



493-2021 ADDENDUM 1

DRUPAL BASED CLOUD HOSTED WEB CONTENT MANAGEMENT SYSTEM

URGENT

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ISSUED: September 8, 2021
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THIS ADDENDUM SHALL BE INCORPORATED INTO THE BID/PROPOSAL AND SHALL FORM A PART OF THE CONTRACT DOCUMENTS

Template Version: Add 2021-03-05

Please note the following and attached changes, corrections, additions, deletions, information and/or instructions in connection with the Bid/Proposal, and be governed accordingly. Failure to acknowledge receipt of this Addendum in Paragraph 10 of Form A: Bid/Proposal may render your Bid/Proposal non-responsive.

FORM B: PRICES

Replace: 493-2021 Form B: Prices with 493-2021 Addendum 1 - Form B(R1): Prices. The following is a summary of changes incorporated in the replacement Bid/Proposal Submission:

Item 1 split into Item 1a and 1b.

PART B – BIDDING PROCEDURES

Revise: B11.1 to read:

B11.1 Proposals should include:

- (a) details demonstrating the history and experience of the Proponent and Subcontractors in providing programming; design, management of a Drupal migration and configuration project, cloud hosting, and contract administration services on three projects of similar complexity, scope and value, preferably from the municipal or public sector, in previous 5 years. At least one of the projects should be Drupal 8 or Drupal 9.

PART E – SPECIFICATIONS

Replace: E2.1 with:

E2.1 The Contractor shall provide the following in accordance with the requirements hereinafter specified.

- (a) Item No. 1a – Hosting Services – including but not limited to the cost of add-on’s, patches, Maintenance/Support – annual per-user, support, perpetual licensing, annual subscription, hosting, server, licensing, and ongoing services during the development period, and a period of one year from the date of “Go Live”.
- (b) Item No. 1b – Professional Services - for all items and Work required for the complete functioning of the Solution and updated Website for the development period and training (to be provided to 10 users).
- (c) Item No. 2 - Ongoing Cost - Year 2 Hosting Services - including but not limited to the cost of add-on’s, patches, Maintenance/Support – annual per-user, support, perpetual licensing, annual subscription, hosting, server, licensing cost and ongoing services.
- (d) Item No. 3 - Ongoing Cost - Year 3 Hosting Services - including but not limited to the cost of add-on’s, patches, Maintenance/Support – annual per-user, support, perpetual licensing, annual subscription, hosting, server, licensing cost and ongoing services.

- (e) Item No. 4 - Ongoing Cost - Year 4 Hosting Services - including but not limited to the cost of add-on's, patches, Maintenance/Support – annual per-user, support, perpetual licensing, annual subscription, hosting, server, licensing cost and ongoing services.
- (f) Item No. 5 - Ongoing Cost - Year 5 Hosting Services - including but not limited to the cost of add-on's, patches, Maintenance/Support – annual per-user, support, perpetual licensing, annual subscription, hosting, server, licensing cost and ongoing services.

Delete: E2.2, E2.3, E2.4, E2.5. E2.6

Replace: E3.1 with:

E3.1 In the Requirements Category in the table below, the - HP or - SP refers to Hosting Provider and Services Provider (see **Error! Reference source not found.**).

Mandatory Specifications		
S No.	Requirement Description	Requirement Category
1	DDOS (Distributed Denial of Service) protection.	Infrastructure - HP
2	Scalable Architecture that can scale up to meet increased workloads.	Infrastructure - HP
3	High Availability Database Transactional database replication with a live copy of your data on a secondary server. Solution must have Primary and Secondary Database.	Infrastructure - HP
4	Act as a managed services provider for all third-party software, including managing invoicing and payment to third party licensors	Infrastructure - HP
5	Websites must use HTTPS TLS 1.2 or higher with AES-256B encryption or higher	Infrastructure - HP
6	Load Balanced Web Server cluster minimum of two web servers.	Infrastructure - HP
7	One click deploy for config changes.	Infrastructure - HP
8	Minimum 99.9% SLA	Infrastructure - HP
9	24x7 support	Infrastructure - HP
10	Drupal 9 CMS Installed	Development - HP
11	Single Tenant instance for City of Winnipeg	Cloud infrastructure Data Center - HP
12	Custom Data Residency required – Canadian Data Center	Cloud infrastructure Data Center - HP
13	Physical Security and Access Control in place	Cloud infrastructure Data Center - HP
14	24x7 security monitoring and alerting	Cloud infrastructure Data Center - HP
15	The Solution shall have documented business continuity and disaster recovery plans.	Cloud infrastructure Data Center - HP
16	The City shall maintain ownership of its data	Cloud infrastructure Data Center - HP
17	The Solution shall support the City's obligation to maintain the confidentiality, privacy and security of its data.	Security, Privacy, Audit - HP
18	The Solution shall have technical and procedural controls in place to prevent unauthorized access, use or alteration of City of Winnipeg data by the Proponent, its subcontractors, subsidiaries, service providers, agents and employees or any third party.	Security, Privacy, Audit - HP

