December 22, 2025

ADDENDUM #2
RFP NUMBER: 25-03

NATIONAL TRAINING CENTER (NTC) PROJECT GLAD® WEBSITE HOSTING, SUPPORT AND EXPANSION

IMPORTANT NOTICE

Please note the following responses to questions asked by prospective Responders:

Question 1. Please expand on the requirements for gamification features. What exactly needs to be in the site on launch?

Answer: We are seeking a platform that already includes or supports gamification features such as badges, progress tracking, completion indicators, and engagement incentives. If your product does not currently offer gamification, please respond with N/A. No custom development is required for launch.

Question 2. Does membership management (upgrade based on paid status) need to be fully automated?

Answer: Yes. Membership upgrades, renewals, and access permissions should be automated within your existing system.

Question 3. Are all the resources hosted within the website? If not, please list the external platforms that are supplying content.

Answer: Resources will be hosted within the selected vendor's platform. External platforms are not currently used for content delivery.

Question 4. Clarification: In this requirement (Ability to restrict printing, copying, and unauthorized redistribution) you are asking to restrict these capabilities on downloaded documents?

Answer: Yes. We require DRM integration/control that prevents printing, copying, downloading, or redistribution of protected materials.

Question 5. How many digital assets will be in the system on launch? Are all of them protected?

Answer: TBD during discovery. All instructional and training assets must be protected.

Question 6. How many levels of user roles will exist?

Answer: Final role definitions will be determined during implementation.

Question 7. Do you have an existing DAM?

Answer: Assuming this question refers to DRM (Digital Rights Management), NO.

Question 8. Please clarify Proven experience delivering SaaS platforms for membership-based learning communities such as Squarespace." Are you requiring experience building on the Squarespace platform?

Answer: No. We are seeking vendors with experience delivering SaaS platforms that support membership-based learning communities. Squarespace is listed only as an example.

Question 9. Is there a target launch date? Is it tied to an event or deadline, like a fiscal year or contract expiration?

Answer: The target launch date will be determined after vendor selection. We want to have our full site migrated and transition to the new hosting site by June 30, 2026.

Question 10. We see similar RFPs with budgets ranging from $50K to six figures. Where in that range are you expecting to fall?

Answer: The budget is unknown at this time for this project. TBD.

Question 11. Is there an organizational preference for open source vs. a proprietary CMS?

Answer: No preference. We are seeking a US vendor with an existing, secure, scalable solution.

Question 12. Please quantify the amount of content that will be migrated. (number of pages, files, etc.)

Answer: Content volume will be finalized during discovery. Initial estimates include pages, training modules, and digital assets currently in use.

Question 13. Please list the post types and custom post types in the current website.

Answer: N/A – this will be reviewed during migration planning.

Question 14. Please list the WordPress plug-ins in use on the site.

Answer: N/A

Question 15. Please describe any custom plug-ins on the site.

Answer: N/A

Question 16. Please describe all third-party systems that integrate with the website via an API or an automated data import/export.

Answer: N/A

Question 17. How is DRM currently handled on the site?

Answer: DRM is not currently implemented. The selected vendor must provide DRM capabilities.

Question 18. How many user accounts exist for the current site?

Answer: TBD during discovery

Question 19. Where is the site currently hosted?

Answer: Site Ground.

Question 20. Please provide average monthly and peak page views over the last year.

Answer: Unknown.

Question 21. What are the data storage requirements (files, database, etc.) for the site?

Answer: Storage requirements will be finalized during discovery based on the selected vendor's architecture.

Question 22. Do you experience frequent surges of traffic that impact performance at critical times?

Answer: No significant performance issues have been reported.

Question 23. Please confirm that the awarded vendor will work remotely?

Answer: Selected vendor must be operated and registered in the US.

Question 24. We are a US company with employees outside the US. Is there any limitation on their ability to work on the project?

Answer: There are no restrictions as long as all data security and privacy requirements are met with the US education code.

Question 25. Are there any AI-related policies that we should be aware of?

Answer: US standard data privacy and security requirements apply. No additional AI-specific restrictions at this time.

Question 26. Are you interested in website tools that will enhance the user experience (search, chatbots, etc.) using AI?

Answer: Yes, we are open to US AI enhanced tools that improve search, navigation, and user experience, provided they meet security and privacy requirements.

All RFP Documents remain unchanged except sections or parts of sections added to, revised, deleted or clarified by this Addendum.

This Addendum shall be considered part of the RFP Documents for the above-mentioned project as though it had been issued at the same time and shall be incorporated integrally herewith. Where provisions of the following supplementary data differ from those of the original RFP Documents, this Addendum shall govern and take precedence.

Responders are hereby notified that they shall make any necessary adjustments in their bid on account of this Addendum.   It will be construed that each Responder's bid is submitted with full knowledge of all modifications and supplemental data specified herein.

Sincerely,

Kristin Lange
Purchasing & Contracts Manager
Orange County Department of Education