

**QUESTIONS AND ANSWERS
ADDENDUM #2**

RFP 2018-0329

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- 1. Title** CDIC Managed Web Services
Addendum #2
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- 2. Requests for Clarification** The following questions and answers are added as an addendum to CDIC RFP 2018-0329.
- Q1. *Whether companies from Outside Canada can apply for this? (like, from India or USA)***
- A1. Yes, CDIC will consider proposals from outside of Canada.
- Q2. *Whether we need to come over there for meetings?***
- A2. Bidders who are invited to deliver a presentation as per “Schedule B – Evaluation and Selection Process” may be required to do so, at CDIC’s discretion, at CDIC’s offices in either Toronto, Ontario or Ottawa, Ontario. Any costs incurred by the bidder for preparation and attendance in respect of the presentation to CDIC shall be at the bidder’s expense and not reimbursed by CDIC.
- There may be other requirements for the selected candidate to travel, for which Pre-Approved Expenses will be paid as described in “Schedule F – Professional Services Agreement”.
- Q3. *Can we perform the tasks (related to RFP) outside Canada? (like, from India or USA)***
- A3. The Services as set out in the RFP can be performed outside of Canada provided the selected candidate meets all requirements of the Agreement, specifically as they relate to protected information and security.
- Q4. *Can we submit the proposals via email?***
- A4. Details regarding proposal submission can be found in Section 7 “Proposal Delivery” of the RFP.
- Q5. *Can you confirm CDIC requires full-text indexing on search results, allowing the text within attached file assets to be searchable?***
- A5. Yes, CDIC requires full text indexing on search results including attached file assets.

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Q6. Do search results need to support a page thumbnail preview and “View Library” functions?

A6. No.

Q7. Is the expectation to have the vendor include any content migration or theme/design migration as part of the beta site and fixed price?

A7. The vendor is expected to recreate the current CDIC design in their provided WCMS.

Website migration services are to be supplied in Table C of Schedule “D” – Financial Offer Requirements and Evaluation and shall not form part of the Evaluated Price. This is an optional service.

Q8. Is the expectation to have the vendor include itemized functionality required as per section 2, including a base theme which meets WCAG 2.0 AAA as part of the beta site and fixed price?

A8. Yes. CDIC will only be responsible for accessibility of in-page content.

Q9. Our platform does not support ASPX, .NET or Sharepoint functions, can you confirm that this is not a requirement, and the intent for pages with forms or custom widgets;

a. <http://www.cdic.ca/en/about-di/calculate-coverage/Pages/estimator.aspx>

b. <http://www.cdic.ca/layouts/15/Estimator/index.html?embedded=y#En>

c. <http://www.cdic.ca/en/about-di/federal-credit-union/Pages/default.aspx>

A9. This is not a requirement. Pages with custom forms or widgets will be recreated by CDIC.

Q10. For mandatory 7, Our cloud partner is certified Protected B and complies to security standards required, however our organization only has DOC (Designated Organization Clearance) and not DSC (Document Safeguarding Capability) as it does not apply to our direct facility, only to hosting. Can you change the DSC to specify DOS instead?

A10. A DOS is acceptable if data is not being stored at your facility. DSC is required for the hosting facility.

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Q11. *Best in class uptime for complex, front-facing customer applications is 99.95% not 99.999%; this translates to a difference of roughly 17 minutes of uptime per month. Would CDIC be willing to change this requirement to ensure a maximum amount of best-in-class vendors respond?*

A11. CDIC will accept 99.99% System Availability and 99.95% Application Availability for the Production Environment.

Q12. *Could you describe inefficiencies related to current CMS workflows/processes as well as their business impact? Could CDIC provide KPIs for this initiative? How will success be measured?*

A12. CDIC is looking for a solution that addresses the requirements in Schedule "A" – Statement of Work.

Q13. *Is CDIC using any open source software currently within its environment? If so, which flavor? If not, would the organization be willing to consider Open Source for this project?*

A13. No open-source software is currently in use. CDIC is willing to consider open source software that meets the requirements as outlined in Schedule "A" - Statement of Work.

