

**QUESTIONS AND ANSWERS
ADDENDUM #1**

RFP 2019-2051

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| 1. Title | CDIC Managed Web Services
Addendum #1 |
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| 2. Requests for Clarification | The following questions and answers are added as an addendum to CDIC RFP 2019-2051. |
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Q1. *Has CDIC evaluated any WCMS platforms or have any preferences to .NET vs. Open Source solutions?*

A1. CDIC has not conducted any formal evaluations of WCMS platforms. As stated in Attachment 1, Question and Answer 13, CDIC is willing to consider solutions that address the requirements in Schedule "A" – Statement of Work.

Q2. *Section 2.1.6 mentions the selected candidate will be responsible for making usability improvements to navigation and layout for users on mobile devices. Is CDIC seeking a full website redesign or simply navigational/design enhancements? Will there be any level of support required for website strategy, usability design, persona creation, content audits, etc?*

A2. CDIC is only seeking navigational and design enhancements as part of the migration of the current website design into the selected candidate's WCMS. No support will be required for the other items listed.

Q3. *Is the current website integrated with any other third party platforms like CRM (Salesforce or Dynamics), Marketing Automation (Pardot, HubSpot, Marketo, etc), or any other third party applications? If so, will CDIC require development services to integrate the selected CMS with these platforms?*

A3. There are no third-party integrations requiring development services.

Q4. *Is CDIC open to going through a technology assessment/discovery engagement to review and recommend an appropriate WCMS platform?*

A4. CDIC expects the selected candidate to recommend and implement a WCMS platform that is appropriate and meets the requirements outlined in Schedule "A" – Statement of Work.

Q5. *Is CDIC open to leveraging an on-premise WCMS solution that is hosted in a cloud environment such as AWS or Azure?*

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- A5. The intent of this project is that there will be no on-premises elements of this solution as defined in Schedule "A" Statement of Work.
- Q6. *As it pertains to website design changes, is CDIC open to conducting usability testing & studies to better understand how users are interacting with the website today and where any changes should be made?***
- A6. This is not a requirement in Schedule "A" – Statement of Work.
- Q7. *Is there an anticipated budget allocated for WCMS licensing? Development services? Hosting?***
- A7. No.
- Q8. *Will CDIC require any kind of personalization functionality in the selected WCMS?***
- A8. No.
- Q9. *Is there any anticipated new functionality outside of the current website that will part of the new website?***
- A9. No.
- Q10. *Are you open to Drupal as the CMS for this project?***
- A10. As stated in Attachment 1, Question and Answer 14, CDIC is willing to consider open-source software (including Drupal) that meets the requirements as outline in Schedule "A" – Statement of Work.
- Q11. *Is there an incumbent for this project?***
- A11. There is no incumbent providing a full Managed Web Service, as defined in Schedule "A" – Statement of Work.
- Q12. *Do you have a preference for a proprietary or open source system?***
- A12. No. CDIC is willing to consider solutions that address the requirements in Schedule "A" – Statement of Work
- Q13. *Do you have any technology preferences for this project?***
- A13. No. CDIC is willing to consider solutions that address the requirements in Schedule "A" – Statement of Work
- Q14. *Is there a budget range for this project?***
- A14. No.
- Q15. *Can CDIC extend the Question deadline in order for us to do our due diligence on thoroughly reviewing the RFP.***

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- A15. The deadline for requests for clarifications remains unchanged as July 27, 2018 12:00 pm (noon) Ottawa local time
- Q16. Can CDIC extend the submission deadline to September Friday 28th, 2:00 pm due to summer vacations/holidays and in order to for proponents to develop a quality proposal.**
- A16. The deadline for Proposals of the RFP remains unchanged as August 31, 2018 12:00 pm (noon) Ottawa local time.
- Q17. Can CDIC confirm that the only changes from RFP 2018-0329 to RFP 2019-2051 are the 4 changes listed on Page 1 of revised RFP in Section 2. Introduction.**
- A17. Yes. Confirmed.
- Q18. For Table 1 in Schedule A – 3.3.2 Availability, Performance and Reliability Requirements (Page 14), the requirement states:**
“Maximum of 4 second response times for client-side uncached page loads”
Web Pages vary in size and web content such as images and video, please confirm the page format required to meet this requirement.
- A18. The page format for this requirement refers to text-based content within the WCMS page template. The WCMS page template includes stylesheets, images and any code necessary for the functionality of the web page.
- Q19. Schedule A – 3.1 Technical Requirements c) (Page 11) – states the following:**
“... c) HTML5 / XHTML-strict code that validates using independent validator services (such as w3c.org)”
Does the existing website HTML code validate using independent validator services? Will the winning candidate be required to clean up the existing code if it is not compliant?
- A19. The existing site does not validate due to a combination of in-page content and template issues. The selected candidate is expected to address design-layer (template) issues as part of the build in their recommended WCMS. In-page (content) issues will be the responsibility of CDIC.
- Q20. Schedule A – 4 Deliverables and Project Plan (Page 18) states the following:**
“ ... The switch from the CDIC Website to the New Website is expected to be seamless for CDIC employees and public web users. ...”
Can CDIC define “seamless experience”. What about the impacts of expected HTML enhancements for AAA compatibility and Training of CDIC users?

