

RPRA Registry RFP - QUESTIONS AND ANSWERS (April 24, 2017)

The following questions and answers are provided as a matter of information to clarify issues raised about the RFP. To the extent that changes to the RFP are required based on the questions received, the RFP has been modified as noted above in the RFP section of this Addendum.

Q#	Questions and Answers
1	<p><u>Question:</u> Is RPRA looking for a collaboration of solutions or best of breed?</p> <p><u>Answer:</u> RPRA is open to all solutions.</p>
2	<p><u>Question:</u> Can we add our price model to the financial component? When costing the solution, is the roll up number what matters to RPRA?</p> <p><u>Answer:</u> Vendors may add their pricing model, however, as per section 6.3 of the RFP, RPRA will only be evaluating the final overall (i.e., rolled up) number and overall rate card number.</p>
3	<p><u>Question:</u> Can RPRA confirm that “Annual licensing costs” requested as part of the financial proposal (RFP section 5.3.1 – Solution Costing Details) should include all ongoing base operational support costs for the bidder to provide and operate the Registry Solution, or will RPRA amend the Solution Costing Details Template with an additional line item for annual operational support costs?</p> <p><u>Answer:</u> The vendor should detail on-going base operational support costs in the “Other Costs” line item of the Solution Costing Details Template as per section 5.3.1 of the RFP.</p>
4	<p><u>Question:</u> Can RPRA confirm that the implementation costs for the financial suite (if deemed required) should be included in the one-time implementation costs?</p> <p><u>Answer:</u> Yes that cost should be included as per the Solution Costing Details Template in section 5.3.1 of the RFP.</p>
5	<p><u>Question:</u> Does the financial suite include chart of account design, configuration and conversion of historical data (specifically GL, AR, AP conversion requirements – total number of accounts, customers, vendors), and whether the conversion strategy is expected to be manual input or automated?</p> <p><u>Answer:</u> RPRA already has a chart of account design, but as per section 3.1 of the RFP, migration of historical data from legacy internal systems (e.g., financial) is required. Whether this process can be automated or will need to be manual is a recommendation the vendor should provide.</p>
6	<p><u>Question:</u> Can RPRA provide guidance on the rate card?</p> <p><u>Answer:</u> It must be one blended rate as RPRA needs one number for the purpose of the evaluation as per section 6.3 of the RFP.</p>
7	<p><u>Question:</u> Can you clarify managed services?</p> <p><u>Answer:</u> Managed services are required for system implementation, on-going enhancements, and break-fix support.</p>

8	<p><u>Question:</u> If we offer more than one solution can we offer two prices? Or do you want one single price?</p> <p><u>Answer:</u> Vendors will be evaluated based on one solution with one price as per section 6.3 of the RFP.</p>
9	<p><u>Question:</u> Do you need a grant managements system?</p> <p><u>Answer:</u> RPRA does not a need grant managements system.</p>
10	<p><u>Question:</u> Is there specific testing that you require (e.g., load balancing, integration)?</p> <p><u>Answer:</u> Technical, integration, security and user acceptance testing is required as per section 3.2.6 of the RFP.</p>
11	<p><u>Question:</u> What does RPRA use for email?</p> <p><u>Answer:</u> MS Outlook on an in-house exchange server.</p>
12	<p><u>Question:</u> What is your position on use of off-shore solution development resources? Does it matter if the work on the system is done outside of Canada?</p> <p><u>Answer:</u> The use of off-shore development and resources is fine as long as the data stays in Canada. All analytics, core databases, backups, must stay in Canadian database. No testing can occur outside of Canada.</p>
13	<p><u>Question:</u> Will all of the hardware be located on site at RPRA's offices?</p> <p><u>Answer:</u> The solution, as per the RFP, should be cloud-based. The hardware, therefore, required to run the solution should be maintained off-site. The only on-site hardware is the switching system to access the data network and telecommunications required for the customer service staff.</p>
14	<p><u>Question:</u> Will RPRA's office stay in Toronto?</p> <p><u>Answer:</u> Yes, but some RPRA staff will be off site.</p>
15	<p><u>Question:</u> Do you have a sense of how off-site staff will access data?</p> <p><u>Answer:</u> Off-site staff will be mobile and connect directly into the system (via secure connection). Off-line capabilities will be required as well with automated and manual synchronization.</p>
16	<p><u>Question:</u> What happens between the RFP due date and the date the bid is awarded? Will vendors have an opportunity to present their solution to RPRA?</p> <p><u>Answer:</u> RPRA evaluation, RPRA Board review and approvals, and vendor negotiation and contract finalization. There will be no vendor presentations or short list.</p>
17	<p><u>Question:</u> Will you consider extending the proposal deadline?</p> <p><u>Answer:</u> The deadline has been extending in accordance with Addendum #4.</p>
18	<p><u>Question:</u> Do you have KPIs and metrics?</p>

