



6300 Hammond Bay Road, Nanaimo, BC V9T 6N2

REQUEST FOR PROPOSALS

Website Services

Addendum 10 (4 pages)

ISSUED: September 6, 2018

Closing Date & Time: before 3:00 PM (15:00 hrs) PST on September 14, 2018

This addendum shall be read in conjunction with and considered as an integral part of the Request for Proposals. Revisions supersede the information contained in the original Proposal or previously issued Addendum. No consideration will be allowed for any extras due to any Proponent not being familiar with the contents of this Addendum. All other terms and conditions remain the same.

Questions & Answers

Q1. RFP reads: "Product Demonstration: Additionally, for at least a week, provide a demonstration site for the content provider's user interface so power users can familiarize themselves with the interfaces."

- We would like to clarify if you'd want us to provide a venue for the demonstration? Or are you referring to something like a staging website, where we can demonstrate something online?

A1. An online demonstration website that our staff can access.

Q2. It was indicated that the access to the backend would not be given. We would need the dumped data from the existing websites' databases to migrate to the new one. Is it possible to get the dumped data from the existing websites? How will we have access to it?

A2. The vendor selected would be given the raw data to work with.

Q3. RFP reads: "Mobile compatibility for all common smartphones and tablets, including Android, Apple, Blackberry."

- We would need to identify versions for each mobile device including the browsers. May we ask what are the different versions and browsers for each mobile device?

A3. The different versions and browsers would be the current versions with a reasonable backward compatibility with previous versions.

Q4. RFP reads: "Technical Requirements: Full compatibility with all common desktop web browsers, including: Firefox, Explorer, Edge, Chrome, and Safari."

- We would need to identify versions for each browser. May we ask what are the versions for each browser?

A4. These being mostly public access, we are looking for current browsers available with a reasonable expectation of backward compatibility to previous versions.

Q5. Page 5 (iv): states that you have 200 pages containing specialized modules. Do you have a list of features/functions/outputs these specialized modules and custom code perform? (you have responded to a variation of this question in a previous addenda - however, some of the pages cannot be accessed or crawled, i.e.: Online Registration Page , Coastal Invasive Species Committee and others - and so will impact scope). We must have this information to make a coherent assessment; otherwise, our proposal will include a long list of Exceptions and preconditions on the proposed fees.

A5. The RDN's current solution has been developed and hosted by a third party. The RDN does not have a list readily available.

Q6. Page 5 (v): states that you have 15 custom modules (are these included in the above 200?). If not, do you have a list of what these custom modules do?

A6. Yes they are included in the above 200.

Q7. Page 6: states that you would like "on-going development and support". To make sure we provide accurate ongoing maintenance package that has the most aligned pricing model, can you provide insight on how many total hours was billed in the last calendar year by the current agency you work with? A ranged figure is sufficient, for example:

- <100 hours
- 100 - 250 hours
- > 250 hours

A7. >250 Hours

Q8. Page 7 (3.3): states that you want compatibility for all common smartphones and tablets. We will stipulate in our proposal that the site will be Responsive and support will be up to and including 2 hardware generations back for the initial deployment and for support and maintenance purposes (except where a product has an unresolved security breach for which there is no patch available or is considered EOL "End of Life" by the hardware/software manufacturer). Is this acceptable?

A8. We are looking for a reasonable amount of backward compatibility, but we acknowledge we have no control of the public's choices.

Q9. Page 7 (3.4): do you need to meet any other compliance standards (i.e.: plans to move to online payments would trigger PCI compliance).

A9. We do not use our main website for financial transactions.

Q10. Page 10 (Cost of Solution): states that the cost summary should be spread over five years however on Page 6 (Project Objectives) the initial contract term is for three years with no assurance that the two single year renewal options will be committed to by the RDN. How would you like this reflected in the proposal?

A10. We have asked for a five year cost summary.

Q11. Will a proponent be penalized if they include recommendations above the basic requirements outlined in the RFP with a supplementary fee schedule? (i.e.: design recommendations that would improve the user experience without impacting the April 2019 timeline)?

A11. You are free to recommend above the basic requirements. Those recommendations will not cause a penalty.

Q12. Will the RDN reject or penalize proposals which include a Contingency section?

A12. No.

Q13. A good portion of your pages (20%+) do not have ALT/META tags. This is a content best practice which should be included however since there is no content being created as part of this initial deployment there will be a gap. Will RDN staff be available to create this content or would you like us to include it?

A13. The vendor can include it with consultation with key departmental staff if required.

Q14. The website has Google Analytics installed - do you have active A/B tests, funnels and other viable metrics that can be used in tandem with stakeholder interviews or do these need to be setup by us?

A14. No.

Q15. Does the RDN websites require the hosting service provider be a Canadian based company?

A15. The RDN requires any hosting service to comply with the Province of BC FOIPPA legislation if personal information is involved. Any information that can be attached to an individual can't be posted outside Canada.

Q16. Will any more questions be accepted?

A16. No more questions will be accepted or responded to by the RDN.

End of Addendum 10