional. There would be an admin login that could add links, modify content, and check on a user functionality issues.**

QUESTION: Does the hub need to conduct assessments at the end of completing a learning module?

RESPONSE: **No. Does not apply.**

QUESTION: Course enrollment is that feature required? and taking it at a convenient time?

RESPONSE: **No. Does not apply.**

QUESTION: Do you want to add some kind of a chatbot in the digital hub for users to interact with and ask FAQs? If so pls define the intents /topics required in this bot ?

RESPONSE: **No.**

QUESTION: Can this project be conducted completely remote?

RESPONSE: **Yes.**

QUESTION: Can you please clarify what is meant by "video" in the following: *"The successful contractor will provide all necessary tools, equipment, parts, supplies, labor and supervision to develop and provide a video as outlined in this RFP scope of work."*

RESPONSE: **This is an error on our part. The term "video" should be replaced with the word "platform" in this sentence.**

QUESTION: You are only looking only for a mobile responsive application that works on a browser and not a mobile app, correct? Please clarify.

RESPONSE: **Yes. Since users can access the hub through any browser, there is no need for a mobile app.**

QUESTION: Is there a specific pricing format that is required when we submit the cost? Can we just cost the one-time implementation services and cost for the software platform /hosting for a year ?

RESPONSE: **There is no specific pricing format required. It would be fine to have costs for one-time implementation services and software platform hosting for the year.**