	<u>Answer:</u> No, this is not known at this time.
19	<p><u>Question:</u> Do you need user set up services?</p> <p><u>Answer:</u> RPRA will need assistance with setup for internal staff only. There will be no contact between the vendor and external stakeholders (i.e., no need for the vendor to set up external users).</p>
20	<p><u>Question:</u> Does RPRA have a webmaster?</p> <p><u>Answer:</u> No, therefore the website solution should have a strong content management system (CMS), reporting analytics, and search capabilities. All of which should be self-service and easy to use.</p>
21	<p><u>Question:</u> What is RPRA's year end?</p> <p><u>Answer:</u> RPRA's year end is December 31.</p>
22	<p><u>Question:</u> Do you have Bilingual requirements?</p> <p><u>Answer:</u> Aspects of the Registry may be required to be in both official languages of Canada, French and English. Bilingual requirements are not part of the RFP. Any of these requirements, if needed, will be developed with the vendor in the scoping phase.</p>
23	<p><u>Question:</u> What currency must the solution support?</p> <p><u>Answer:</u> Canadian dollars only.</p>
24	<p><u>Question:</u> Do you want descriptive and predictive analytics included?</p> <p><u>Answer:</u> Descriptive and predictive analytics are requirements of the RFP as per section 3.1. However, predictive analytics will be developed as part of on-going enhancements.</p>
25	<p><u>Question:</u> What do you mean by integrated computer-telephony capabilities? What is your telephone system now?</p> <p><u>Answer:</u> Integration of the call centre telephone system with the CRM database and for automated retrieval of customer records. For the purpose of this RFP, RPRA does not have a telephone system.</p>
26	<p><u>Question:</u> Are you looking for a fully managed system?</p> <p><u>Answer:</u> Yes.</p>
27	<p><u>Question:</u> Are the timelines set in stone? Are there any areas that can be accelerated?</p> <p><u>Answer:</u> The timeline proposed can be changed throughout the life of the project.</p>
28	<p><u>Question:</u> Is an HR component part of the solution? Do you need the ability to manage RPRA payroll?</p> <p><u>Answer:</u> At this time, an HR component is not part of the solution. RPRA wants to avoid housing personal information.</p>
29	<p><u>Question:</u> Is the migration of data solely for analytics?</p> <p><u>Answer:</u> RPRA requires this information for trend analysis and other needs determined</p>

	by the unfolding regulations. Some historic data will also need to be displayed in the portal.
30	<p><u>Question:</u> Is case management internal?</p> <p><u>Answer:</u> The case management system is only for internal use.</p>
31	<p><u>Question:</u> Is there any case management content that exists now (internal or external for migration)?</p> <p><u>Answer:</u> Not with RPRA, however, the stewardship organizations may have case management content which RPRA will need to have migrated as per section 3.2.1 of the RFP.</p>
32	<p><u>Question:</u> Are you comfortable signing agreements with software vendors directly? If you have direct licences, you aren't tied to the vendor</p> <p><u>Answer:</u> RPRA will finalize vendor software licencing agreements as part of the contract negotiations. However, RPRA is comfortable signing agreements with software vendors directly.</p>
33	<p><u>Question:</u> In order to meet and exceed RPRA policy guidelines from a security and privacy perspective, can RPRA confirm that audit logging for read access is required? For example, the proposed Registry System has the capability to audit log each time a record is accessed versus only logging when a record is modified.</p> <p><u>Answer:</u> Yes.</p>
34	<p><u>Question:</u> Can RPRA confirm that it will be responsible for the change management, training and communications involving both internal and external stakeholders and users regarding the new Registry?</p> <p><u>Answer:</u> The successful vendor is responsible for this as per the RFP (e.g., training, as per section 3.2.2 of the RFP). Some aspects will be managed by RPRA internally (e.g., change management). Further details will be worked out during contract negotiations.</p>
35	<p><u>Question:</u> What level of knowledge transfer is required for the solution?</p> <p><u>Answer:</u> RPRA will be looking to the vendor to recommend the level of knowledge transfer given the recommended solution and the managed services operating environment as per section 3.2.2 of the RFP.</p>
36	<p><u>Question:</u> Will RPRA work with stakeholders to define business processes and solution requirements on their own, or is the successful bidder expected to support and/or drive these activities?</p> <p><u>Answer:</u> RPRA will work with stakeholders and the successful vendor to define business processes as an activity involved with the upfront enterprise architecture development for the Registry solution.</p>
37	<p><u>Question:</u> How is court status data received? Is there a need for an integration point or a manual input role?</p> <p><u>Answer:</u> This is a new mandate for RPRA. How this would work is unknown at this point.</p>

