

REQUEST FOR PROPOSAL “RFP” NO. PS20200803
CORPORATE INTRANET REPLACEMENT - SHAREPOINT IMPLEMENTATION SUPPORT

QUESTIONS AND ANSWERS NO. 1

ISSUED ON: FEBRUARY 3, 2021

Q1	Can the City share the evaluation weighting for this proposal?
A1	The City will not be disclosing the evaluation criteria weighting.
Q2	Can the City please clarify what is in and out of scope regarding user acceptance testing? UAT is listed as out of scope in section 2.2, however there are multiple deliverables and milestones that refer to testing. What will the City’s involvement in testing be?
A2	<p>The test plan referred to as ‘in scope’ is QA/System testing, specific to confirming the overall functioning of the initial built solution and all elements outlined in Items 3.2 through 3.7, as well as the items listed in 4.1.1 of the Scope table in Section 2.2 of the RFP.</p> <p>In summary, the City seeks a partner to lead the development of the system test plan, identifying key test cases and best testing approach to confirm the solution configuration is functioning as designed, with performance testing, sample content and test roles that align with defined capacity, recommended permissions and settings. The system testing will then be executed according to the test plan by the City project team. Per the payment schedule outlined in Section 5.1 of the RFP, completion of this testing with all critical and major defects resolved is required for Payment Milestone 4, “test plan and test scripts for system testing is complete and approved by project team”.</p> <p>Listed as out of scope, User Acceptance Testing will be conducted once all content migration to the new site is complete, prior to go live and will be focused on confirming all content has been migrated by the content network members to its desired location, and that content structure & navigation is functioning as intended. It will focus on ensuring functioning of the solution from the perspective of a content author. This testing will be designed, coordinated and led by the project team, with testing being executed by the members of the City Content Network.</p>
Q3	Section 7.2 states “fixed prices must be quoted for the full term of the Proponent’s proposed agreement,” however Appendix 3 requests “estimated number of hours and hourly rates.” Is the City intending to execute this contract under a fixed price model or on a time and materials basis? If it is Fixed Price, can the City please clarify what is the expectation around the rates requested in the first table in Appendix 3 - Commercial Proposal?

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A3	<p>The City intends to execute the contract under a fixed price model. Appendix 3 requests a more detailed rate and hours breakdown by key deliverable in order to provide the City with a more detailed understanding of the allocation of vendor effort by deliverable, across the overall proposed approach. This serves to ensure a common understanding of priorities.</p> <p>Any change requests related to additional, net new scope, will be managed on a time and material basis.</p>
Q4	<p>Is the training required only related to the intranet solution itself, or is SharePoint training as a whole desired? What is the SharePoint comprehension level of the Publishers and Core team? Are they familiar with typical End User / Power User / Site Owner tasks?</p>
A4	<p>The training is intended to focus primarily on supporting our specific intranet solution, with the main focus on supporting the publishing community. SharePoint expertise across the publishing community will vary. Some are currently Site Owners of existing SharePoint collaboration sites, some are currently publishers to the existing Citywire intranet but for many, SharePoint will be a new technology, and authoring content within SharePoint will be a new process. The main objective of training is to ensure a common understanding of how to publish content. The most desirable training approach however will establish a common baseline of SharePoint knowledge across the publishing community, in addition to addressing the specifics of our solution.</p> <p>Expertise within the core team is at a significantly higher level and is intended to focus on administrative management of the solution.</p>
Q5	<p>Please clarify question 7.4. in Annex 1. Is the City interested in reuse and syndication of content types (as referred to in 3.4.3 of the scope) or reuse and syndication of the content itself?</p>
A5	<p>The City is interested in configuration a Content Type Syndication hub, to support reuse and syndication of content types across the overall intranet solution, as well as to support the organization, management and handling of content and navigation in a consistent way across the overall intranet solution.</p> <p>The City is interested in reusable content across the overall intranet solution, within any possible limitations arising from our licensing configuration.</p> <p>The City is not interested at this time in syndication of content from or to external sources outside of the overall intranet solution.</p>
Q6	<p>Is there an incumbent vendor that has been assisting you with content analysis and/or requirements for your intranet? And if so, are they precluded from bidding on this RFP?</p>
A6	<p>There is not an incumbent vendor who has assisted with Intranet Requirements or content analysis related to this RFP. Extensive work on content has been conducted by the project team.</p> <p>There are no vendors precluded from bidding on this RFP.</p>
Q7	<p>What in-house technical resources will be available to the project team to assist with the delivery of the project?</p>
A7	<p>Dedicated: - Application Systems Specialist - SharePoint</p>

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	<ul style="list-style-type: none"> - Content Migration Lead - SharePoint - Project Manager - Business Lead - Intranet Strategist <p>As Required:</p> <ul style="list-style-type: none"> - Web Architecture Team Lead - Enterprise Architecture Team Lead - Systems Analyst III, Enterprise Architecture - Database Administrator, Data and Integration Services - Cybersecurity Analyst - Manager, Systems Services (Active Directory) - Application Systems Specialist - Active Directory
Q8	Is there expected to be a detailed requirements phase to determine the detailed functional requirements that need to be implemented for the intranet?
A8	<p>There will be requirements gathering/stakeholder engagement as necessary to inform the activities and deliverables outlined in the Scope of Work Table, Section 2.2.</p> <p>As this refresh of the intranet represents a significant advancement in platform, efforts at this time are focused on ensuring the fundamentals of content management, publishing, information architecture and findability are well established.</p> <p>A key outcome of the project will be an Enhancement Roadmap, from which the organization can evolve its use of the platform.</p> <p>However, per Appendix 2, Questionnaire, Question 16 the City is open to value creating proposals that derogate from the requirements.</p>
Q9	Is the scope of the project to meet functional parity with the existing CityWire intranet?
A9	Scope of the project is to ensure no existing functionality is lost, however given the significant age of the legacy product, it is expected that a more modern solution will necessarily bring significant gains in functionality.
Q10	Based on the suggested 6 week design and build implementation timeline in the RFP, is the expectation to implement a pre-packaged intranet product
A10	<p>The target delivery time from Vendor Kickoff to finalization of IA/Look feel is 6 weeks. Site buildout is 8 weeks. The City seeks a good balance of rapid delivery and best practice and is open to proposals on timelines. In Part C -Appendix 2 - Questionnaire, Question 6, the vendor can propose an alternate timeline.</p> <p>With respect to pre-packaged Intranet products, per Part C - Appendix 2 - Questionnaire, Question 17, the proponent may provide proposals on alternate solutions that meet the City’s requirements. That being said, the City has selected SharePoint 2019 as a platform, and seeks to ensure the long term sustainability of the solution and ease of future upgrades.</p> <p>Any pricing impacts of a proposed alternative solution need to be clearly detailed in Appendix 3 - Commercial Proposal.</p> <p>Additionally, any proposed solutions will need a clear indication of solutions with ongoing subscription costs, as well as any proposed alternative solutions with no additional ongoing subscription costs.</p>

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Q11	Is the City of Vancouver willing to extend the deadline for this RFP?
A11	No, the City is not willing to extend the Closing Time.
Q12	Will the City consider adjusting one or more of the milestone payment dates based on the successful proponent’s project plan so that an extended duration without payment can be avoided?
A12	The City is willing to consider adjusting one or more of the milestone payment dates based on the successful proponent’s project plan so that an extended duration without payment can be avoided. As a reminder, payment milestones are linked to completion of deliverables rather than time bound. Should a deliverable within a payment milestone be deferred, payment for that milestone will be adjusted but not withheld in entirety.

END OF Q&A No. 1