19	The City shall receive prompt notification (within 24 hours of discovery) in the event of any unauthorized access and /or release of information (i.e. information breach).	Security, Privacy, Audit - HP
20	In the event that the Contractor will leverage City of Winnipeg information for any purpose, the Contractor shall discuss prior to disclosure what information is being used and the purpose for its use.	Security, Privacy, Audit - HP
21	The Solution shall be capable of returning all data to the City in a complete and usable form.	Security, Privacy, Audit - HP
22	The City of Winnipeg's data shall NOT be comingled with the data from any other client.	Security, Privacy, Audit - HP
23	Cryptographic algorithms and methods shall align with the approved NIST cryptography standards.	Security, Privacy, Audit - HP
24	The City of Winnipeg's data shall be encrypted both while in transit and at rest.	Security, Privacy, Audit - HP
25	The Contractor shall ensure clear and timely communication around security incident management, risk management, vulnerability management and incident management.	Security, Privacy, Audit - HP
26	The Solution shall guard against password attacks by automatically locking user accounts after a configurable number of failed login attempts.	Security, Privacy, Audit - HP
27	Train the City employees to use the new Drupal CMS, including content editors and web developers, on the content and development workflows processes. Training to be provided for up to 10 users.	Training - SP
28	Templates / Pages to build listed in Appendix 2.	Content Migration - SP
Non-Mandatory Specifications		
29	Development of a single-page, Vue-based, open data-driven Drupal module	Development - SP
30	Card sorting exercise with the public to inform the development of a Service Based Information Architecture	Development - SP
31	Sub 1 second page renders	Infrastructure - HP

APPENDICES

Replace: Appendix 2 - Pages - templates to build with Appendix 2 - Pages - templates to build - addendum 1.

QUESTIONS AND ANSWERS

- Q1. Should we assume that the pages in the new Drupal site will have the same (or similar) functionality than in the current site?
- A1. Yes
- Q2. A page like <https://winnipeg.ca/interhom/toc/residents.asp> has lots of linked pages. Having that page in the list of pages include building all of the linked pages or only this landing page?
- A2. Only the landing page, but the linked pages should be individual placeholder nodes such that we can create a view of them automatically, but have that node redirect to the legacy website in the meantime.

Q3. There are some pages with different look & feel in the current site. (See examples below). Are those pages expected to be different in the new site?

- i. <https://winnipeg.ca/search/default.stm>
- ii. <https://www.winnipeg.ca/interhom/mayor/news/MayorsNewsArchive.stm>
- iii. <https://www.winnipeg.ca/publicworks/>

A3. No

Q4. I can't find a valid page for the Flood departmental site: <https://www.winnipeg.ca/ww/flood>. What would be the right URL? Is it <https://winnipeg.ca/waterandwaste/flood/default.stm>?

A4. Yes, see addendum

Q5. Is content migration expected to be included in the proposal for those pages/templates?

A5. No. We want the pages / templates built using components like Paragraphs to allow our team to migrate the content, such that it will appear the same as those listed pages.

Q6. Is content entry expected to be included in the proposal for those pages/templates?

A6. No

Q7. E4.cii states: "Strategy and implementation of redirection management between legacy.winnipeg.ca and winnipeg.ca. Legacy.winnipeg.ca will house content that hasn't transitioned to the new, Drupal Cloud hosted winnipeg.ca." Does it mean we will build (and migrate?) some specific sections and there will be links pointing to legacy.winnipeg.ca for the stuff that hasn't been included in the new site?

A7. Yes

Q8. Where is the data coming from for the Upcoming Buses component in the homepage?

A8. The transit API at <https://api.winnipegtransit.com>

Q9. "Track a service request" in 311 homepage. Should we just make that form point to existing page on forms.winnipeg.ca?

A9. Yes – we do not need to remake that form

Q10. <https://winnipeg.ca/shared/mailforms/311/contact.asp> should be a multi-step contact form as it is right now?

