



PURCHASING SECTION
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ADDENDUM No. 2

REQUEST FOR PROPOSALS (RFP) NO.:	1220-030-2018-024
TITLE:	DRUPAL HOSTING SOLUTION
ADDENDUM ISSUE DATE:	SEPTEMBER 21, 2018
CLOSING DATE:	OCTOBER 4, 2018 @ 3:00 P.M.

INFORMATION FOR PROPONENTS

This Addendum is issued to provide additional information and clarifications to the RFP for the above named project, to the extent referenced and shall become a part thereof. No consideration will be allowed for extras due to the Proponent not being familiar with this addendum. This Addendum No. 2 contains two (2) pages.

QUESTIONS AND ANSWERS:

Q.1. For the information requested in Schedule C, would you prefer we entered our response in the “Schedule C” document that you provided, or could our response to that section be in a separate document?

A.1. “Schedule C – Form of Proposal” must be returned completed and signed. It is the City’s preference that Proponent’s provide their responses using the Schedules C-1 through Schedules C-5, including Schedule C-5-1, as provided and add additional pages as necessary. Proponent’s may provide their responses in a different format or export the Schedules as provided into their own documents.

Q.2. If the size of our files exceeds 10mb, would it be acceptable to send a link to our proposal files?

A.2. The City does not accept Proposals via links to third party sites. If files exceed 10mb, please submit your Proposal in multiple e-mails and number the e-mail as well as the total number of e-mails. For example, “e-mail 1 of 3”, “e-mail 2 of 3”, etcetera.

Note: PDF emailed Proposals are preferred and the City will confirm receipt of emails. Note that the maximum file size the City can receive is 10Mb. If sending large email attachments, Proponents should phone to confirm receipt. A Proponent bears all risk that the City’s equipment functions properly so that the Proposal is submitted on time.

Q.3. Hosting is separate from build? If so, how are Service Level and Support Requirements affected?

- A.3. The City is unable to answer this question. Through this process the City is seeking the expertise from Proponents on how this should be handled. The service level and support requirements may alter depending on the nature of the Proposals received.
- Q.4. Does OpenText support turning off sections of the site to allow for iterative launch with Drupal?
- A.4. The way a staged launch could work in OpenText would be a redirect of parent pages and their children to the new site. We are open to this approach but one of the issues to consider (outside of the jarring user experience) would be that the IA will be changing from the old site to the new, making the redirect mapping challenging.
- Q.5. Can we do a bulk export of data from OpenText?
- A.5. Similar to our responses during the information meeting, we can confirm there is no easy way to export the data from OpenText cleanly because of the way that OpenText nests content within a page and the way it structures its content within its database, any solution that pulls data out will need to understand the context of the overall page content to put together a proper web page. It's possible to export the content to a CSV file which would be imported into a tool to be used for auditing, flagging old content, etc. (one the City has researched but has not formally selected is Gather Content, which has an available Drupal module.) An XML export from OpenText may also be possible. Something to consider is that any of the exports (either to CSV or XML) might create a relatively clean content map within a page, but it will still require manual cleaning, mapping and massaging into the new Drupal templates even if a tool is able to take a first pass at importing the data.
- Q.6. We have a question relating to the Cloud Sec Requirement in Schedule C-3-1 for the Drupal hosting RFP Reference No: 1220-030-2018-024. The question is as follows: Will the City consider reselling situations, whereby the Proponent resells the IaaS component from a vendor? In such scenarios, being able to respond to specific requirements outlined in the Cloud Sec Requirements would not be possible.
- A.6. The City is open to any Proposals that address the City's requirements. In the described Proposal above, or any Proposal utilizing more than one Consultant, the Proponent needs to clearly describe which Consultant(s) and/or sub-Consultant(s) will be delivering which aspects of the Proposal.
- Q.7. Another question came up from the Drupal Hosting Solution RFP that we wanted to ask the City: It is stated under Schedule A – Scope of Services, Current State that, "At this time, we are only seeking a host to host and support our Drupal sites." Can the City please elaborate or clarify what is meant by 'only seeking a host'? Would the City consider reselling situations whereby the Proponent resells and manages the hosting from another vendor?
- A.7. It is important that all requirements from both the Drupal Hosting RFP and the Surrey.ca Redesign (related) RFP (RFP #: 1220-030-2018-038) are met. Also, the City must have the ability and flexibility to leverage the open source Drupal platform. This means the City will also require the flexibility to have internal resources and other external vendors to have access ability to manage and develop code, content, configuration, etc.

END OF ADDENDUM