



THE GOVERNOR GENERAL · LE GOUVERNEUR GÉNÉRAL

May 20th 2016

Office of the Secretary to the Governor General – Solicitation No.:OSGG-BSGG-16-1632

Request for Proposal (RFP)

Web Design and Development

Questions and Answers # 4

The following shall be read in conjunction with and shall form an integral part of the Request for Proposal (RFP).

Question 1

Under Section 3.0 Requirement, Task 3.2 Architecture, (p. 29 of 54), Has OSGG collected end user feedback? Or will we need to gather end user feedback as part of the project?

Answer 1

Please refer to Task 2: Exploration and Discovery – Client Consultation and Task 3.1 bullet a, on page 28 of 54.

Question 2

In Annex A, Statement of Work, section 2.2 - Objectives (p.21 to 22 of 54) please confirm that OSGG will be responsible for generating new images & videos?

Answer 2

The OSGG will supply some, but not all, digital images and videos.

As stated in Task 3.4, bullet ii: *“The Contractor must then develop the web content for these pages which includes copywriting and translation in the other official language of the newly created content as well as the production of any supporting media content (video, images, etc.), as required.”* (p. 29 to 30 of 54)

Question 3

In Annex A, Statement of Work, section 2.2 - Objectives, 2.2.1, bullet xiii (p. 22 of 54), Can you provide additional information on the Public Register of Arms Flags and Badges? Will the vendor need to implement single sign on?

Answer 3

It has been redeveloped using Drupal 7 and built in a modular way so that it can be easily imported in another Drupal website. It is currently not available online however; we anticipate the launch to occur this summer at which time it will replace the current reg.gg.ca. Further details will be discussed during Task 2: Exploration and Discovery – Client Consultation.

Question 4

Under section 3.0 Requirement, Task 18 - Reservation system Module (p. 36 of 54) does the Reservation System need to include a payment system?

Answer 4

No, please refer to answer 8 in the Questions and Answer document # 3 dated May 19th, 2016

Question 5

Under section 5.0 Constraints, 5.6 Scalability (p. 39 of 54), the expected traffic at the peak load is 10,000 users. Should the infrastructure only take into consideration published pages which generate static HTML, or should it also address end user input in HTML forms (with Dynamic Data)? Will peak load be only read only pages or also some dynamic pages?

Answer 5

Yes, it should address end user input in HTML forms with Dynamic Data. This will be further discussed during Task 2: Exploration and Discovery – Client Consultation.

Question 6

Under section 3.0 Requirement, Task 5.3 Theme Creation, bullet c states: *“Be responsive: the design must adapt to the wide range of devices that can be used to access the site on mobile, tablets, PC, etc.”* Could OSGG please identify the primary devices targeted for each platform (eg. iOS, Android)?

Answer 6

The OSGG is not targeting any primary devices. We require the website to be responsive no matter which device is used. We require compatibility with OS/Browsers, as stated in Task 5.3: Theme creation, bullet d (p. 31 of 54).

Question 7

Under section 2.3.6.1 – Other sites supported by GG.ca (p. 26 of 54), it states: *“The OSGG also has other websites, hosted on the same server. The Public Register of Arms, Flags and Badges (reg.gg.ca) contains all of the content created by the Canadian Heraldic Authority, which is a part of OSGG. This website has recently been redeveloped using Drupal 7. The Contractor must migrate all of the relevant content into the new gg.ca website”* Does OSGG want to migrate the entire reg.gg.ca site to the new gg.ca website and retire the reg.gg.ca completely?

Answer 7

Please refer to answer # 3 aforementioned in this document.

Question 8

Please provide all platforms on which the vendor will need to perform testing. Desktop: Windows, Mac. Mobile: iOS, Android.

Answer 8

Please refer to Task 5.3: Theme Creation, bullet d. (p. 31 of 54)

Question 9

What browsers and versions need to be supported?

Answer 9

Please refer to Task 5.3: Theme creation bullet d. (p. 31 of 54).

Question 10

Will the solution need to support offline capabilities?

Answer 10

No.

Question 11

What device types (Large desktop/Desktop/Tablets/Mobile Phones) should be supported by the new responsive web design (RWD) solution?

