Canada Council   Conseil des arts
for the Arts   du Canada

REQUEST FOR PROPOSAL

Sitecore Update Web Development Services

Date: November 27, 2020

Subject: Questions & Answers for Vendors Request for Proposal

Q1. Period of validity of proposal. The text currently reads "...for a period not less than sixty (90) days...". Please clarify.
A1. In section 1.5 of the RFP, there is an error in the running text. The corrected text should read as follows:

> **Period of Validity of the Proposal:** Proposals submitted must remain open for acceptance by the Council for a period of not less than ninety (90) days from the specified closing date.

Q2. What are the volumetrics (average visitors, peak visitors)?
A2. For the English site: the maximum number of daily visitors is 3,890; minimum daily visitors is 328; the average is around 2,000, but fluctuates a lot between weekends and weekdays. The French site follows the same pattern, but about a third of the volume (a bit over 1000 maximum, 100 minimum, 600 average). Visits to both English and French sites have increased on average 13% each year over the last three years.

Q3. Are there times of the year that have extended periods of peak traffic?
A3. Traffic typically peaks on individual days rather than prolonged periods. However, there is generally an increase leading up to deadlines for many grant applications: mid-Fall and mid-Spring.

Q4. Does CCA have periods where they will not deploy code (example: over xmas holidays)?
A4. We will not be deploying code over holidays.

Q5. For the content audit, what is the estimated percentage of content that will be removed/archived?
A5. This remains to be determined.

Q6. For the content audit, what is the estimated percentage of content that will be rewritten/refreshed?
A6. This remains to be determined.

Q7. Which firm did CCA engage to implement and maintain the current Sitecore 8.1 CMS environment? Which firm was engaged to conduct the Audit of current environment?

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A7. We've worked with a variety of firms in the past to provide implementation and configuration support.

Q8. Is there an expected budget for this project?
A8. The Council has estimated a budget for this project but will not be sharing this information with prospective vendors.

Q9. What other tools and systems do your sites integrate with?
A9. The following are integrated with:
- Google Analytics
- AddThis
- 2 MS SQL database connections
- COVEO

Q10. Can you provide an architecture diagram illustrating your Sitecore environment, including any integrations with other tools and systems?
A10. Please see attached diagram in the Appendices called "Canada Council: CI, Development & Deploy."

Q11. Can you indicate if any of the existing code is implemented using forms? If there are any forms, what % of the existing code is Forms vs. MVC?
A11. MVC forms that are being used though out the websites.

Q12. Is apply.canadacouncil.ca in scope? If so, can we get a workflow illustrating the User's creation / usage / authentication, etc?
A12. This is out of scope.

Q13. Is there any GDPR activities in scope?
A13. None at this time.

Q14. Are any modifications required or expected to current features during this upgrade? Search, etc. (Ensuring scope definition)
A14. There is duplication in components that needs to be addressed.

Q15. Is it possible to review the current solution so we may get an appreciation for how much reorganization is needed to bring the project into a Helix structure?
A15. Here is the download link to all the source code and local instances of Sitecore: https://we.tl/t-qIhvBpI8ym. Set up instructions are also included below as an Appendix for information.

Q16. Will there be an expectation to scale out Sitecore during this upgrade? (introducing load balanced CDs, etc.).
A16. Sitecore Managed Hosting will have 1 CM, and 2 CDs. They will be load balanced. Vendor is expected to have worked in PaaS environment.

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Q17. Will the Authoring instance need to tie in to the organization's AD/LDAP/SSO?
A17. CM Server will be tied to Microsoft Azure AD.

Q18. Are there any integrations with other backend systems such as a DAM or SharePoint?
A18. There are no integration points at this time. In the distant future, there will be an integration with CRM, DAM and SharePoint.

Q19. I noticed this RFP after the Intent Deadline passed. Would you allow us to participate?
A19. Yes, all vendors can participate even if they did not respond to the deadline for expressing interest.

Q20. The RFP references a third party that conducted a technical assessment/audit of the Council's Sitecore configuration to investigate publishing performance issues. Is this company precluded from bidding?
A20. No, the company is not precluded from bidding.

Q21. The RFP asks that respondents address their ability to provide a high level of service to Council in both official languages. Is this a mandatory requirement? What would be the expectation of providing services in English or French?
A21. The ability to provide service in both official languages is considered an asset. It is not a mandatory requirement.

Q22. The RFP states that the Firm is expected to work remotely. Is there a preference for geographic location of the Firm? i.e. Is there a preference for an Ontario based company or would you consider a company from Western Canada?
A22. There is no preferred geographic location for the vendor. Regardless of location, the chosen vendor will be expected to work and be available during the hours of 9 AM – 5 PM EST.
Q23. Are you looking for a firm local to Canada only?
A23. No. Please see A22.

