

Date	Question	Answer
04/07/09	I note that the Commission would prefer the CMS to run on a Windows Server, but that also the website might be hosted externally. Is there any room for the Commission to consider a CMS that is not hosted on a Windows Server. I am sorry to be blunt but these RFP's take a large amount of time and if the Commission is not 'really' going to consider Linux servers, we would prefer to know before we put in a response	The Commission expects that the final solution will run on Windows but hasn't confirmed hosting arrangements yet. However the development environment will be hosted at the Commission's hosting provider data centre and will be Windows based so that decision will dictate in some part the final hosting solution chosen.
16/07/09	1. Based on the statement of work and all other related documentation provided to us seems like Share Point Server (or a similar CMS software solution) is the most effective solution/technology to be adopted for this project. The license cost is approximately US\$40K. Are we supposed to include the cost of licenses in our proposal? Please advise.	1. If you feel a Sharepoint solution would best meet our needs you are free to propose this and provide budget numbers for the procurement of the licences. Please do note that in the tender it notes that the Commission would be responsible for the procurement of any widely available software packages and given the Commission as part of the NZ Government does have purchase agreements in place with Microsoft, would likely use those agreements should the decision be to adopt that technology
	2. It is stated that Training is required. Are you expecting to have the personnel trained on site or remote training should be considered?	2. The Commission would prefer on site training but would be amenable to other modes of delivery so long as the Commission could be assured there would be no compromises in the quality of the training or the ability of staff to interact with the trainers

	<p>3. The document calls for a “Migration Plan” however the statement of work does not indicate the specific responsibilities of the contractor regarding the Migration effort. Is there a migration strategy/plan document available? Are the documents to be migrated stored in an specific format (i.e. PDF, HTML, etc)?</p>	<p>3. The majority of the content on the site is either html or PDF documentation. We are currently developing a migration strategy which potentially would include transforming content from one form to other forms more readily accessible on the web site. The majority of content is either in html on the current site or as Word documents in our EDMS. While the Commission will develop the migration strategy which would include authoring new content, changing existing content and deciding where existing content would lie on the new site, we would expect the successful tenderer to perform the bulk of the migration work from the current site to designated location in the CMS for ultimate publication on the new site</p>
	<p>4. If the migration does not make part of the November deadline when is the expected delivery date for the Data Migration?</p>	<p>4. Migration needs to be completed before the site goes live</p>
17/07/09	<p>Q1. The CDS Web Interface – Query Tool template is listed in the functional specification document, but no annotations around its functionality are provided. Can you please clarify the following:</p> <p>a) Your current website shows there are 15 similar screens to the one described in the functional specification, could you provide more information regarding these screens and whether they are required for the new solution?</p> <p>b) Can we assume that the Commission will provide the query tool control and the successful party will integrate into the CMS’s template?</p>	<p>a) As part of developing requirements for the new web site, we have decided that the new information architecture can be supported by all of the templates we have provided in the tender documents. We don’t foresee the need to develop new templates and that any content can be displayed in the templates we have developed.</p> <p>b) This question is unclear. We would expect the successful tenderer to assume the bulk of the responsibility for migrating content to the new CMS with eventual publication on the site using the template designs provided. The Commission project team will be identifying which content on the current site needs to be migrated to what parts using a number of tools.</p>

	<p>Q2. Regarding migration - it is understood that the majority of current content resides within HTML pages (i.e. within Plone), PDF documents, and MS Word documents (i.e. within the Commission's EDRMS). Is the migration of this content to be an automated process? If so, can you please clarify the following:</p> <p>a) Is your current web content management system able to output the existing HTML content into a migration-friendly format e.g. XML?</p> <p>b) Are the source documents for the PDF files available e.g. in MS Word format?</p> <p>c) Are the PDF files stored within Plone, the EDMS system, or some other data store?</p> <p>d) Is integration with MailSite required, and if so is the Commission able to supply resource/expertise for this part of the project?</p>	<p>It is unlikely that the migration can be achieved automatically based on our examination of the content and the new site design. However we might find that the successful tenderer, upon examination of the site, the new site architecture and content, might come up with ways to expedite this process</p> <p>a) This has not been investigated at this time but since the CMS is Plone, information on that CMS's capability in this area should be readily available for review</p> <p>b) The majority of documents are sourced from MS Word and converted to PDF for publication. However there is no direct linkage between the PDF document and the original Word Document in all cases so that the Commission cannot necessarily guarantee that the source documents can be located. In that case we need to consider alternative ways of retrieving the source content.</p> <p>c) The PDF's exist in Plone but as noted are sourced from MS Word. The Commission usually stores documents in its iManage EDMS with some content on shared drives. Also see the response to point b)</p>
17/07/09	<p>With regard to the information architecture, can you please comment on the degree of flexibility around the proposed design for the Site. Based on our experience, not all designs can be easily re-created in a different environments without the use of custom code. Our preference is to use 'out of the box' functionality wherever possible.</p>	<p>The Commission has expended considerable effort and time to arrive at the information architecture and site design as described in the RFP documentation. Unless it was very difficult to achieve in a package, we would not expect custom coding required to achieve this site design. But clearly there will need to be custom coding to create the page layouts and this is expected</p>

