

**ADDENDUM TRANSMITTAL**

**REQUEST FOR PROPOSAL (RFP)**

For

**THE GOOD SAMARITAN SOCIETY and GOOD SAMARITAN CANADA  
and GOOD SAMARITAN DELTAVIEW CARE CENTRE LTD. (GOOD  
SAMARITAN)**

For

**Website Development and Implementation**

**Locations:** ALBERTA and BRITISH COLUMBIA

**RFP Number:** P103-2023-008

**TO: ALL PROPONENTS OF RECORD**

**RE: ADDENDUM NO. 1, 20 October 2023**

Attached is a copy of Addendum No. 1, dated 20 October 2023 consisting of 7 pages (excluding the cover page).

**ADDENDUM NUMBER: 1**

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**RE: ADDENDUM NO. 1, 20 October 2023**

This Addendum Number 1 forms part of the RFP and contract documents and modifies them as follows:

**RFP DOCUMENT**

The RFP Number remains P103-2023-008

**MODIFICATION TO RFP CLOSING DATE**

The RFP Closing Date is extended to 13 November 2023. Time and Submission details remain as specified in the RFP.

## CLARIFICATIONS

Q1. Would it be possible to know if there is an intended budget range for the project? Would it be somewhere between C\$20,000 to 30,000, or C\$40,000 to 60,000, or a different price range altogether?

A1. Budget for this project is \$30,000.00-\$50,000.00 CDN Dollars.

Q2. Are you open to using other open-source CMSs, or do you prefer to remain on Wordpress?

A2. Word Press

Q3. Do you require any user experience research to be conducted, e.g. surveys, focus groups etc

A3. No, just a 'refresh' of the current site

Q4. What is the current hosting environment?

A4. The hosting environment is a Citrix environment running on Windows 2008 R2 Standard Release

Q5. Is the expectation to migrate all current content, or does Good Samaritan require a content audit/strategy before migration?

A5. We will audit content/develop new

Q6. Good Samaritan has indicated that the first phase of the project should be fully operational by the end of January 2024. This is a very aggressive timeline, what is driving this target date? Is the timeline flexible?

A6. Spring 2024 will be the firm deadline.

Q7. Do you require any in-person meetings/deliverables?

A7. Not Required

Q8. Do you require the continued use of Blackbaud Merchant Services, if so what are the other associated plugins or services alluded to in the RFP associated with BBMS that you will also require?

A8. Yes Blackbaud will be continued

Q9. Can you provide the specific names of any other service integrations not explicitly mentioned / not BBMS related that should be considered as part of the project scope?

A9. Gravity Forms

Q 10. The RFP outlines that the Project Management plan must be in either an open source tool, or Microsoft Project, is this a hard requirement or may the chosen vendor use other licensed project management software, as long as it meets the deliverable requirements outlined in the RFP and Good Samaritan incurs no additional costs in the process?

A10 The requirement is in the following preferred order (1. MS Project, 2. (other tools – to be approved prior to use – to ensure our ability to ingest the output from the tool). If you are proposing another tool, it is about the portability of the plan and our ability to utilize it. We are standardized on MS Project. While it's not a hard and fast rule, we need to approve the tooling ahead of moving forward with it.

Q11. Is the deadline of the end of January 2024 for the launch of the first phase a hard requirement that must be met, or may this be negotiated between the potential chosen vendor and Good Samaritan given the overlap with the Holiday Season and short timeframe from anticipated approval of vendor (Nov 15) if this is potentially delayed

A11. See Q6

Q12. The RFP outlines an incident SLA with a response of 4 hours and a resolution within 1 business day.

Q12 a) Can you confirm the scope of what Good Samaritans schedule is in relation to valid Business Days and Business Hours?

A12 a) Monday to Friday 0800-1600hrs. If a call is logged on a Friday resolution would not be expected until EOD Monday.

We also require a process for an emergency fix. This would be an exception identifying how we get a resolution to an issue over a weekend if the issue is deemed a high enough risk. Risk defined as (eg: security breach).

Q12 b) Additionally if an initial response is expected outside of Business hours as outlined above what level is expected ie - automated acknowledgement, human acknowledgment?

A12 b) Response would be defined as a formal acceptance and logging of the issue (the logging would be a ticket number assigned to the problem and something that we can identify the issue with back to the vendor). This is where this would follow the GSS standard incident management process. We need to be able to log the issue on our side and know who to talk to and what issue/ticket number is being referred to.

Q13 Finally, can you clarify the expectation of the scope for what would be considered a valid resolution state/minimum to the understanding of the Good Samaritan Society under this 1 Business day scale?

A13 Valid resolution state/minimum = System back to full production capabilities with no loss of functionality to our end users. If an issue occurs, assessment would be completed, fix determined (could be a temporary fix until permanent is available or the permanent fix) but full functionality must be available.

Q14. Is onsite support expected during any phase of this project?

A13. If the solution is based on Wordpress it would not be required.

