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## REQUEST FOR INFORMATION MAINTENANCE AND SUPPORT OF WEB INFRASTRUCTURE

**CUSTOMER AGENCY NAME: GRADUATE SCHOOL USA**

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### **SECTION 1: OVERVIEW**

**Name of Website: WWW.GRADUATESCHOOL.EDU**

**Purpose and/or Objectives of Website:**

An independent, nonprofit educational institution based in Washington, DC, Graduate School USA offers workforce training and services across the U.S. and around the world. We are a leading provider of professional development and training courses for the federal government and the private sector, serving organizations and individuals with programs designed to support organizational missions, career and occupational development, and the personal ambitions of adult learners.

Graduate School USA provides over 500 different courses and programs to individuals and government agencies. Approximately 3,500 unique visitors access Graduate School USA website, [www.graduateschool.edu](http://www.graduateschool.edu), daily to gain access to online courses and forms, certification programs, courses, enrollment activities, and registration and payment activities. Currently, the website encompasses 220+ pages and is maintained through an integrated content management system (CMS) that is accessed by a limited number of authorized administrators.

Graduate School USA is seeking a contractor to provide support and maintenance for it's website.

### **SECTION 2: CUSTOMER REQUIREMENTS**

**Scope of Work:** The contactor shall have extensive knowledge and background in utilizing Contentful content management system to manage the Website and will be expected to complete the responsibilities described below. Please describe how your company can handle or perform the following responsibilities.

- Edit, revise, update or create new textual/minor graphical content
- Consultation and guidance on the use of the website
- Create a SEO and SEM program that results with an increase in overall visitors
- Onpage SEO such as Meta tags (title, description, keywords)
- Drop down menus sometimes change and need to function effortlessly to ensure visitor satisfaction
- Provide resolution for all web defects identified during the testing phases
- Provide file and database backup and restore assistance if needed
- Provide software upgrades to support website functionanlities
- Apply content management system security updates and/or upgrades
- Provide disaster recovery response times and assistance, if needed
- Regular monitoring and updating to ensure impeccable performance across all major browser versions
- Protection against security threats that might try to compromise the website
- Regular and thorough backups of site code so that it may be fully restored in case of loss

Monitor the website functionality to ensure that everything is working as it should and upgrade where necessary

## **Timeline and Work Period of Performance:**

Graduate School USA would like to have an agreement in place by June 30, 2016.

## **Experience and Qualifications:**

Below is a high-level description of mandatory and preferred vendor experience and qualifications. Please indicate your technical expertise in the following mandatory areas.

Vendor **must** exhibit experience in and demonstrate superior knowledge, skills and abilities in:

### **Mandatory**

#### **Technical Toolset**

- Website design, development and deployment standards
- Front-End: NodeJS Express
- CMS: Contentful
- API Layer: Java/Spring Framework on Apache Tomcat, Maven for builds
- Database Current: Oracle , MS SQL knowledge a plus
- Course and Site Search: SOLR and Nutch
- Infrastructure: AWS EC2
- Source Code Repository: GitHub
- Automated Build/Deployment tools: Jenkins, Nexus
- Unit Testing Tools: Java JUnit and Jacoco Coverage, JavaScript Istanbul and Tap Coverage
- Automated UI Testing tools: Selenium, Cucumber, Gherkin (using Java)
- Automated API Tests: Postman/Newman

#### **Development Concepts:**

- Ecommerce - Payment gateway systems
- Familiarity with Email Marketing campaigns
- Compliance with Payment Card Industry (PCI)
- Integration of third-party applications
- Search-friendly graphic design
- Mobile, responsive design
- Database integration/migration
- Social media integration
- Search engine optimization
- Project management of complex website projects

#### **Preferable**

It is **preferred** the vendor exhibit experience in:

- Projects for larger companies (200+ employees)

Experience with off-the-shelf and custom content management systems

**References:**

Qualified vendors must supply at least three company references to include name of company, type of products or services provided and examples of websites.

**Vendor questions about this project should be directed to:**

Lorenzo Hester

Director, Human Capital Management

600 Maryland Ave, SW

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(202) 314-3351

[Lorenzo.Hester@GraduateSchool.edu](mailto:Lorenzo.Hester@GraduateSchool.edu)

The due date for vendor responses is **5:00 p.m., EST June 6, 2016.**