Q24. We are very keen to participate in the tender for the above-mentioned work. We request you to share the bid packet with us. Please let us know if there is any registration process required in order to receive the bid packet.
A24. Interested bidders can order the Request for Proposal (RFP) from MERX.com: https://www.merx.com/solicitations/open-bids/Sitecore-Update-Web-Development-Services/0000185580. Interested bidders who are not MERX subscribers can download the RFP and any related amendments and FAQs from the Canada Council for the Arts website. See https://canadacouncil.ca/about/requests-for-proposals.

Q25. There is a bullet point about migrating 301 redirects. Do you mean redirects which are specified in Sitecore only? Or including IIS redirects. Do you have redirects on IIS level?
A25. There are 301 redirects in Sitecore and IIS.

Q26. There is a requirement for a 1 year support. Do you expect it to be estimate monthly or yearly?
A26. There estimated hours for support should be broken down by month.

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APPENDICES
APPENDIX I: Response to question 15 – Set Up Instructions
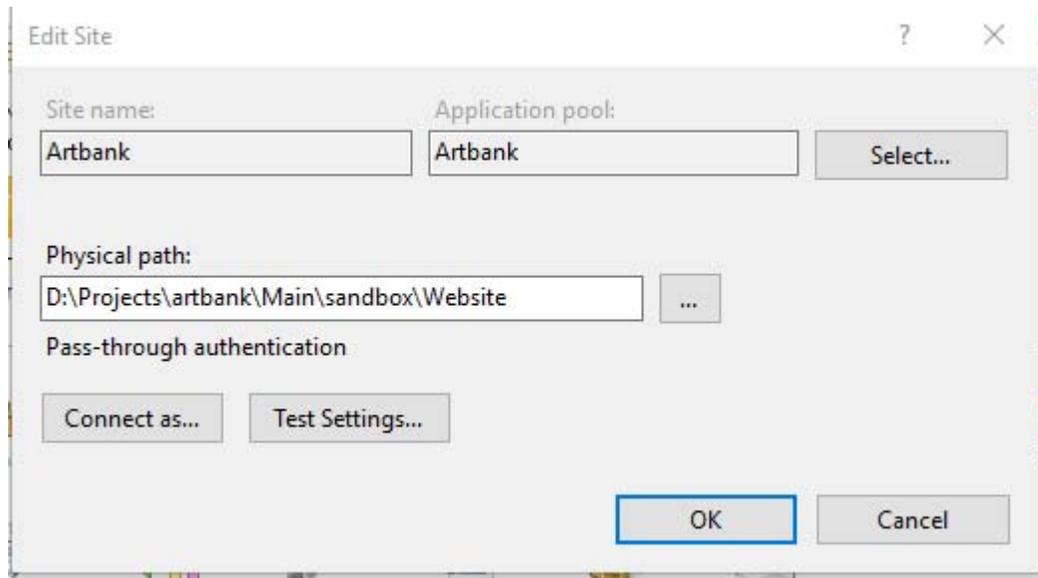
Requirements

The developer workstation should have the following installed:
- NodeJS,
  - uglifyjs
- Microsoft SQL Server 2016 SP 2 or better
- Microsoft Visual Studio 2017 or better
- Dart – to compile sass files. https://github.com/sass/dart-sass/releases
- Microsoft IIS server

Instructions

1. Added the following to entries to the **host** file:
   - 127.0.0.1   cca.canadacouncil.net
   - 127.0.0.1   artbank.canadacouncil.net
   - 127.0.0.1   sb.canadacouncil.net
   - 127.0.0.1   plr.canadacouncil.net
   - 127.0.0.1   vama.canadacouncil.net
   - 127.0.0.1   unesco.canadacouncil.net
   - 127.0.0.1   killam.canadacouncil.net
   - 127.0.0.1   mib.canadacouncil.net
   - 127.0.0.1   ggbooks.canadacouncil.net

2. Unzip the files to a directory

3. Restore the database backups. Make sure they match to the one found in the connectionstring.config files.

4. Create websites entries in IIS:
   - cca.canadacouncil.net
   - artbank.canadacouncil.net
   - sb.canadacouncil.net
   - plr.canadacouncil.net
   - vama.canadacouncil.net
   - unesco.canadacouncil.net
   - killam.canadacouncil.net
   - mib.canadacouncil.net
   - ggbooks.canadacouncil.net

For each website entries, the Physical path should point do the sandbox\website folder.

5. You might have to resolve permission issues when trying to view any of the websites.

APPENDIX II: Canada Council: CI, Development & Deploy

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Sitecore Audit – Findings & Recommendations

Canada Council: CI, Development & Deploy 5

Developers

Workstations

Source Control Server

Visual Studio
Team Foundation Server

Manual - Developer

Manual – Developer to IT Team

Quality Assurance Environment - QA

CM /CD

Production Environment - PROD

CM   CD

Environment Propagation : DEV => QA, DEV => PROD

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