	Does the current or proposed environment utilise virtualisation as this will help with Disaster Recovery options?	While the current environment does use virtualisation, the Commission has not yet confirmed its hosting arrangements for the new site so cannot state with any certainty whether the new site will be on physical or virtual servers.
	Can the Commission provide an indication of the budget for this project?	While the Commission does have a proposed internal budget, we are relying the responses from the tenderers to help us firm up that budget.
	Non Functional requirements: Page Load Time (p. 3) average web page load time over broadband in less than 2 seconds. Is this measured right at the web server? Is it acceptable for us to measure load time locally and then add in an appropriate factor to represent load time over broadband?	Either way is acceptable so long as it accurately reflects what an end user experience would be
	Is there any data available from the current site on the number of pages viewed per visit?	The following table can be used to extrapolate this information
	Is testing 500 concurrent users the maximum load test or, is there an expectation that the site will need to support such a traffic load in the course of normal business?	Our expectation is that 500 concurrent users represents a high water mark for access and if the new site can be designed to handle this workload, the site users would not experience any response issues.
	Who will be responsible for Penetration testing?	The Commission will be securing those services independently of the site build
	Under "Security of the Site" the comments also cover the overall quality of the product. Will the Commission qualify its requirements around security?	The site build needs to conform to the OWASP standards
	Does the Commission require formal security testing and certification or will it be satisfied with adherence to standards, standard products, etc?	It does but this testing will be performed by another independent party. It is expected that the results of these tests will be made available to the successful tenderer as soon as possible so that any modifications/amendments can be implemented
	If there is a requirement for Security testing, who will be responsible for it?	See previous point

	SQL Server 2003 is mentioned in the documents. Is there any intention to upgrade to SQL Server 2005 or 2008 in the near future?	There is an error in the documentation. The proposal should have said SQL Server 2005. That being said the Commission also has available SQL Server 2008 to be deployed if necessary.
17/07/09	1.Do we need to create the HTML cutup of the templates from the PSD files provided by the Commission?	The PSD files show how the new site will be laid out. Those designs needs to be rendered in HTML in the new CMS
	2.Could you please confirm that the images and icons will be provided by the Commission?	Yes
	3.Does each Primary Header Navigation have quick links – (number 4 of page 4)?	Yes
	4.Will there be a separate specification provided for Administrators Interface?	No – we would expect the proposed CMS to have an administrator's interface to allow site administration. Part of the successful tenderer's responsibility will be to provide training in its use
	5.Can you please provide further insight to the nature of reports specified under page 6 (box 7) of this document?	See Question 7
	6.Does the Commission intend to have PDF Converter as part of CMS?	Any conversion to PDF for publication could either be achieved outside the CMS or in it – we have no preference but would review recommendations from the tenderers
	7.In addition to management reports provided by CMS, are there any specific statistical reports.	While the Commission has no specialised statistical reports it seeks, our expectation that there will be reports of sufficient detail for the us to manage the site, view site usage across pages, help understand user needs and manage capacity planning. Provision of sample reports would be of assistance in the response
	8.We are assuming that access by our partner company to the Commission's development and testing environments is not seen to be an issue.	No. We will provide remote access facilities and if needed, access from the Commission's location
	9.According to the RFP, the Commission requires training for staff. Who are the specific "Commission staff" i.e. user and management levels?	Users of the CMS (currently content authoring is centralised and we plan a move to de-centralised authoring) and the site administrator (the administrator of the CMS)

	10. Will user acceptance testing be carried out by staff that are familiar with the business processes?	Yes
	11. The contract is in a draft format. Is it indicating that there will be likely changes?	This is the standard Commission contract for services. However we understand that there might need to be minor changes to meet the business environment of a specific organisation but would not expect major changes to the T&C's
	12. Are there any costs implications for accessing the Commission's environments remotely?	We would not expect any cost considerations apart from needing access to a reliable and reasonable fast Internet connection. The organisation will need to have a modern browser and desktops running Windows XP Pro or better and firewalls able to pass through VPN traffic as used by the Microsoft VPN solution interacting with an ISA Server

