

Question 14:

The RFP indicates 'The value of this service is expected to range from \$150,000.00 to \$200,000.00 CDN, including all applicable taxes.' for the initial 3 year term of the contract. Is CMHC able to provide further detail on how this budget was determined?

Response:

CMHC does not feel that further detail of how budget was determined for this project is of value to a proponent's ability to provide a response to the RFP.

Question15:

The mandatory security requirements are impossible to meet. Drupal is only a framework for building a WCMS; it is not a final product. You could never complete a Threat Risk Assessment (M2), a Network Vulnerability Assessment (M3), or any of the other security requirements, because the WCMS does not yet exist. The only security requirement that can be met is #8, which asks for an explanation regarding the integration with Active Directory.

Please remove the mandatory security requirements and remove the point related requirements related to the same security requirements.

Response:

For 3.5.2 the criterion is: "Advise and provide assurance that an enhanced Threat and Risk Assessment (TRA) has been conducted on your technology/infrastructure."

Since migration work will take place on the successful proponent's infrastructure it is mandatory that an enhanced Threat and Risk Assessment (TRA) has been conducted.

For 3.5.3 the criterion is: "Advise and provide assurance that an internal and external Network Vulnerability Assessment (VA) has been conducted on your technology/infrastructure."

Since migration work will take place on the successful proponent's network it is mandatory that an internal and external Network Vulnerability Assessment (VA) has been conducted.

The mandatory security requirements stand to demonstrate that the work will be conducted in a secure environment and that the website developed in Drupal will be configured in a secure manner.

Question 16:

Security Requirement: Please elaborate on #1 as this standard is typically used by networks and hosting providers. Please explain how a vendor would show assurance and that they implemented the standard. The security requirements seem to jump from the integrator's network, to the WCMS solution, to the hosting provider network. Could you please elaborate specifically the context of each security requirement as itemized in table 3.5.

Response:

For 3.5.2 the criterion is: "Advise and provide assurance that an enhanced Threat and Risk Assessment (TRA) has been conducted on your technology/infrastructure."

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Question 17:

Has a hosting provider been selected or this will be in house?, If selected who is the hosting provider as this has impacts on how performance is managed and tuned.

Response:

The hosting provider will be external to CMHC. The provider has not been selected yet, that will happen later in 2015.

Question 18:

Who is responsible the conceptual design of the new website (mockups, wireframes, etc) and who is responsible for building the Drupal theme (CSS, HTML, Drupal Templates, etc)?

Response:

- The Web Team Lead Designer is the lead on design.
- The Web Team Lead Front End Developer will lead the coding but all Drupal Template coding work should be done by the RFP winners. He will supply basic html and css templates. RFP winner will use these and create Drupal Templates from them.

Question 19:

Does the Service Value(Budget) (150 to 200k) cover the initial implementation as well as support? And is the Service value(Budget) (150 to 200) over a 3 year or per year. Merx Description says this is a 2 year contract plus a 1 year extension. The RFP says this is a 3 year contract with 2, 1 year extensions. Please clarify which is the correct source, and if any impacts to budgets, pricing tables, etc.

Response:

The description in the RFP is correct - it is a 3 year contract with 2, 1 year extensions. The Service Value(Budget) (150 to 200k) covers the initial implementation as well as support for 3 years.

Question 20:

Please clarify what the deliverables of the project are. The RFP does not make clear what the actual deliverables are. The Requirements in section 3.4 to 3.9 outline the requirements for the

vendor's experience and product capability/functionality but does not detail what the vendor is actually responsible to deliver as part of the contract. Please clarify in detail.

Response:

This information is in 3.3.1 Introduction and Scope
Here is an edited version of that section:

The CMHC website has approximately 30,000 pages of static content (English and French) including 1 main websites, up to 6 microsites* (including a secured microsite of 1750 pages of content and that has a security interface with another site) and custom ColdFusion components and modules.

