Question and Answers (Q&As)

Request for Proposal (RFP): Website Design, Development and Testing (www.col.org)

Q: Are you open to a fixed-fee discovery in response to this RFP that would define all requirements and then be followed with an estimate for execution based on those requirements?
   A: There are pros and cons for this approach. Pros: allow vendor to get concise requirement and provide more concise quote. Cons: longer time frame required and likely to be more costly, risk of vendor not being able to continue with the 2nd part to develop the system. This type of approach is normally for highly customized application. In this RFP we are developing a website with typical website requirement as detailed in the RFP, so this type of discovery exercise may not be necessary.

Q: What artifacts can you share with us (Personas, Technical Documentation, Technical audit, etc.)?
   A: We attempted to share as much details in the RFP and are open for any specific questions.

Q: For user testing/user study, how large of a user pool are you envisioning? At what point in the process are you expecting this to be completed? (as per: conduct UX testing on audience, using interactive prototypes)
   A: We expect a mockup design for our approval before proceeding with development, followed by rigorous UAT on delivered system by our webmasters/editors (4-5 editors). Completed when system successfully goes live.

Q: Is there any plan for user acceptance testing at any point during the build process? (post information architecture definition, later into execution phase, or as part of the end Quality Assurance phase?)
   A: UAT - Yes. The expected documentation to be delivered include but not limited to:
      • Design & Configuration document
      • Information Architecture, SiteMap, Navigation, interfaces, systems components, limitations, etc.
      • UAT Report
      • Editor Guide
      • Maintenance Checklist

Q: Who is your hosting provider, and are there additional services you’ve selected?
   E.g. You’ve chosen Acquia and will be using Site Studio, CDP and Personalize. UX
   A: AWS. Basic webserver configuration. Drupal app server.
Q: Is there a technical landscape document that currently exists, detailing all encompassing 3rd-party/functional requirements?
   A: As we do not plan to duplicate existing system, we do not wish to influence the new design with such information. Key requirements: Functionalities/Features, Accessibilities, Security including cybersecurity, backup & recovery, Robustness of the systems. Detail requirement listed in RFP

Q: Do you have any other integration needs that you have yet to identify? For example, are there any marketing automation or customer relationship management (CRM) systems that are currently integrated with your current website?
   A: Accessibilities features, innovative Search, Chatbot with discovery features that will help/guide our visitors to what they are looking for easily and quickly. We have many affiliated sites and social media sites which we would like to have seamless interfaces/integration

Q: Are you currently using Drupal’s Layout Builder (the drag and drop functionality of components to create a web page) for your Home or any landing pages currently in Drupal 7?
   A: We would like to emphasize that we do not wish to limit or influence the new website design with existing method we used for the design & development of our existing website. We are not using Layout Builder for our existing website.

Q: We noticed that Colvee.org is also on Drupal 7 - is that migration part of the scope?
   A: No. but there will be interface requirement to COLVEE.

Q: Search: what are you currently using for search? Solr? Have you evaluated “ElasticSearch”?
   A: Please visit www.col.org for information of current website. We are NOT using Solr as our search engine. The site uses the search functionality native to Drupal.

Q: Will we be required to index search results from sites outside of col.org?
   A: As for indexing external sites, this is not required; we have suggested “Elastic Search” as a possible candidate because it is Open Source and is being adopted more widely.

Q: Is it possible for a company with a development team in another country to bid for this RFP?
   A: We do not have restriction regarding the location of the company offering a bid for the website. We will review the post-development support scenarios very carefully and they should be clearly addressed in the bid.

Q: Do you have a local preference or are you open to an east coast agency to do this work for you as we have for numerous clients across the country for engagements of this nature?
   A: The location will not be a problem for us.
Q: Could you let us know what the budget is for this work?
   A: No particular figure has been allocated; our specifications are based on the minimum that must be met.

Q: How much content needs to be migrated across?
   A: We will be doing the migration ourselves, but we will need tools or instruction to do the migration.

Q: Would you require original or stock videography or photography?
   A: Neither will be required; COL uses its own production systems for video/photography.

Q: Would you need any copywriting services?
   A: Not required- these are done in-house.

Q: Do you require hosting, domain or SSL services and if yes could you let us know what your current hosting is like?
   A: We will host our webserver on AWS at Canadian data center. For Domain, SSL, we manage these on our own.

Q: Is there any preference for a CMS (Content Management System) such as Drupal, WordPress, etc?
   A: No preference, as long as the CMS meets our requirements.

Q: The RFP mentions "seamless integration with mobile devices, apps, blogs, social media tools, and video" could you share more information. How does the current site accomplish this?
   A: For example: seamless integration with our YouTube channel, Twitter, etc. We expect much better integration/interface than our existing website.

Q: Will you provide the hosting or the vendor is expected to propose? If possible could you share details about the current hosting details?
   A: Yes. We will provide hosting. Hosting is likely to continue to be on AWS, Canadian Data Center.

Q: Could you share how the current system interacts with (i.e how does it use) "ConstantContact"?. This will help us scope this particular integration effort task.
   A: ConstantContact is being used for visitors to our website to sign up for our newsletter, etc.

Q: Would the 36 months post-deployment period involve new enhancement work for the website OR will it be only support and maintenance?
   A: Support, maintenance and fine-tuning/minor enhancements.
Q: Is the vendor required to migrate the existing content to the new website?
   A: We will do the content migration ourselves, but we need tools and instructions on how to do the migration.

Q: In terms of backup and archiving, is there any policy (daily/weekly/monthly), and what is the size of incremental change? This would help us understand the storage/hosting requirements.
   A: Yes, daily incremental backup with retention policy to be specified after systems are developed and content migrated. Storage/hosting can be sized accordingly. Storage/hosting cost is not within the scope of this RFP.

Q: All digital assets including images and videos will be provided by the client. Please confirm.
   A: Yes

Q: What is the approximate period of UAT (User Acceptance Testing) the client envisages. This will impact delivery timelines/effort estimation.
   A: We plan to launch the new website by 1 October 2021 and estimate that we will need a duration of 1 month to conduct UAT and content verification. The actual duration of UAT will largely depend on readiness of the system before UAT commences. We expect that the system has been fully tested by developer to be bug-free before UAT. And user/editor guide will be delivered prior to UAT.

Q: Does the client have a "Version control system" or the vendor is expected to propose and implement one?
   A: We don't have a VCS. Vendor to propose and implement.

Q: Are there any requirements for multilingual support since there are multiple member countries?
   A: Given that our sole working language is English, multi-lingual sites are unlikely anytime in the future. Our partners do manage sites in local languages but on their own, with no tech support from us.

Q: The scope of development and support does not include any changes to the external sites such as COLVEE, OAsis, OpenDoor, CommonwealthWiseWomen, JL4D. Please confirm
   A: Yes, no changes on external sites.

Q: Please let us know if the bid is open for an international technology consulting company headquartered in India?
   A: We do not have restriction regarding the location of the company offering a bid for the website. We will review the post-development support scenarios very carefully and they should be clearly addressed in the bid.

Q: Is there any domestic or international travel required for vendor team members for this project?
   A: No travel will be required.
Q: Are there any other compliances apart from WCAG that must be followed? (ex. Disability act, Data Privacy, Data Residency etc.)

A: Yes. All COL Policy as stated on our website: Data Protection, Privacy, Accessibility, Safeguarding. And all content and system to reside in secure Canadian Data Center such as AWS Data Center and Microsoft Data Center.