A10. Yes

Q11. A page like <https://winnipeg.ca/311/performance/default.stm> where only this page is listed in the Appendix 2. Should we also build other related pages? If not, will the sidebar menu be manually built by entering content to point to the right pages in the legacy site or how is it expected to work?

A11. As in question 5 – we only want the page templates built such that our team can migrate the content to appear as it currently is displayed. The sidebar menu will only be populated with Drupal / automatic content, using placeholder nodes to point to legacy items where required.

Q12. Calendar page (<https://winnipeg.ca/interhom/calendar/default.stm>) creation includes events creation? What about content migration for events? Should we migrate existing events? If no events migration, see question #13, otherwise, ignore it.

A12. We will continue to use our existing Trumba based event manager. The template should support integration, please see https://www.trumba.com/help/emailnurture/lesson3_nurture.aspx#integrate for more details.

Q13. There is an events component in the homepage but no mention to events in the Appendix 2. How should we get that data if we need to build that component?

A13. Please see question #12

Q14. What service are you using for emails subscriptions? Is it Lyris? <https://www.aurea.com/our-acquisitions/lyris/>

A14. Yes, we're using Aurea (Lyris list manager). This page will simply be a form posting as the current page does.

Q15. Do you have access to feedburner to update the RSS URLs?

A15. Yes

Q16. I can't find mentions to Agenda in the Appendix 2. Should this RSS point to the legacy site?

A16. Yes

Q17. Search: should it search only on the new website? How will it integrate with legacy site results?

A17. We are using a cloud based search provider, and it will have links to both new and legacy content combined.

Q18. in the description D3.1 C it says: "(c) The Contractor must provide the Hosting Services themselves, but may provide the Professional Services either themselves or through the use of a subcontractor pursuant to C6.28."

- i. What do you mean by "must provide the Hosting Services themselves"? Do you mean that the contractor has to be officially a hosting provider? This might limit the number of companies who will be able to respond to your RFP so we'd like to confirm with you what you meant exactly.
- ii. Also if it is the case that the contractor has to officially be a hosting provider, can they submit more than one response (and this way partner with more than one professional services company)?
- iii. Typically when there is only one contractor it's the professional services provider, not the other way around, so we'd like to confirm with you.

A18.(i) Yes, the proponent must provide Hosting Services, so as to have a contract for hosting for up to the next 5 years. Please see B9.5.1, D3.1b

A18.(ii) The Cloud Hosting provider can submit multiple bids with multiple subcontractors for the Service Provider portion

A18.(iii) confirmed

Q19. Project's budget; The funds available for this Contract are \$235,000, with Professional Services under this Contract worth up to \$120,000. Is this budget meant to also include the build of the pages and templates listed in Appendix 2, or is the professional services budget specifically for the discovery and planning phase?

A19. The \$120,000 budget includes building the pages and templates, as per Section E4(c)(i).

Q20. Section D.3 (c) + Section B9.5.1 Can an implementation agency submit a proposal as provider of hosting and services, although hosting is provisioned by a third party/subcontractor (PaaS or IaaS, GCP, Azure or AWS for example)? - Would this be compliant with the requirements in these sections? or, must the Principal proponent only be an organization whose core business is the provision of cloud hosting services?

A20. The cloud hosting provider must be a platform as a service provider. Infrastructure as a service can be sub-contracted, but the platform cannot be.

Q21. Can you clarify the level of implementation work required for the new Drupal site vs. What the city will do internally? Section E4 Professional Services (c) (i) lists deliverables to implement as well as (ii) and (iii) as well as d). Is it correct to assume all other implementation work will be performed by the city (including any system integrations)? Do you have a preferred method for managing workflows between the City and the Vendor?

A21. The E4 (c)(i) would include the pages outlined in Appendix 2, as answered in question 5. The City will do other implementation work except as defined in section E4. We do not have a preferred method and will be open to proposals in terms of workflows.

Q22. Will building the templates outlined in Appendix 2 be in scope for professional services?

A22. See the answers in question 5.

Q23. Will the City's staff be responsible for writing and revising website content?

A23. Yes

Q24. Is there an anticipated launch date for the new website?

A24. Estimated at Q3, 2022

Q25. Which third-party applications would the City like to have linked/integrated with the new website?

A25. Trumba, Google Analytics, Google Tag Manager, Winnipeg Transit, maps

Q26. Can the City provide examples of comparable websites that you particularly like? This can give us an idea of the scope and style you are after.