38	<p><u>Question:</u> Can RPRA elaborate on the use-cases and / or requirement for email integration?</p> <p><u>Answer:</u> Detailed use-cases will be part of the Enterprise Architecture work as the envisioned first phase of this project. Email integration is required for CRM and Case Management for capturing all activities with regulated parties (e.g., all correspondence with regulated parties must be captured).</p>
39	<p><u>Question:</u> Can we have some additional clarity around requirements for social media integration? Is this limited to social sharing functionality? If not, does this include social listening, sentiment analysis, and / or responding to social posts with call centre agents?</p> <p><u>Answer:</u> Initially limited to social sharing at this time.</p>
40	<p><u>Question:</u> Can you elaborate on the volume and expected storage requirements for content?</p> <p><u>Answer:</u> This is unknown. RPRA requires a scalable solution starting from a reasonable base amount of storage.</p>
41	<p><u>Question:</u> What is the scope of the ECM system? Can you provide further information for the ECM you will need?</p> <p><u>Answer:</u> RPRA requires an ECM system that supports the capture of such things as, documents, video, and multimedia. The ECM system should also integrate with CRM and case management. The appropriate security access profiles must be applied as well.</p> <p>RPRA does not know the level of detail we will need. Consider RPRA is a medium sized organization and will require the sensitivity level outlined in Appendix C of the RFP.</p>
42	<p><u>Question:</u> Can you please provide additional clarity around your requirements for content archival and / or destruction?</p> <p><u>Answer:</u> Vendors are to provide a solution that handles the full document lifecycle as per section 3.1 of the RFP. The number of years data is required to be stored is unknown.</p>
43	<p><u>Question:</u> Can you please provide additional clarity around your requirements for content organization and tagging? Can you outline the various use cases for which content will be stored and accessed?</p> <p><u>Answer:</u> RPRA is looking for recommendations on using metadata for organizing data. Standard business documents (e.g. a correspondence between RPRA and a regulated party) can be used as a sample.</p>
44	<p><u>Question:</u> What kind of metadata needs to be maintained for various types of content?</p> <p><u>Answer:</u> Metadata for the website content CMS and for the ECM solution.</p>
45	<p><u>Question:</u> Can you provide additional information around GIS requirements? What use cases would be satisfied through this feature?</p> <p><u>Answer:</u> RPRA does not currently have GIS services, however, RPRA anticipates needing GIS as reporting metrics and KPIs are developed (e.g., tracking recycling locations).</p>

46	<p><u>Question:</u> What specific measures and reporting will be utilized by the fairness monitor to ensure that the incumbent is not given preferred consideration, thereby guaranteeing there is an evidence-based level playing field for all the vendors who submit a response to the data registry RFP?</p> <p><u>Answer:</u> All vendors who have signed the Confidentiality Undertaking found in the RFP will be given access to the report prepared by Deloitte for RPRA. Vendors will also receive any information provided to Deloitte during the course of their work to prepare the report.</p>
47	<p><u>Question:</u> What kind of standard will you require for payment services?</p> <p><u>Answer:</u> As per 3.1.5 of the RFP, credit is one option, depending on the amount of the fees we will charge but RPRA will likely use EFT and cheques.</p>
48	<p><u>Question:</u> Is your preference for on premise or cloud? Cloud has many definitions. It could include no hardware/software onsite or could include some infrastructure onsite – Is there a definition? Private or public?</p> <p><u>Answer:</u> As per 3.1.9 of the RFP, RPRA is seeking a fully managed off-site data centre in a private or public cloud environment.</p>
49	<p><u>Question:</u> How much of the data being transferred is electronic?</p> <p><u>Answer:</u> The RPRA Datacall is fully electronic. RPRA cannot confirm the format of the stewardship organization's data at this time, but we assume it is all electronic.</p>
50	<p><u>Question:</u> Will information be delivered electronically? Will RPRA allow information to come through via faxing or calling?</p> <p><u>Answer:</u> Most of the information will be delivered electronically. RPRA also requires the ability to capture telephony data and unstructured data as outlined in the RFP.</p>