Answer 11

Please refer to Task 5.3: Theme Creation, bullet c. (p. 31 of 54)

Question 12

Under Annex A Statement of Work, Section 2.2 Objectives (p. 22 of 54), bullet vi states:

“Create new web content for the sites first tier of information (40 landing pages) using a storytelling approach that engages users with compelling descriptive text, photo selection and multimedia content;”

- a. Can we get a list of the 40 landing pages?
- b. Does web content mean text, images and multimedia?
- c. Is the vendor expected to create and edit videos which will become part of the new web content?
- d. Please confirm that banner images (example: for events) will be created by OSGG.
- e. Please confirm that OSGG will provide all imagery required for image production.

Answer 12

- a. The landing pages included in the scope of this project represent the top level menus as shown on GG.ca. Further details will be presented to the contractor as part of Task 3: Develop a web concept and look and feel.
- b. Yes
- c & d. The contractor will be responsible for producing graphics (including banner images) when required. OSGG will provide raw material such as images and videos that will have to be adapted by the contractor to fit the web concept and design that will be developed.
- c. See previous answer. The contractor will have to produce new images or use provided material by OSGG as required.

Question 13

Can we have access to OSGG’s new communication and branding strategy?

Answer 13

No, this will be provided only to the selected Contractor.

Question 14

Any specific fonts OSGG uses as part of the creative and branding strategy?

Answer 14

No.

Question 15

What is the governance and maintenance model expected from UX track once the application is launched?

Answer 15

This will be discussed during Task 2: Exploration and Discovery – Client Consultation.

Question 16

Is OSGG expecting the wireframes to be created using any specific tools such as (InDesign, Axure)?

Answer 16

There is no specific tool required for the creation of wireframes.

Question 17

Would it be possible to provide screen shots to supplement operational links for the portions of the site that require sign-in?

Answer 17

We would require access to the sign in portion via a staging server however, should for reason of security and privacy this is not possible, screen shots will be accepted.

Question 18

Can OSGG update RT6 to allow the use of 2 sample sites in order to show experience with Design, Structure, Colour, Editorial Style, and Multimedia Content?

Answer 18

The OSGG amended RT6 as follows and introduced an additional criterion, RT7, as per table below.

RT6	<p>Site Composition</p> <p>The Bidder should demonstrate its experience in site composition by providing one sample website and with a description of the creative approach used to</p>		<p>Points will be allocated based on rating scheme above</p>
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	<p>meet the needs of their target audience addressing each of the following:</p> <ul style="list-style-type: none"> • Design: Does the design have visual interest to engage the targeted viewer? • Structure: Does the design present information in a structured hierarchy that is simple and easy to follow? • Colour: Do the colours used create an appropriate mood relative to the target audience • Multimedia Content: is the use of multimedia content complementary to the editorial content. <p>Delete:</p> <ul style="list-style-type: none"> • Editorial Style: Are the pages written with appropriate headlines that summarize the text and are inviting? 	/470	
<p>**New** RT7</p>	<p>The Bidder should demonstrate its experience web writing by providing one sample website and with a description of the creative approach used to meet the needs of their target audience addressing the following:</p> <ul style="list-style-type: none"> • Editorial Style: Are the pages written with appropriate headlines that summarize the text and are inviting? 	/30	Points will be allocated based on rating scheme above

Question 19

Page 14: "For the purposes of bid evaluation, Annex B, Basis of Payment, will be used. The Bidder must provide all-inclusive fixed per diem rates for the Categories of Resources."

However, Annex B does not stipulate Resource Categories, as it only requests one Total Cost to complete per task. Is your expectation for vendor to provide a form of blended resource type rate? Please clarify Category of Resources.

Answer 19

As stated in Part 4 – Evaluation procedures and basis of selection, section 4.1.2 Financial Evaluation (p. 14 of 54):

“For the purposes of bid evaluation, Annex B, Basis of Payment, will be used. The Bidder must provide all-inclusive fixed per diem rates for the Categories of Resources.”

For bid evaluation and contractor selection purposes only, the evaluated price of a bid will be determined in accordance with Annex B, Basis of Payment.”

Important: *This section has been clarified and corrected as follows:*

For the purposes of bid evaluation, Annex B, Basis of Payment, will be used. The Bidder must provide all-inclusive fixed ~~per diem rates for the Categories of Resources~~—price for task completion.

Further in Annex B – Basis of Payment (p. 41 of 54) it states:

The Contractor will be paid in accordance with the following Basis of Payment for Work performed pursuant to the Contract and each Task Authorization, if applicable.

