



Request for Proposals (RFP) # 2020-08-19
Website Design and Development
Addendum II

Date: September 1, 2020

The timelines for this RFP are revised to the following:

Description	Revised Timelines Date and Time
RFP Issue Date	August 19, 2020
Bidders' Questions Deadline	August 28, 2020 (5PM EST)
Last Day for Addenda/Responses to Bidder's Questions	September 1, 2020
Bidders' Application Submission Deadline	September 14, 2020 (5PM EST)
Applications Review Period	September 15-18, 2020
ACCES Selection Committee to Meet with Top Candidates	September 21-24, 2020
Contract Award	September 29, 2020

Q1. Will proposals over the indicated budget range be considered?

Ans. All compliant proposals will be considered. Pricing is a rated criteria and the budget is one of our constraints.

Q2. What is the budget range you're seeking to have the project completed within?

Ans. The Budget range is indicate on page 21 of the RFP.

Q3. What level of Integration are you expecting with the IBM Watson AI Bot?

Ans. Our IBM Watson Assistant is a simple packaged JS file loaded on the site. Additionally, we will be implemented Watson Discovery to crawl the ACCES domain.



Q4. Salesforce has its own REST based API and also third party connectors. Would successful proponent have access to Salesforce technical support through Access employment's account while working with the integration with Salesforce?

Ans. We have a Salesforce integration team that will be assisting with the website development team for the Salesforce API integrations.

Q5. Where is the RFP posting available?

Ans. The RFP is available on Biddingo, Merx and on the ACCES website under About us, Requests for Proposals.

Q6. Are you interested in receiving submissions from non-Ontario based firms?

Ans. Yes, ACCES will accept proposals from non-Ontario firms.

Q7. Within section 3.3 Website Functional Requirements, ACCES is requesting integration with Salesforce, Maps, QGIV, Google, IBM Watson AI Chat Bot, and Talent LMS. Could you please confirm these are all the integrations you want to have on the final website solution and if so, could you confirm if there is a preferred integration method to pull/push data (for example: WP plugins, zapier, api, etc)?

Ans. If using WordPress (or comparable) as the CMS, WP plugins (or comparable) are acceptable integration methods for items that are not Salesforce integrated. Wordpress APIs (or comparables) should be sufficient, unless other technicalities arise during build. For Salesforce integrations, APIs are the preferred method.

Q8. Are WordPress's built in import/export/JSON API sufficient or do you need custom functionality?

Ans. Wordpress's API should be sufficient, unless other technicalities arise during build.

Q9. Within section 3.3 Website Functional Requirements, please confirm that Salesforce is able to provide job data and event calendar data, to display on-site?

Ans. Yes, both the calendar data and job data are available.

Q10. Please confirm that Salesforce will also be receiving job applications and event registrations?

Ans. Salesforce will receive event registrations but for job applications this is yet to be determined.



Q11. As per section 3.1 e-ACCES data migration, please define the full scope of data migration and what data is being migrated over to the new website?

Ans. Data migration will solely include content from UberFlip

Q12. The RFP itself does not outline any hosting requirements in detail. Does ACCES have a hosting preference or any hosting requirements that we should be aware of?

Ans. We currently use GoDaddy for hosting, but are open to changing depending on the solution. We prefer cloud hosting.

Q13. For hosting, does Acces Employment require a service level uptime target that the website must adhere to; based on organizational commitments?

Ans. Our average up-time is 99.89% and we would need to maintain that with the new site.

Q14. Please also confirm if the key milestone of "Launch First Phase of Website" targeted for December 2020 includes all of the deliverables specified in the RFP.

Ans. No, not all deliverables will be required to launch in December 2020. ACCES will require the successful proponent to recommend a phased approach for the launch of all functional requirements.

Q15. Does ACCES have a specific driver or operational need that requires the new website to be available for January 2021?

Ans. Since the new AODA compliance standards will come into affect January 2021, ACCES would need the base framework and pages to be completed for this date.

Q16. Are organizations based outside of Canada required to submit Appendix E?

Ans. Yes, all proponents that are tax exempt are required to submit Appendix E which is included with this addendum. Organizations based outside Canada are tax exempt and need to complete Appendix E accordingly. Pricing information should clearly indicate if the currency isn't in Canadian Dollar (CAD).

Q17. Is English the only language required for the website?

Ans. The site is to be built in English, we would like to maintain the Google Translate function if possible. The vendor can suggest a different translation service.



Q18. Of the current content on the current websites, how of much of it is to be rewritten vs. move over as is vs. new content created?

Ans. ACCES will be overseeing the rewrite of content, which will be largely shortened for the new site.

Q19. Does ACCES currently use a SMS and Email rely provider for push communication?

Ans. SMS is not currently used. Email relays are currently on Mailchimp but will be moved to Pardot.

Q20. Does ACCES require e-commerce capability?

Ans. ACCES will not require this.

