

Question 9

Does your former web design provider still provide support services to granvilleisland.com?

Answer 9

A response to this question is not available and is not considered pivotal to proponent's ability to provide a comprehensive proposal.

Question 10

Section 4.11 (Pricing Proposal), can you please expand on what services must be itemized in the pricing section? Are you looking for individual pricing for each of the requirements (ie. Functionality Requirements, System Requirements, Migration Requirements etc...), or are you looking for more granular pricing per requested item?

Answer 10

Other than the 3 top-line categories presented in the pricing table: Upgrade to Drupal 7; Continuous Improvement Plan; Web Administration & Maintenance, proponents may add as much, or as little, detail as they feel they need to effectively express their pricing for the project.

Question 11

On page 12, "Ongoing monitoring to ensure the application status", what is the definition of "application" here? Will it be the website/drupal or the web server/database or the operating systems or the entire stack? Monitoring of applications requires tools, such as NewRelic, on the servers provided by the hosting provider. Can you please clarify CMHC's expectation here?

Answer 11

CMHC expectation is that the website is presented to the public 24 hours a day, 7 days a week. Any occurrence that does not live up to this expectation is considered as necessary for support. Whether that is communication with another supplier to ensure the website, and all of its supporting database/server assets is operating as expected, or in-house, it is the role of the supplier to meet this expectation.

Question 12

On page 12, "Phone and email access to support staff, with a guaranteed response time of 1 hour during normal business hours and 5 hours outside of normal business hours."

Which time zone?

Does the 5 hours response time (not resolution time) a requirement for weekends and stat holidays as well?

Will there be a dedicated contact representative for CMHC who will be the individual contacting the support staff?

Are there examples of the specific types of requests (critical issues like outages, change request, questions on using the website, etc) for which CMHC seeks 1 hour response and after hour support?

Answer 12

The Granville Island website operates in Pacific Standard Time Zone. CMHC expectation is that the website is presented to the public 24 hours a day, 7 days a week. Any occurrence that does not live up to this expectation is considered as necessary for support. The contract will have a key Granville Island contact, but this is not necessarily the only person that will contact the supplier.

Question 13

On page 29, "The Contractor shall ensure that CMHC Information shall remain in Canada and expressly agree to segregate CMHC Information (whether in electronic format or in hard copy) from any other information in a database or repository physically independent from all other databases or repositories."

All our creative assets and code for the website will reside in servers located in Vancouver, Canada. However, many of our collaboration, time tracking, project management and bug tracking tools, such as Basecamp and Assembla, that we use are Software as a Service (SaaS) solutions hosted on the cloud, typically on Amazon. Basecamp is an example listed in the RFP. Will the use of these systems be allowed?

Answer 13

Yes, use of systems such as those mentioned in the question can be allowed with knowledge and approval of CMHC-Granville Island.

Question 14

Which company is currently hosting granvilleisland.com?

Answer 14

A response to this question is not available and is not considered pivotal to proponent's ability to provide a comprehensive proposal.

Question 15

On page 12, "The Granville Island website has approximately 2000 pages of static content (English and French) including 1 main website, and up to 3 microsites"

Are the 2000 pages part of OR in addition to the main site and 3 micro sites?

Do the 3 micro sites exist today? If so, what are their URLs.

Answer 15

Sites are usually campaign-based micro-sites. There are no active sites currently operating.

Question 16

On page 12, "The Granville Island website must be available 24 hours a day, seven days a week."

Website availability is largely depended on the quality of the hosting, which is out of scope for this RFP. What are CMHC's expectations with respect to this requirement for the RFP proponents?

Answer 16

As part of the maintenance portion of the contract, the expectation is the supplier will be in communication with the hosting supplier, and make technical recommendations regarding the hosting needs of granvilleisland.com

Question 17

On page 15, "4.7 Response to Statement of Work"

There is a heavy focus on content migration, processes, support, and maintenance. Aside from functional requirement 1.2, there are no requirements for the newly redesigned website on Drupal 7. Are there new features to be designed and implemented? What existing features should be kept on the new site.

Answer 17

The primary focus is to upgrade the current website to a Drupal 7 platform. Recommendations for new features to be designed should be outlined in the "Continuous Improvements" section of the RFP.

Question 18

There are general requests without specific requirement details for ongoing discussions and development of marketing plans, content management plans, technical strategies, and continuous website improvements (I.e. change requests). Is this work expected to be part of the fixed cost estimate or can cost estimates be provided once well-defined requirements are known?

Answer 18

As granvilleisland.com is a key part of Granville Island consumer communications, there is an expectation that the web supplier will be actively involved in discussions to improve both the web presence and overall communications strategies. Continuous improvement in web, digital and communications strategy is part of this RFP and should be planned and budgeted for.

Question 19

Please clarify if:

1. We are required to design a new website, importing the data from the existing website; or,
2. We use the existing design and adapt to be mobile responsive in the most appropriate way; or,
3. We will be provided Photoshop Design Files (PSD's) to style the Drupal 7 platform accordingly.

Answer 19

Option 2 is the correct answer.