CMHC requires expert services for the planning, implementation of responsive design, migration and training on Drupal. The supplier would be responsible for ongoing maintenance such as configuration, all patches, bug fixes, upgrades etc of Drupal. The process will have to fit in to the externally hosted environment which may be provided by another vendor. The hosting and any associated migration work must be in Canada.

*URLs:

CMHC: <http://www.cmhc.ca>

FlexHousing: <http://www.cmhc.ca/flex/>

Newcomers to Canada: <http://www.cmhc.ca/newcomers/>

Get House Smart: http://www.cmhc.ca/popup/ghs_fce/en/index.html

Other information:

Hosting of CMHC's website is not in the scope of this RFP. The CMHC website must be available to the external public 24 hours a day, seven days a week.

The vendor is responsible for 2 large deliverables:

1. Migration of the website into Drupal installed on CMHCs externally hosted website and the initial training of CMHC users on Drupal. (Section 3.7)
2. Support of the Drupal website over 3 years. (Section 3.8)

Question 21:

Please provide a sample cost table, as the instructions for the cost table are confusing and unclear. It is unclear how Per Diems and Fixed Price are supposed to be shown in the table and if the table is solely supposed to contain number or if there are supposed to be further options and cost measures.

Example: Materials/Reference guide indicates a "Bulk Cost" but there is not number of users that are required.

Example: Planning - asking number of days as well as a per diem but there is only 1 box, as well as there are the Per Year Fixed price cost columns and it is unclear what would go into this boxes.

Example: In the table there are Hourly Rates, Daily Rates, General Per Diem Rates, etc.
 Example: Materials, based on what counts?

Response:

Appendix E, is to include the price for per diem rates, or bulk cost. Revised cost table attached.

7.1 Financial Cost Sheet Table

Web Content Management Migration Requirement (25%)	# of days	Cost	1 st Year Cost	2 nd Year Cost	3 rd Year Cost	Total Extended Cost
Services:						
Planning (per diem rate)						
Migration Cost for CMHC website (identify all required)						
Migration Cost for Microsites						
Knowledge Transfer (recommended 5 Developers)						
Materials ((incl. reference guide or training guide or other for 5 Developers) Bulk cost))						
Yearly Maintenance Cost						
Total (used in evaluation table as described in Section 4.11)						\$
Other Costs:						
Daily Training Rate						
Web training if available (identify how this is billed, per diem and or # of days)						
Support Fees						
Supplementary Training Fees (Hourly rate)						
Supplementary Training Fees						

(Daily rate)						
Per Diem Rate for consulting services						
Ad-Hoc Services						

Question 22:

Web Training: shows “As Available” how is this captured in the cost calculation for example what if someone does not include web training and therefore they have lower costs, do they score better?’

Response:

Remove ‘Web Training’ from ‘Services’ it will now be included under ‘Other Costs’ and will not be evaluated.

Question 23:

What roles are being trained and how many (you mention 5 developers, but do not provide counts on other roles), this also impacts the materials cost. Please clarify.

Response:

The roles are:

- Lead Front-end Web Developer and Lead web designer: Responsible for overall content and site design. (Although the web content developers would also like to have this training).
- Web authors (5 additional -- three web content developers and two web publishers): Writes and formats web content, performs page layout. Creates or updates web site navigational structure.
- Senior Developer (1-2) – maintains all custom code and modules

Question 24:

Is it expected that the vendor will conduct Automated or manual migrations? How is the Vendor supposed to determine a Fixed price for migrations without an audited analysis of the content. Number/Count of pages is not an accurate indicator to determine cost of migration.

Response:

The vendor may automate migration. The resulting website must require only Drupal and PHP to run. The website and 4 micro-sites are public.

Question 25:

Based on the complexities of the questions and uncertainties meaning there will likely be follow up questions, please consider an extension to the closing date.

Response:

CMHC previously granted an extension to the closing date to May 15, 2015 at 2:00pm local Ottawa time.

Question 26:

How does the figure - \$150,000 to \$200,000 including taxes - under Section 1.2, Para 2 on Page 1 relate to Appendix E 7.1. –“Financial Cost Sheet Table” on Page 46.