Q21. Are there any other business system integrations other than IBM Watson Assistant, Salesforce, Paradot and Form Titan ?

Ans. None other than listed above.

Q22. Which social media platforms would need to integrate with the website?

Ans. Twitter feed is the only one.

Q23. Will Microsites for Affiliates and other donor organizations supporting Acces Employment be requied?

Ans. ACCES will not require this.

Q24. For the Job Board, is the successful vendor expected to create a platform from scratch or is there a favored board that can be integrated to website ?

Ans. ACCES would prefer to use a third party platform and one that is not built from scratch. ACCES would look for recommendations from the successful proponent. The only job site that is currently being use is the job board on Salesforce.

Q25. Will the blog be required to be redesigned before integrating with the website?

Ans. Yes, the blog will need to be redesigned. The current blog is hosted on UberFlip which has some limitations for content streams. UberFlip will not be used for the new site. ACCCES would prefer native blog capabilities on selected CMS.



Q26. On page 4, Section 1.3.1, Primary Objectives, a reference is made to “Improve content quality while minimizing the impact on current resources.” What is meant by this?

Ans. ACCES would prefer to have one source of content for items such as program description, program dates, event dates etc. which would be sourced from Salesforce. All new content will be provided by ACCES. The successful proponent will not be required to independently proofread and edit the site content on behalf of ACCES We will provide all new content.

Q27. As Joomla is an Open Source CMS, are you willing to consider other Open Source options such as the Drupal CMS?

Ans. The vendor’s proposed content management system (CMS) should be a web-based application that provides the core of the entire development process, being both the platform for development and the tool by which system administrators and contributors can update the new website. ACCES would prefer WordPress as the CMS, but would accept alternatives if suggested by the vendor.

Q28. What is the current average number of visitors and page views per day?

Ans. Currently we have ~1,000 average visitors per day and ~2,900 average page views per day.

Q29. What is the size of your website and how many documents does it approximately contain?

Ans. Our site current has over 150+ pages, which ACCES will be significantly reducing and approximately 50 ongoing documents. Short term documents will need to be posted (e.g. job postings).

Q30. Does the new site require any specific customization such as API Integration?

Ans. ACCES will require API integrations for Salesforce and Pardot.

Q31. Please clarify the difference between <https://acesemployment.ca/> and <https://e-aces.acesemployment.org/>

Ans. Acesemployment.ca is the main website for the organization, e-ACCES was a blog site, which we want moved onto the main URL. E-ACCES is online resources for job seekers.

Q32. Will all the content be delivered in a format that is ready for posting?

Ans. Yes all content will be delivered in the required format.



Q33. Does ACCES currently have licensing for Microsoft 365?

Ans. Yes, ACCES has licensing for Microsoft 365.

Q34. Is there a requirement for a secure area of the site that prospective employers/ job seekers would login to consume or share information that is relative to them?

Ans. Not at this time.

Q35. With regard to the Dynamic event calendar what is meant by "Permission based"? Are the images and documents on the event calendar from Salesforce or are they managed via the CMS?

Ans. Permission based allows for private versus public events listed in Salesforce, only public events are to appear on the calendar. ACCES will host event flyers on Salesforce with events. We will ensure support for any Salesforce work if necessary.

Q36. With regard to Registration forms; are these Salesforce web-to-lead forms? Are they to be integrated with the site, or are site forms to push data to Salesforce via API?

Ans. ACCES currently uses FormTitan web-to-lead forms as registration forms. We envision continuing to use FormTitan web-to-lead forms that are integrated with the site.

Q37. With regard to Donation acceptance capabilities, can you clarify if the intention is to replace QGiv with onsite donation management function or or merely better integrate the QGiv forms into the site (if possible)?

Ans. ACCES would require better integration of qGIV forms into the site, if possible. qGIV has the capabilities to be integrated onto website pages so the form looks seamless to a donor. The payment gateway is connected to qGiv. All transactions are handled by the third-party platform qGiv.

Q38. What does "Integration with current LMS (client sign in through LMS - Talent LMS)" mean?

Ans. This would involve a front end page styled login form.

Q39. Can you clarify what is meant by custom admin areas?

Ans. CMS management areas where different access levels have different views.



Q40. Is ACCES open to mapping out a scope and budget that balance feature requests and a custom build against available budget?

Ans. ACCES prefers to not have a completely customized website. ACCES would prefer taking existing templates and updating with additional functionality.

Q41. Please clarify what “cost for a 5 year support service for the data storage solution” in the Out of Scope Items of Appendix F entails.

Ans. This is no longer applicable and Appendix F has been revised as part of this addendum.

Q42. Can you please describe the designer registration process more clearly? What is the user journey like from start to finish? What functions, information transfer and automatic communications are required?

Ans. There are a number of possible forms a user may come across on our website; from information session registrations to webinar registrations, to gated blog content. These forms are connected to Salesforce to create a lead in the system.

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