



Canadian Tourism
Commission

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Negotiated Request for Proposal DC-2016-JW-01 Intranet Platform System Addendum #1

NRFP DC-2016-JW-01 Intranet Platform System

Close Date/Time:

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Issue Date: December 7, 2016 **From:** DC Procurement

To: All Vendors **E-mail:** procurement@destinationcanada.com

Below are answers to question(s) submitted in regards to the above noted NRFP as of November 28, 2016.

Q1. How many internal stakeholder groups are there to work with to discover overall business goals and objectives? How many users are on the “Champion” roll-out team?

Answer: DC anticipates a team of approximately 10-15 internal stakeholders will champion the intranet implementation.

Q2. Has any work towards strategy, sitemap, and navigation started and can you share the results?

Answer: DC does not currently have any shareable results. It is, however, DC’s preference to have an off the shelf solution rather than a customized platform.

Q3. Approximately how much data storage is DC currently using to support the existing solution or anticipates using?

Answer: DC anticipates approximately 10GB of data storage will be required. However, DC expects the successful proponent will have the expertise to determine how much is necessary.

Q4. Approximately, how many pages, documents, articles would need to be migrated including French and English? How many different file formats exist? Is the content currently stored in a database? If yes, what type of database?

Answer: It is currently unknown how much content would need to be pulled from the current intranet, however, DC estimates approximate 200 documents, each in French and English. DC will review and filter content for relevancy prior to migration. The files are in pdf, excel, word, and image files formats. Some content/files are embedded within the webpages, whereas other files are stored in a web server repository.

Q5. Does your current Intranet allow you to export content?

Answer: Yes, the current DC intranet has the capability to download content. DC will review and filter content for relevancy prior to exporting.

Q6. Do you currently use any internal systems, programs, or applications that you wish to synchronize with the website - other than Active Directory?

Answer: DC currently does not have any synchronized internal systems, programs, or applications. The current DC intranet contains only links to the other external systems.

Q7. Section E.1.1 requires confirmation that proponents can meet the “mobile software application” desirable criteria. Please elaborate on what this would be?

Answer: In addition to a mobile friendly site, which is a mandatory requirement, DC is exploring the option of a mobile app designed to access some content from the DC intranet site, such as contact information, latest news, and shared calendars. A mobile app is a desirable criterion only and is not mandatory.

Q8. Having an idea of the anticipated budget helps us identify the best solutions within the scale of the mandate. We always try to keep costs at a minimum. Keeping in mind that we want to deliver the best value, can you provide us an idea or range of the estimated budget?

Answer: DC currently has an annual budget of approximately \$10,000.

Q9. What platform or Content Management System (CMS) is the current Intranet built in (I.e. Share Point, Custom Build, WordPress)?

Answer: The current DC Intranet platform is Drupal.

Q10. Do you have a preference for a CMS at this time?

Answer: No, DC does not have a CMS preference at this time.

Q11. For user profiles, will profile data be pulled from Active Directory, managed directly in the intranet using internal profiles tools, or a combination of both?

Answer: The user profile data will be pulled directly in the intranet using internal profiles tools.

Q12. Are you open to additional features and functionalities which may benefit your organization and its team members?

Answer: Yes, DC is interested in a solution that provides the best value for money, such as an intranet solution that saves time and creates efficiencies within DC.

Q13. Will all team members utilize Microsoft Office?

Answer: Yes, all DC team members will use Microsoft Office.

Q14. Is versioning of documents important to you?

Answer: Yes, versioning of documents is important to DC.

Q17. When would the Crisis pages be used? Does DC anticipate that the dark site will be a separate site all together or a sub-site? Would each DC office require their own crisis pages and plans?

Answer: DC anticipates having only one crisis/dark site for all of DC, not separate for each office. It will be a sub-site (hidden).

Q18. Please expand on the DC organizational chart function? How many employees will be included in the organizational chart?

Answer: DC has approximately 150 employees, including international contractors, those of whom are not employees but work very closely with the DC teams. At a basic level, the organizational chart shall diagram the structure of DC. Ideally, however, the organizational chart function would tie into

the Active Directory, SAP, or our HRIS; it would update automatically from SAP or ADP, and show colleagues, work groups, and project teams.

Q19. For DC's bilingual support, will every page and document have a French and English equivalent or will DC have some content only in English and some only in French?

Answer: Every page will have an English and French version.

Q20. Is there an event that is driving the mid-February timeline? Based on the timelines outlined in Section H.1, contract negotiations will be completed at the end of January, 2017. Based on this timeframe, is the launch date of mid-February 2017 still applicable, or should this launch date be adjusted to February 2018?

Answer: The contract for the current DC intranet expires in February. Therefore, the goal launch date is mid-February 2017. Timelines are negotiable depending on the system and the implementation schedule, however, the intranet platform system needs to be implemented by Q2 2017.

Q21. Will DC consider open source and proprietary solutions equally in the selection process?

Answer: Yes, DC will consider open source and proprietary solutions equally in the selection process.

Q22. Section F.1 Proposed Pricing Detail – The physical content migration is typically left to the client. It is recommended that future content owners are engaged in migrating existing content onto the new intranet, as this enhances their intranet skills and creates a sense of ownership. However, training and support in content migration can be provided to DC which includes content inventory and audit as well as a content migration approach. Would this be suitable for DC, and should the proposed training and support costs be included under Section F.1 - Content Migration?

Answer: DC would be open to this approach and will have a plan to create/migrate the appropriate content. Please specify the applicable costs associated.