

**REQUEST FOR PROPOSALS NO. PS20210836  
CONTENT MANAGEMENT SYSTEM REPLACEMENT**

**QUESTIONS AND ANSWERS NO. 2**

ISSUED ON: May 25<sup>th</sup>, 2022

Q1	<p>Can you</p> <ul style="list-style-type: none"> <li>provide a list of all of the integration/online services that your sites currently have available?</li> <li>indicate where logged in users can interact with things?</li> </ul>
A1	<p>Currently we integrate with</p> <ul style="list-style-type: none"> <li>other in-house applications through .Net.</li> <li>OpenDataSoft (<a href="https://opendata.vancouver.ca/pages/home/">https://opendata.vancouver.ca/pages/home/</a>).</li> <li>other services through iframes and javascript embed.</li> </ul> <p>We do not currently have any logged in components on our websites aside from the applications we direct users to.</p>
Q2	Is there a tech stack the city favours?
A2	<p>Refer to Q&amp;A 1 A6.</p> <p>The City does not have a specific preference for underlying technology however currently we are mostly a .NET shop.</p>
Q3	I see a number of CMSes selected. These are no longer required as CMS of choice? The city is looking for a new CMS to replace all of these? (OpenText RedDot 16, Adobe Dreamweaver, Adobe Contribute or Umbraco CMS)
A3	<p>Correct. The existing CMSes are no longer required. The City is looking for a new CMS (or existing one) to replace all of the existing CMSes such that there is a single, modern, multi-site CMS.</p>
Q4	Does the city have a preferred cloud vendor?
A4	<p>If you are proposing a SaaS solution, the City does not have a preferred cloud vendor. Please complete the required security and other technical requirements details as part of this RFP so the solution can be assessed.</p>

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Q5	Does the CMS need to support existing web properties?
A5	<b>Yes.</b>
Q6	Section 2) Introduction: “Provide content migration services” can you expand on services?
A6	<b>The successful Proponent is expected to provide consulting/advisory services to our in-house developers who will migrate the content.</b>
Q7	Section 3) Accessibility: Does the city have documented accessibility standards?
A7	<b>The City does not have explicit standards currently but we are striving for WCAG 2.0 AA.</b>
Q8	Section 3) Accessibility: What level of WCAG are they required to support?
A8	<b>WCAG 2.0 AA.</b>
Q9	Section 3) Accessibility: What accessibility equipment is the city required to support?
A9	<b>The equipment requires support are screen readers (such as JAWS, VoiceOver, NVDA), tabbed navigation, audio/video accessibility, and etc.</b>
Q10	Section 3) Objectives: The websites will add .. this is about a CMS? Are we also to bid on multiple website building as well?
A10	<b>Design and build of the websites is not part of this RFP. The scope of this project is only to re-platform our existing websites onto a new CMS.</b>
Q11	Section 3) Objectives → Compatibility: What version of Internet Explorer does the city require support for?
A11	<b>CMS software: IE support is not required. Website: IE 11.</b>
Q12	Section 3) Objectives → functionality: What mapping technology does the city currently have license for?
A12	<b>ESRI ArcGIS and Google Maps.</b>
Q13	Section 3) Objectives → functionality: Do you have a list of all the components you are looking to support?
A13	<b>This following list is non-exhaustive:</b> <ul style="list-style-type: none"> <li>• Content block</li> <li>• Table</li> <li>• Progressive disclosure</li> <li>• Event item</li> </ul>