Response:

The budget for the initial term of this project cannot exceed \$200,000.00 inclusive of tax.

Question 27:

Does CMHC have preference for a particular version of Drupal? Or will you agree to use the latest available version?

Response:

We would agree to use the latest version.

Question 28:

What is the version of CommonSpot CMS is in use?

Response:

CommonSpot Winter 2012
Build 7.0.1.62
Build: 2013-04-04 20:01:03
Schemas:
Server: 2011-05-27 17:00:00
Users: 2011-10-17 13:30:00
Site: 2012-02-08 16:00:00

Question 29:

As part of the scope total static 30,000 pages and secure sites with 1750 pages. What is the secure interface currently being used with other micro sites - SSL or any other customized application interfaces?

Response:

The only secure interface used is with the 1750 page secured site. SSL is used to encrypt all interaction with the site and a proprietary authentication mechanism is used for credential verification and session establishment.

Question 30:

Could CMHC confirm that the static contents and associated raw data such as associated images (which is estimated around 32000 pages) will be available and reusable for the new Drupal website from the existing website? What is the format and will CMHC make this data available - I.e. raw data or we need to extract from current website environment or as a best practice option snap shot of the existing website backup?

Response:

CMHC can provide all static content and raw data in a snapshot of the current site.

Question 31:

Based on the RFP, it appears custom ColdFusion components are in use. As part of the migration solution can we suggest and use an alternative visual package which will be more compatible with Drupal instead of ColdFusion?

Response:

ColdFusion custom components should be replaced with components that are compatible with Drupal such as Drupal custom modules. You must explain the technology that would be used.

Question 32:

Extensive testing and quality assurance will be performed at each stage of our development and migration effort with our internal resources. Do you have additional requirements in this respect?

Response:

3.4.11 "Describe the Quality Assurance processes used to ensure all content is migrated correctly into Drupal and moved into production on an externally hosted website that may be within a managed-service environment." is a rated requirement. The demonstrated level of testing and quality assurance will determine the score for this requirement.

Question 33:

The mandatory security requirements are impossible to meet. Drupal is only a framework for building a WCMS; it is not a final product. You could never complete a Threat Risk Assessment (M2), a Network Vulnerability Assessment (M3), or any of the other security requirements, because the WCMS does not yet exist. The only security requirement that can be met is #8, which asks for an explanation regarding the integration with Active Directory.

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Question 34:

3.3.1 Introduction and Scope:

- a. "The site will be hosted offsite in Canada, subject to CMHC's security standards"
- Are these standards limited to what is listed under S3.5 Security Requirements - Access Control?

Response:

In addition to the standards in S3.5 the hosting and any associated migration work must be in Canada. The servers must reside in Canada.

- b. "... including 1 main websites, up to 6 microsites*..."
- 4 URLs are then listed at the asterisk, where are the other three sites?

Response:

Another microsite is a secure site, as described in the RFP.

- c. "... custom ColdFusion components and modules ..."
- What types of custom functionality is being provided by these modules?

Response:

There are calculators, surveys, CMHC program online application forms, search results, events calendars, custom navigation elements, custom rss feeds, webservices and others.

- d. "... and training on Drupal."
- Is the training budget to be included in the budget of this proposal

Response:

Yes.

- e. "The supplier would be responsible for ongoing maintenance such as configuration, all patches, bug fixes, upgrades etc of Drupal."

- Is all of the above to be included in budget of this proposal? Would this for instance, include an upgrade to Drupal 8?

Response:

Yes. If the release of Drupal 8 corresponds to the timing of the project, this cost would be included.

Question 35:

3.4 Functional Requirements:

a. Req #6 - What type of integration?

Response:

Vendors are asked to describe your experience integrating Drupal with SharePoint.

b. Req #7 - As above

Response:

Vendors are asked to describe your experience integrating OpenText with SharePoint.

c. Req #8 - What accessibility standard is required?

Response:

WCAG 2.0 AA