



RFP 2021-14 - New SCC Corporate Website

Questions and Answers - Part 2

Scope:

- Are there any functional requirements docs, use cases, etc., for your current system or the planned system? If not, please confirm that the requirements gathering and documentation will be part of the solution process?
 - **Yes, this will be part of the Design and Development phase – see page 12.**
- Can you please describe your pain points with your current solution? For example, this could refer to specific components such as: Analytics; Search Engine; CMS , Training/ Support, Integrations (specific feedback regarding RecTrac, Energov, Show-me courts, YouTube, Google, payment portals, etc.), reports
 - **See page 9 for expected business objectives.**
- Does SCC currently use payment portals/gateways? If so, can you please provide details and confirm if you plan to continue using them for this solution and are you open to migration and/or consolidation?
 - **No**
- Reports – can SCC provide examples of the reports required and advice what modifications are required? Are there some elements that are not required in the new system?
 - **Any content from the Website or Business Apps currently available to the systems in Drupal 7 are expected to have be migrated to Drupal 9.**
- Approximately how many people access the current site daily?
 - **See page 8 for usage metrics. Site usage distribution does not experience large peaks/valleys and is concentrated during weekday business hours**
- Please describe the social media integrations that are of interest.
 - **Twitter, Facebook, YouTube, LinkedIn**
- Technology: Can you please describe your current architecture?
 - **See page 7/8 of the RFP**
- Data Migration – What is your current database system? Is it all in one Database or are there multiple sources? If so, please provide details.
 - **See page 8 of the RFP**

UX/UI:

- Please confirm that SCC will participate in the recruiting process of stakeholders/ end users for user research and usability tests.
 - **Yes, per page 12 – SCC will conduct usability and audience testing with deliverables provided by the Proponent**

- Is the current website style guide (Desktop & Mobile) going to be changed completely, or will some parts of it only be changed?
 - **See page 12**
- Does SCC have the user research outputs completed when building the current website? If yes, can SCC please share access to the information?
 - **Documentation will be shared during the design phase.**
- Please confirm if the branding will remain the same or if there will be required changes? (Logo and branding colors)
 - **SCC has a new branding guideline and there will be required changes.**

Hosting:

- Can you please advise if you have a preferred hosting provider? (AWS; Azure etc.)
 - **No preference, if it is in the provider's environment the data and administration of the platform meet the M.30 requirement as detailed in the RFP.**

Testing:

- Performance Testing -Can you please confirm how many concurrent users does the website require to be load balanced? Please confirm what the baseline KPIs the solution must meet?
 - **See page 12 for metrics. Performance testing KPI's will be agreed upon by proponent and SCC during the deployment phase.**
- Please confirm What the security baseline metrics that are required to be met
 - **PROTECTED B / Medium Integrity / Medium Availability see link for details - <https://cyber.gc.ca/en/guidance/annex-4a-profile-1-protected-b-medium-integrity-medium-availability-itsq-33>**
 - **We are also exploring ISO/IEC 27001:2013**
- Please confirm if vulnerability testing is required
 - **Yes, it is important to reduce the risk scope considering the data of the business applications and make sure that all known web vulnerabilities (OWASP) are addressed (patched or protected by a security appliance) before go-live.**
- Please confirm if any automation in testing is required
 - **As the provider of the solution, you are at liberty to leverage automation in testing**
- Please confirm if any tool for test management exists or any preference?
 - **As the provider of the solution, you are at liberty to use any test management solution**



- Please confirm defect management tool exists or any preference?
 - **As part of the Solution Support – SCC staff will leverage provider tools for defect management and allow staff to report/track bugs and defects.**

Project Management:

- Can you please describe the ideal length of time the new website should be launched within (Indicative release/launch date)?
 - **We expect this new website to be launched within 12 months – definitive schedule will be confirmed as part of design process.**
- Does SCC have any experience with Agile delivery methodologies?
 - **Yes**

Support:

- Application maintenance Services offered is tailored to each client's business application needs - Please confirm that SCC requires 9-5PM support for both system admin/development services or is there other coverage hours required for the website?
 - **Support is expected to follow weekday business hours 9-5.**
- Do you have an existing partner you are working with? Will they be bidding on the new project?
 - **SCC staff manages the existing website and its content. 2 separate external consultations were done in 2019 and again in 2020 to evaluate website capabilities.**
- I just wanted to confirm that we can paste the requirements tables into the body of our response as the PDF does not allow for enough space to type our answers in?
 - **No issue**
- Can we reference the body of our proposal when answering each specific requirement in the various requirement tables? Or do we need to only include answers within those specific tables?
 - **No issue. Responses should all be contained within the submission.**