Definition of a Day/Proration: A day is defined as 7.5 hours exclusive of meal breaks. Payment will be for days actually worked with no provision for annual leave, statutory holidays and sick leave...

The para titled Definition of a Day/Proration is applicable to the All-inclusive hourly rates for Maintenance and Support (Task 10) table only.

“The Contractor will be paid as follows:

All-inclusive prices for task completion (payment is made upon completion and acceptance in accordance with the terms of the contract):

Task	Cost to Complete the Task	Task	Cost to Complete the Task
Task 1	\$	Task 14	\$
Task 2	\$	Task 15	\$
Task 3	\$	Task 16	\$
Task 4	\$	Task 17	\$
Task 5	\$	Task 18	\$
Task 6	\$	Task 19	\$
Task 7	\$	Task 20	\$
Task 8	\$	Task 21	\$
Task 9	\$	Task 22	\$
Task 11	\$	Task 23	\$
Task 12	\$	Task 24	\$
Task 13	\$	Task 25	\$
Total cost of Tasks (taxes excluded):			

All-inclusive hourly rates for Maintenance and Support (Task 10)

Task	Description	All-inclusive hourly rate (Date of Contract to Dec. 31, 2016)	Estimated Hours	All-inclusive hourly rate (Jan. 1 2017 to Dec. 31, 2017)	Estimated Hours	All-inclusive hourly rate (Jan 1, 2018 to Sep. 28, 2018)	Estimated Hours
Task 10	Maintenance and Support	\$	10	\$	100	\$	100
Total cost for Maintenance and Support (taxes excluded):							\$

Question 20

Was a 3rd party vendor and/or consultant(s) involved in assisting the RFP writing process, and are they permitted to bid?

Answer 20

Yes, a consultant was involved with a final review of the Statement of Work and Evaluation Criteria. This consultant was informed prior to his review that his contribution would result in his exclusion from this tendering process and the resulting contract opportunity.

Question 21

Was a 3rd party vendor and/or consultant(s) involved in developing the business requirements and analysis of NHWI, and are they permitted to bid?

Answer 21

Yes, a consultant was involved in developing the business requirements and analysis of the NHWI. This consultant was informed that his contribution would result in his exclusion from this tendering process and the resulting contract opportunity.

Question 22

Was a 3rd party vendor and/or consultant(s) involved in the development with other Drupal sites internally (including Intranet or sub-sites), and are they permitted to bid?

Answer 22

Yes, a resource from the Temporary Help Services procurement vehicle was involved in the development, in Drupal, of the OSGG intranet and the Heraldry public register. However, the involvement in these two (2) sites does not provide an advantage over any other potential bidders for this requirement as they are separate projects.

Question 23

Was a 3rd party vendor and/or consultant(s) involved in the evaluation of DrupalWxT variant, and are they permitted to bid?

Answer 23

No.

Question 24

Is the current 3rd party vendor involved in developing the NHP system permitted to bid?

Answer 24

The Contractor involved in developing the NHP System was informed that his contribution would result in his exclusion from this tendering process and the resulting contract opportunity.

Question 25

One of the client references we want to use does not allow its vendors to use their name, but we can use that reference if we simply state "Top 5 Financial Services Company in the US". Would this approach be acceptable to OSGG?

Answer 25

Yes

Question 26

In Task 4, it says: "The OSGG will be hosting the new website on an infrastructure outside of the OSGG Network and will not be using Software as a Service (SaaS) solution." As long as the core Drupal website is hosted on this OSGG-managed infrastructure, can selected SaaS services be used to implement specific features where it would be impractical to host these services locally?

Answer 26

Yes

Question 27

At the beginning of Annex B, it's indicated: *Payment will be for days actually worked.* Then, under A - Contract Period (From date of contract to September 28, 2018), it's indicated:

During the period of the Contract, for Work performed, in days, in accordance with the Contract, the Contractor will be paid as specified below.

But then below, under 1.0 the basis of payment is changed to be a fixed firm price per task for the completion of a deliverable - which is totally different than the above basis of payment as stated. Can you please clarify the basis of payment?

Answer 27

Please refer to answer #19 aforementioned in this document.

Question 28

If the table for on price per task is for evaluation purposes only, we would ask:

- a) it be removed from the Basis of Payment and added to the Financial Proposal
- b) it be labelled "For evaluation purposes only"
- c) the \$ column be changed to effort in days (7.5hrs/day)

Answer 28

The OSGG will not be amending the basis of payment including the price per task table.