Q14. *Drupal is the CMS powering some of the largest Government Agencies in the world including IRS, Australian Government, the White House and others. Does CDIC staff have any experience working with Drupal? Are there any internal regulations that would prevent the organization from considering Drupal for this project?*

A14. CDIC has minimal experience working with Drupal. CDIC is willing to consider open-source software (including Drupal) that meets the requirements as outlined in Schedule "A" - Statement of Work.

Q15. *Is CDIC currently leveraging a Performance Monitoring and Management solution such as New Relic?*

A15. CDIC is not using these tools for the CDIC Website.

Q16. *Can we consider cloud hosting options like AWS and/or Azure? If so, is there a requirement for the content and data to reside in Canada?*

A16. Yes. Cloud hosting options can be considered provided they meet the requirements of Schedule "A" – Statement of Work and specifically Section

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3.4.1.1 of the same. Only Protected B content and data must reside in Canada.

Q17. *Can we consider open source CMS systems, like Drupal, for the solution?*

A17. CDIC is willing to consider open-source software (including Drupal) that meets the requirements as outlined in Schedule "A" - Statement of Work.

Q18. *Is there a preference for the underlying OS? Linux or Windows?*

A18. CDIC has no preference of underlying Operating System.

Q19. *Are there currently Development, Staging and Production environments for the current site?*

A19. CDIC currently operates Authoring, Staging, and Production environments for the CDIC Website.

Q20. *Does the site need to be adaptive or responsive for mobile, is there a preference? (Current site is adaptive, why?)*

A20. CDIC requires a responsive site for mobile. The current site is adaptive as an interim design enhancement.

Q21. *Can we get the current sitemap?*

A21. Current website statistics including page count can be found in Schedule "A-2" - Current Website Information. A recent sitemap of the CDIC Website (excluding Dark Site) can be found on Buyandsell.gc.ca. The Dark Site consists of approximately 20 pages (10 English and 10 French)

Q22. *Is there any google analytics you can share at this time?*

A22. Current website statistics can be found in Schedule "A-2" – Current Website Information.

Q23. *Are there any integrations with apps? eg. calculator page*

A23. No.

Q24. *Does the calculator (and any other integrations) need to be mobile friendly?*

A24. No.

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Q25. *What happens the existing SharePoint site once new site is launched? Will it be sunsetted? Or, will it be used as file repo for the site?*

A25. The CDIC Website will be replaced by the New Website and will not be used as a file repo.

Q26. *Is there any existing user research data available to assist the UX audit (User Personas, Journey Maps etc.)?*

A26. No additional information is available.

Q27. *Can we further elaborate on the stakeholders and clients to better understand our target user (Age, Gender, Income, Tech-savviness), and their goals when visiting the site?*

A27. No additional information is available. The CDIC Website is targeted at all Canadians.

Q28. *Is there a Brand / Style guide available to ensure the design is consistent with current site (Colour Palette, Typography, Iconography, Grid and Layout etc.)?*

A28. Section 2.1.8 of Schedule "A" – Statement of Work specifies that "The New Website will broadly adhere to the branding and page layouts of the CDIC Website." A style guide will be made available to the selected candidate.

Q29. *With respect to server availability, would 99.995% be acceptable?*

A29. CDIC will accept 99.99% system availability and 99.95% application availability for the Production Environment.

Q30. *Do you have a preference as to the programming language for the back end? (PHP, .NET, JAVA, ETC?)*

A30. CDIC has no preference in terms of programming language.

Q31. *How much autonomy is desired with the CMS (simple content updates or creation of new pages)?*

A31. Section 2.1.9 of Schedule "A" – Statement of Work specifies that "It is CDIC's intention that web content will be created and edited primarily by CDIC communications staff." This includes the creation of new pages.

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Q32. Will the CMS content be used for other applications (e.g., mobile application, kiosk)?

A32. No.

Q33. Do you need approval workflows in the CMS? If so, can you describe them?

A33. No.

Q34. Is the solution required to allow for content customization?

A34. No.

Q35. Is the solution required to support more than two languages (English and French)?

A35. No.

Q36. Do you have any legal or technical restrictions in terms of cloud hosting? (Must 100% of the data be hosted in Canada, for example?)

A36. Cloud hosting options can be considered provided they meet the requirements of Schedule "A" – Statement of Work and specifically Section 3.4.1.1 of the same. Only Protected B content and data must reside in Canada.