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	<ul style="list-style-type: none"> <li>• News item</li> <li>• Image</li> <li>• Banner alert</li> <li>• Video</li> <li>• Map</li> <li>• Dashboard</li> <li>• Countdown timer</li> <li>• Timeline</li> <li>• Calendar</li> <li>• Online fillable Form/Survey</li> <li>• Social media embed</li> <li>• API connector</li> </ul>
Q14	User story #3: Does the city have a preferred analytics system?
A14	The City currently uses Google Analytics and Google Tag Manager, but are open to other options with custom tracking capabilities.
Q15	User story #3: Does the city need to adhere to any measurement legal framework about what information they collect and retain?
A15	Yes, please refer to our privacy policy at the following link: <a href="https://vancouver.ca/your-government/privacy-policy.aspx">https://vancouver.ca/your-government/privacy-policy.aspx</a>
Q16	User story #3: Do you require A/B testing?
A16	A/B testing will need to be a capability that we can deploy, either as part of the CMS or something that we can establish alongside it.
Q17	User story #4: Localized / multilingual; how many languages must the city support?
A17	<p>In the future the City will need to support up to 10 languages, plus English;</p> <ol style="list-style-type: none"> <li>1) English</li> <li>2) Traditional Chinese</li> <li>3) Simplified Chinese</li> <li>4) Tagalog</li> <li>5) Punjabi</li> <li>6) Vietnamese</li> <li>7) Spanish</li> <li>8) Korean</li> <li>9) Farsi</li> <li>10) French</li> <li>11) Japanese</li> </ol> <p>Note: some languages are written from right to left. It is not part of the scope of this project to create and publish our websites in any other languages aside from the existing English sites.</p>

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Q18	User story #4: Integrate with social media; this can mean many things, can you expand on this item or give relevant examples?
A18	<b>The ability to embed social feeds on our website, and share content on social media from our website with appropriate title, description and image tags, and track user traffic from/to social media (with the option to tag these links with UTM parameters).</b>
Q19	User story #5: Document Asset Management (DAM); Does the city have a preferred DAM system?
A19	<b>No.</b>
Q20	User story #5: search: Does the city have a preferred search system?
A20	<b>The City is currently using MindBreeze Inspire but are open to an integrated search system.</b>
Q21	User story #5: search: Does the city have a preference of cloud based or on premise search
A21	<b>No.</b>
Q22	Summary requirements 2: assuming these will have to share the same content model, components and design system / look and feel.
A22	<b>Yes.</b>
Q23	Summary requirements 3: Provide software licensing? Can you expand on this?
A23	<b>The software licensing here refers to the licenses and/or access and/or registration to the Proponent's system. The Proponent is welcome to propose its own solution/package.</b>
Q24	Summary requirements 4: "... Invoicing and payment to third party licensors" can you expand on this?
A24	<b>If the Proponent is using subcontractors or using 3rd party solutions to meet the RFP requirements, the Proponent is responsible for the invoicing and payment to those 3rd parties.</b>
Q25	Summary requirements 5: contract lifecycle. Is there a range of time you have in mind for the 'life cycle'?
A25	<b>The contract lifecycle refers to the contract term resulting from this RFP. Please refer to RFP Section 6.0 - PROPOSED TERM OF ENGAGEMENT.</b>

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Q26	Is there an anticipated launch date for the new websites? (this helps uncover major timeline-impeding variables, or if they need launch to coincide with another event)
A26	<b>No. The City would work with the successful proponent to timeline out the consecutive website migrations and launches.</b>
Q27	Which third-party applications (e.g., CRM, e-commerce), would the City like to have linked/integrated with the new websites? (this helps uncover expectations for depth of integrations as well as any changes in the works, like a new registration system, etc.)
A27	<b>The CMS replacement is preceding many integrated applications the City may like to have in the future, such as the ability to establish a citizen single sign on portal. Therefore, we do not have many specifics at this time other than knowing we want to set ourselves up for success in the future with the ability to integrate with third party systems.</b>
Q28	Could the City provide us with an estimate for daily/monthly website visits for each website? This would help us decide which hosting package that bests meet your goals.
A28	<b>Please refer to RFP, Part B Section 6.0.</b>
Q29	Would the City like to engage the public in the user testing to enhance the City's current website design (e.g., interviews, focus groups, surveys)?
A29	<b>No.</b>
Q30	Would the City like to keep the five websites as five separate entities or amalgamate content to reduce the number of sites?
A30	<b>The City would like to keep the websites as they are now.</b>

END OF Q&A No. 2