A26. The current City of Winnipeg homepage is what we would like to reproduce in Drupal. The website design will use our Design System, which can be referenced at <https://winnipeg.ca/designsystem>

Q27. We offer support services (post-launch) separate from hosting. Would the City like details about this in the proposal?

A27. Yes

Q28. Is the City interested in additional stakeholder engagement opportunities outside of the card sorting exercise?

A28. Yes

Q29. Would the City like the design presented to the City's council?

A29. No

Q30. We understand that the City is developing a Drupal theme that uses your Design System (<https://winnipeg.ca/designsystem>) and that the Proponent should work with the City team to ensure the theme follows Drupal best practices. To clarify, is the City designing the new website or is it looking for the Proponent to design the site, following the Design System's guidelines?

A30. The City is currently developing a Drupal Theme based on the Design System. The winning proponent will receive this theme, and will be required to review, quality control, and validate that the Drupal Theme is built using best practices.

Q31. Regarding, "The City of Winnipeg's data shall be encrypted both while in transit and at rest," is the requirement as stated to have the full production database encrypted at rest for all publicly-access page content?

A31. If possible, the data should be encrypted at rest (see <https://docs.microsoft.com/en-us/azure/security/fundamentals/encryption-atrest>) If not possible, provide the reason in detail.

Q32. Regarding, "One-click deploy for config changes," is there flexibility in this request?

A32. The proposal should demonstrate how configurations are managed for the different environments, and how deployments.

Q33. Referring to item B18.2 in the RFP will any of the Persons/Firms listed be able to submit a response to this RFP.

A33. Yes, they will be able to submit.

Q34. If the system already exists, are we accessing the data from a Database or as file inputs? In case of Database, will we be given access rights?

A34. There is no Content Management System in place. There is no requirement to migrate content, just to build templates (see question 5).

Q35. Please clarify what is meant by "Providing the following "Professional Services": (i) acquiring, configuring, testing, transitioning operations, and providing support for a Drupal"

A35. See E4

Q36. Could you share if the statement in Question 3 is for manual entry of data and what type of data would be required to be entered? Could you provide a few examples?

A36. No data entry required.

Q37. Does the site need user subscription form or it will be free to view one?

A37. Free to view for everyone

Q38. Does the City have any preferred platform for the "Hosting Services"?

A38. The City prefers a Drupal based Platform as a Service hosting solution. Substitutions are allowed, see B7.

Q39. Type of Contract: Will proposals without a fixed cost be considered?

A39. Prices offered in the proposal must be firm.

Q40. Are there any SLAs that you expect vendors to adhere to?

A40. See E3 (8) – 99.9%

Q41. What are technology/ tools used in the existing system?

A41. Classic ASP / IIS using virtual includes, otherwise all static.

Q42. Do we need to integrate with the existing database/ System in place?

A42. No

Q43. Do we need to host the application in the same domain name? or New domain needs to be purchased?

A43. The Drupal based solution will host winnipeg.ca, and the existing website will be renamed to legacy.winnipeg.ca.

Q44. Could you please let us know the tentative schedule for publishing the shortlisted vendor?

A44. October (tentative)

Q45. Do you have a preference for local firms?

A45. No we do not.

Q46. We have registered office in USA & have offshore development centers in India. We have sales and account managers in the USA to manage the offshore team & deliver the project. Please confirm can we bid for this RFP.

A46. The proponent can bid, but the Platform must reside in a Canadian Data Center.

Q47. Please provide estimated timeline for completion of this project.

A47. Q3, 2022

Q48. Is there any maintenance required after the development? If yes, how long it would be?

A48. The Platform should be maintained as per E2.1 a, c, d, e, f - ie: Hosting Services - including but not limited to the cost of add-on's, patches, Maintenance/Support – annual per-user, support, perpetual licensing, annual subscription, hosting, server, licensing cost and ongoing services.

Q49. What is the expected start date of the project?

A49. January – February, 2022

Q50. What is the estimated overall data volume?

A50. Up to 10,000 pages, 100,000+ PDFs

Q51. Does the City of Winnipeg currently have an established or preferred public cloud service provider?

A51. No

Q52. What is the platform that hosts the existing site?

A52. Windows Server 2012, with IIS.

Q53. Do you expect to link to your on-premise data centre at backend?

A53. Yes – hybrid solution will launch with winnipeg.ca for some content (identified in appendix 2), with the rest renamed to legacy.winnipeg.ca (this work done City).