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ADDENDUM No. 3

REQUEST FOR PROPOSALS (RFP) NO.: 1220-030-2018-038

TITLE: CITY OF SURREY WEBSITE REDESIGN & CMS
REPLACEMENT

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. 3 contains four (4) 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. Any page weight requirements? In the case of paint requirements in #2112 and #2113, is there a specific connection type considered as typical? Is this mobile or desktop specific?
- A.3. The City's overall approach to web sites and applications is anywhere, anytime, from any device.
- Q.4. Any accessibility requirements beyond wcag2.0-AA requirements
- A.4. Nothing beyond WCAG2.0-AA.
- Q.5. More details on the Google Translate requirement, we understand that it is used mainly for emergency, is there an example?
- A.5. I believe this was a misunderstanding of our requirements. We use Google Translate in all situations *except* emergencies. In emergency situations, we publish communications in other languages in PDF format.
- Q.6. More details on the Login Radius CIAM platform integration requirement, we know that we won't be working the Portal for this round.
- A.6. The Login Radius CIAM platform is a PaaS used by the City to create and centralize a single customer account to access the City's digital services. Development work should be performed with an architectural eye to future integration with this platform.
- Q.7. What is the use case driving the "Ability to support integration with employee directory data file" requirement (2042)?
- A.7. We currently have an OpenText module that reads an XML file with employee contact information (aka Employee directory.) that our HR systems have generated and presents it to the users. We will need the same or better in the new site.
- Q.8. Any requirements on how data is stored and accessed coming from Form Builder (2062)? Is there a need to provide an audit log for access to this data?
- A.8. The data must be stored and always reside within the Canada and be accessed via a Spreadsheet (XSLX/CSV) export. Form responses that contain personal and sensitive data cannot be transmitted over email. Logging is required in order to determine who has accessed any personal and/or sensitive data.
- Q.9. More details on #2068. Which payment systems?
- A.9. Currently the City utilizes Moneris for both Hosted Pay Page and Hosted Tokenization integrations.
- Q.10. More details on #2073. Which systems? Which specs?
- A.10. The systems will provide integration points that will include APIs, files, or other structured data feeds, as well as the ability to embed via iFrames.
- Q.11. More details on #2074. Please clarify on "Branching". Is this different from #2075 (Conditional Form logic)?
- A.11. Branching refers to answers to specific questions changing what the subsequent questions are. Conditional form logic refers to answers to specific questions changing what the possible answers of subsequent questions are.

Q.12. Can more details be provided on the Branded SOLR install? Does it exist in non-production environments?

A.12. Currently YP SOLR does exist in non-prod environments but it crawls and presents results from the production environments. Potential vendors will not have access to these systems.

Q.13. Hosting is separate from build? If so, how are Service Level and Support Requirements affected?

A.13. The City is unable to answer this question. 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.

Q.14. Please provide more detail on the City's password policy. (4003)

A.14. The City has a policy stipulating length, complexity, and the requirement to change the password periodically.

Q.15. With Drupal as the chosen CMS for this project, would the City be open to using two different agencies, one for the web design and another specializing in Drupal for site development and technical training?

A.15. The City is open to receiving Proposals in whichever varieties of solutions that address the City's requirements. Proponents may be the primary Consultant and work with sub-consultants to perform parts of the Services.

Q.16. Does OpenText support turning off sections of the site to allow for iterative launch with Drupal?

A.16. 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.16. Can we do a bulk export of data from OpenText?

A.16. 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.17. Another question came up from the related Drupal Hosting Solution RFP (RFP #: 1220-030-2018-024) 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.17. Yes, we are open to situations where the Proponent resells and manages the hosting from another vendor. With that said, it is important that all requirements from both the Drupal Hosting RFP and the Surrey.ca Redesign (related) RFP 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

All Addenda will become part of the RFP Documents.