Q37. Could you clarify your expectations in terms of optimization of the new ecosystem?

A37. CDIC has no non-standard requirements for search engine optimization.

Q38. Schedule A, Statement of Work Section 3.4 a) states: "The Authoring and Staging environments must be able to securely store documents up to and including Protected B..." Will a new SA&A process be required or is it sufficient that the Authoring and Staging environments be hosted in existing facilities that already serve that purpose for other customers?

A38. CDIC will accept being hosted in existing facilities already serving this purpose for other customers.

Q39. Schedule A, Statement of Work Section 3.4 e) Assuming the design and implementation align with ITSG-33 we assume a full SA&A is not required within the scope of the delivery of this service. Please confirm.

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A39. This is correct.

Q40. Schedule A, Statement of Work Section 3.4 c) states: "...data in the authoring and staging area must be encrypted in transit and at rest and be isolated (zoned) from other tenants and the production site(s)." Please confirm virtual isolation is acceptable to CDIC.

A40. Virtual isolation is acceptable.

Q41. Schedule D, Section 5.1, item 4, please confirm:

- 1. Bidders are to include public internet access as part of the Breakdown of Costs for Website Hosting Services/Environment Management;**
- 2. The number of physical links to be included, and**
- 3. The bandwidth size Bidders should include.**

A41. 1. Bidders should include all costs pertaining to the Managed Web Service. This will also include public internet access.

2. CDIC does not have a specific requirement for number of physical links.

3. The bidder is expected to provide the necessary bandwidth to handle current and future traffic increases, as specified in Section 3.3.5 of Schedule "A" – Statement of Work.

Q42. Schedule A, Statement of Work Section 3.4 a) confirms "the Authoring and Staging environments must be able to securely store documents up to and including Protected B". We assume the Sandbox environment requires Protected B, please confirm.

A42. The Sandbox Environment requires the ability to store Protected B content.

Q43. How many web properties will be hosted by the Managed Web Services Contractor?

A43. There are currently 4 web properties that will be hosted. These are the CDIC Website, cdic.ca, its French equivalent, sadc.ca, and two associated subdomains.

Q44. Does CDIC host their own DNS today or is it hosted with a 3rd party service provider?

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A44. CDIC DNS is hosted by a third party service provider.

Q45. Schedule A, Statement of Work 3.3.5 c) states: “Must be able to handle key peak activity periods for the New Website during Critical Publishing Periods, when the Dark Site is live or about to go live. Volume and Capacity.” Please confirm the metrics included in Schedule A-2 include the Dark Site peak periods.

A45. The metrics in Schedule A-2 include the Dark Site peak periods.

Q46. Please provide 5-year historical information on frequency (i.e.: 1-per year) of dark site go live periods.

A46. There has not been a requirement to activate the Dark Site during this time period.

3. Schedule “A” – Statement of Work

Table 1: Service Levels for Normal Operations found in Section 3.3.2 of Schedule “A” – Statement of Work is updated as follows:

	Production	Content Staging	Content Authoring and Sandbox
System Availability*	99.99%	99.9%	99.9%
Application Availability**	99.95% Extended Service Hours (24 x 7)	99.9% Extended Service Hours (24 x 7)	99.9% Standard Service Hours (8am – 8pm 5 days/wk)
Incident Response Time	15 minutes	15 minutes	1 hour
Performance	Maximum of 4 second response times for client-side uncached page loads ¹	Maximum of 5 second response times for uncached page loads – front end and	Maximum of 5 second response times for uncached page loads – front end and administration panel

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		administration panel	
Backup Frequency	Daily	Daily	Daily

¹It is expected that the selected candidate’s solution will scale over time to continue to meet the needs of CDIC users and traffic.

***System Availability** refers to availability of the New Website to the public via web browser.

****Application Availability** refers to the WCMS and other applications which control the New Website and the publishing process (back end operations).

4. Mandatory Requirements

Mandatory Requirement M4 is added to Schedule “C” – Technical Offer Requirements and Evaluation as follows:

M4	The proposed solution must use responsive design for mobile.	_____ MET
	Have you met this requirement?	_____ NOT MET

All other terms and conditions of the RFP remain unchanged.