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A20. CDIC defines “seamless experience” as a launch that will not result in broken links, site downtime, or user confusion resulting from a dramatically different site design. As outlined in Section 5 “Training and Documentation” of Schedule “A” – Statement of Work, the selected candidate shall deliver a user guide and training for the WCMS.

No training on AAA compatibility is required.

Q21. Schedule A – 4 Deliverables and Project Plan (Page 18) states the following:

“... Two weeks prior to the New Website launch, CDIC will provide all URLs from the CDIC Website that require re-directs to URLs on the New Website.”

Does this mean that there will be a moratorium on website updates (at least new pages and URLs) during the two weeks leading up to the implementation of the new website?

A21. CDIC will make best efforts to implement a moratorium on website updates and new content during this period. However, any urgent, new content added during this period will need to be available on the New Website at launch.

Q22. Schedule A – 5 Training and Documentation a) (Page 18) states the following:

“a) WCMS user guide for entire site maintenance; and”

We assume training is specific to the WCMS only. Can CDIC confirm?

A22. Training should include the operation of the WCMS and any other elements of the solution required for CDIC to manage its content in the New Website.

Q23. Schedule A – 6.2 Content Migration Services (Page 19) states the following:

“CDIC may require services to migrate all publicly accessible CDIC Website content to the Beta Website.”

In another section of the RFP there is a requirement to recreate the site architecture. We understand that to mean to create the site pages (and possibly menu structures). Does this mean that the winning candidate will create the empty pages and that the CDIC may ask the winning candidate to transfer the existing content for these pages to the Beta website (while correcting the accessibility issues)?

A23. Yes.

Q24. For Schedule D – 5.2 - Table B (Page 39). Please confirm required bandwidth pricing is for CDN services only.

A24. The respondent is to provide all pricing required to ensure the availability of the New Website.

Q25. Are you open to an Azure solution?

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A25. Yes. CDIC is willing to consider solutions that address the requirements in Schedule "A" – Statement of Work

Q26. Are you open to a on/off shore support model?

A26. CDIC is willing to consider support models that address the security and data residency requirements in Schedule "A" – Statement of Work.

Q27. For the secure content, do you need password self-service options?

A27. No.

Q28. Can you please explain the "Launch Services"? Does it require any online or local promotion such as launch party or ad campaigns?

A28. This refers to the actual switchover from the CDIC Website to the New Website. It does not require promotion.

Q29. Is WCAG AAA requirements testing to be validated by CDIC or do you expect the vendor for final validation?

A29. CDIC will perform testing to ensure the Beta Website meets the requirements outlined in Schedule "A" – Statement of Work, including those relating to accessibility.

Q30. Is the requirement to replicate the calculators on the current site or are they going to go through improvements in terms of functionality?

A30. Calculators will be the responsibility of CDIC.

Q31. Is there an incumbent providing the support services in scope?

A31. There is no incumbent providing a full Managed Web Service, as defined in Schedule "A" – Statement of Work.

Q32. What is the current spend for the incumbent?

A32. There is no incumbent providing a full Managed Web Service, as defined in Schedule "A" – Statement of Work.

Q33. Is there a change management protocol that CDIC would like us to follow or can we propose our own methodology?

A33. Respondents may propose their own methodology.

Q34. Is there a need for approval workflow for the changes in different environments?

A34. Infrastructure changes in all environments are the responsibility of the vendor. CDIC expects that changes will not impact availability of the system outside of approved maintenance hours.

CDIC does not require approval workflow for promoting content between environments (authoring to production etc.) as this will be granted based on role.

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Q35 *In most RFPs I have participated in, the RFP producer provides attachments of the various sections (profile, technical response, financials, etc.) containing the questions for the respective vendors to complete so that you receive a consistent format for easier comparison. Are there templates/spreadsheets available for this RFP and if so where can I find them?*

A35. There are no templates or spreadsheets. This RFP outlines the requirements and submission instructions.

All other terms and conditions of the RFP remain unchanged.