We need more clarification of their question. What are they meaning by onsite support? Most work in these digital environments can be done remotely so we need to know what the vendor is thinking before we can provide the answer.

Q15. Are there any roadblocks for offshore support/development?

A15 There are several factors to consider here (if these are met, the vendor can make their choice of where their resources are located):

1. Is the vendor able to keep their SLA's that they have agreed to – if so, I don't have a problem with where your resources are located.
2. The access to our (Good Samaritan) people must be done within our hours of business – meaning that if they have questions or need to do certain actions, it must be done within our business hour window
3. There cannot be any language barriers when discussing and understanding the technology and/or issues.
4. They must be accessible via video conference and/or phone for discussions. If video conference, expected screen on so visual.
5. If there was an onsite requirement, vendor would be on the hook for any travel costs to our Good Samaritan site.
6. Good Samaritan has the right to vet the resources being supplied

Q16. Do you have any particular CMS in mind (e.g., Drupal)? Or, can we continue using WordPress?

A16. Wordpress – Can continue using Wordpress.

Q17. Would you please share a high-level budget (or at least a budget range, e.g., US\$ 50k - 100k) allocated for this project? This would help us propose the appropriate solution, strategy.

A17. See A1

Q18. What is the allotted budget for this project?

A18. See A1

Q19. Are you open to a phased approach that differs from the expected phases indicated on page 4 of the RFP, as long as they achieve your project goals?

A19 First phase is the updating / refreshing of current website (by deadline), second phase would be adding resources for residents / families / job-seekers (post-deadline – negotiable). The phases as laid out are what we are expecting. If they have a suggestion of a different approach, they can propose it, but this must be approved by us prior to moving forward. Also, the work is not changing the functionality of the site, it is to improve the UI and look/feel.

Q20. The RFP indicates that the "first phase of the solution shall be fully operational and ready for use by the end of January 2024" Can you clarify what deliverables you expect to be completed by this date? If Good Samaritan is open to differing phases of work, may we disregard this deliverable deadline and instead indicate our recommended timeline for delivery?

A20 This is our requirement. Again if they have another proposal, they can present it, but the timelines and requirements must be adhered to as defined and/or agreed to between us and the vendor. So, they cannot disregard the deliverable deadline.

Q21. Does Good Samaritan have a desired public launch date for the website? Is this date flexible?

A21. See A6

Q22. The RFP pg 7 indicates that *links* to third party services for donor/contact information transmission and connection to the recruitment portal should not be changed; however, Blackbaud appears to have some level of integration and is not simply a link (<https://gss.org/donate/>) - can you clarify?

A22. Yes, Blackbaud is integrated, we previously used Gravity Forms, now Blackbaud integrates right into our donor database

Q23. Is the Proposal Overview provided on page 8-9 of the RFP the required order of proposal sections, or simply a list of information that must be included in the proposal?

A23. No, we are expecting proponents to include the information in their response noted on pages 8-9

Q24. Why has Good Samaritan decided to use an RFP to find a supplier for this project?

A24. This is our standard protocol.

Q25 What is the process that Good Samaritan went through to put this RFP together?

A25 GSS uses accepted Procurement Practice as recommended by the NWPTA.

Q26 What is Good Samaritan's budget for this RFP?

A26 See A1

Q27 Why was the January 31st date chosen as the launch date for the new website? (Are there any compelling reasons to launch earlier or later?)

A27 See A6

Q28 In the Support Maintenance section on page 6 it outlines how:

- i. The terms of support shall include response within four (4) hours and resolution within one (1) business day. Can you please confirm if the identified 4 hour response time is in business hours?

A 28i. Response is 4 hours (all hours). Resolution to an issue is within 1 Business day. See Q12 answers.

- ii. The Bidder's incident management process and tools should be able to integrate with the Good Samaritan IT support model. Can you please elaborate on the processes and systems used by the Good Samaritan IT support model?

A28ii. Any issues raised would be logged with the vendor through our Service Desk. An exchange of an incident number is to be provided along with contact information and this will be logged in our ServiceNow tool. Integration of the tools is possible if you have integration available. You as the vendor will manage and update your ticket about the issue (with the ability to provide us regular updates on the status), these will be accessible and updateable into our system. We can discuss logistics of how this will work.

- iii. Remote access by the Bidder must be conducted utilizing the method dictated by Good Samaritan. Can you please elaborate on what these methods are?

A28iii Remote access to support our systems is allowed, but if there is access required to our internal systems, you must work through our approved tooling and access points/ports. Assuming this is in a cloud environment, Good Samaritan approves who has access and who does not. No access can be provided unless the approval has been given through our Technical Services manager.

Regular audits will be completed on this environment and reports must be made available showing who accessed the system when and for what purpose. This must be traceable back to a ticket or incident or approved change.

A28iii. To add with above, the acceptable standard for logging in to GSS IT infrastructure is via secured VPN. We are using Big-IP Edge Client

**End of Addendum #1**