

Te Māngai Pāho



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Website Rebuild Request for Proposals

Buyer answers to suppliers' questions

Migration/connection (including Te Pūahatanga)

Q. Are these separate websites or same code base? Would the 'connection' be a link or is there some deeper integration in the current website that would be in-scope to migrate over.

These are separate code bases, the connection would be a link, no deep integration.

Q. Is Te Pūahatanga included in the site redesign scope?

Kaore (No).

Q. Re the connection to Te Pūahatanga, we understand that it is a web-based system developed by TMP. It would be helpful to understand a little more about the technical aspects of this system and how it is integrated with the current website.

The connection would be a link, no deep integration.

Q. Can you please provide more detail about the "connection to Te Pūahatanga" and what you envisage the migration of this to include?

The connection would be a link, no deep integration.

Q. Beyond providing "connection" to Te Pūahatanga, are there requirements to interact, upgrade, or interface with the "Registered Provider Dashboard"?

Kaore (No).

Q. The RFP asks the respondent to provide content migration from the old to the new site, and indicates that TMP will be responsible for new ongoing content development. Will the respondent be responsible for replacing/developing content from the old site that will not successfully migrate to the new site?

The RFP sets out the requirement for the supplier to migrate content from the current website to the new website, including connection to Te Pūahatanga (Te Māngai Pāho's funding management system).

Content

Q. Can you provide a detailed breakdown of the amount and type of content that you anticipate needing to be migrated?

The current Te Māngai Pāho website can be used as a guide for the amount and type of content that will appear on the new website.

Q. Does TMP have a well-defined design library, design standards, or a set of guiding principles for design to be consistent with the TMP brand? Will the respondent be responsible for the development/documentation of any such branding/design?

Te Māngai Pāho will make this available to the supplier. The supplier will not be responsible for the development or documentation of any branding/design.

Q. Does TMP have specific cybersecurity standards that must be upheld? Other than connecting to Te Pūahatanga (and potentially the Registered Provider Dashboard), does the TMP website expect to hold significant Personally Identifiable Information of users?

Kaore (no) however the website needs to be consistent with government accessibility, usability and security standards.

Hosting

Q. Does TMP have their own hosting infrastructure that they would require their development partner to utilise? If so, are these internal or external/cloud based servers?

Te Māngai Pāho currently has no hosting infrastructure. Infrastructure is leased from a provider. We will work with the supplier to decide on hosting parameters for the new website. The website needs to be consistent with government accessibility, usability and security standards.

Funding search data

Q. Are the results returned from this search coming from an external website/database? If so, can TMP please provide some further details on this integration?

Funding results are currently manually entered into the website CMS. A dump of the data can be supplied if helpful for the initial migration.

Do you have a preference for manual or automated migration? If automated, can you determine how well structured the content is, as it resides in the current CMS?

While we have no preference, as outlined in the RFP the existing Te Māngai Pāho website was created on its current technical platform in 2013/2014. The website is static and uses Nimbl as a content management system. Since the build of the website, the needs of Te Māngai Pāho have changed and the support for the current CMS is no longer what is required. The organisation now requires a website with greater flexibility that allows audiences to utilise the website for their needs and for the internal team to upload content on a regular (daily and weekly) basis.

User Experience (UX) and Stakeholders

Q. How is the current User Experience (UX) design and general website structure working for TMP? i.e. are there any known issues or pain points for TMP and/or their website users that need to be prioritised in the upcoming rebuild? To confirm, his question is aimed towards the user facing website as opposed to the CMS (which we realise needs to be addressed as part of the rebuild).

Te Māngai Pāho has commissioned research on the user experience of the current website, which identified areas for improvement. You will find a version (user names removed) of this research alongside this document and publicly available on our website rebuild RFP page for download.

Q. Does TMP have any documented feedback, input, or suggestions from current website users that can provide some form of “View/Voice of the Customer”? Will the respondent be required to perform any UX / Customer Research as a component of this project?

Please refer to the previous answer.

Q. Has TMP already identified the stakeholders whose opinions and requirements should be included in the solution development/implementation? if so, how many such stakeholders exist? Are they all Crown entity employees/directors, or are some outside the organisation?

Please refer to the previous answer.

Q. Have you conducted any UX/CX research for the project?

Please refer to the previous answer.

Q. We understand broadly what TMP needs. Would you mind describing, in a greater degree of detail, some of the high priority pain points/problems you wish the site to solve for both kaimahi and customers? For example, do you possess or have you undertaken research about the current (or possible future) user experience of both audiences? Or is this type of research intended to be part of the project?

Please refer to the previous answer.

Do you anticipate undertaking end-user/customer testing (note: not UAT testing) of the site prior to development? If so, at which stage had you anticipated undertaking this work?

This will be agreed with the successful supplier.

Q. How many TMP staff are expected to require CMS training? (item 8 in the “What we need” section)

This will be agreed with the successful supplier. Te Māngai Pāho has less than 15 kaimahi total.

Q. Could you briefly describe the experience of key members of your team, with regards to projects of this nature? In particular, the design and development of high profile websites in the timeframe you have indicated a preference for.

Te Māngai Pāho is an autonomous Crown entity, responsible for managing funding of the Māori media sector to maximise the contribution of the sector to the revitalisation of te reo Māori. Te Māngai Pāho does not require the successful respondent to do all the uploading of day-to-day new content. As set out in the RFP we expect training to be provided on the CMS and then kaimahi to upload their own content (such as RFPs, announcements, press releases and funding updates).

Language

Q. Is there any requirement for translation capabilities in the administrative use of the requested platform? That is, will TMP be developing its own English and Te Reo content, or will TMP expect to generate content in one language, and have the site develop a translation to the other language?

The successful respondent is not expected to write the content for the new website. Te Māngai Pāho is responsible for providing the content for the website. The RFP sets out the requirement for the website to be bilingual (in both te reo Māori and English).

Do you have a preference for separate language versions of the site, or would you entertain the idea of alternative options where both languages are woven together?

Please refer to the previous answer.

Budget

Q. Does the project have an approved allocated budget range that you can share?

This project does not qualify for listing on GETS as our indicative budget is less than \$100,000 (plus GST). This RFP is a single-step procurement process.

Q. At this stage, do you have a budget and do you have a preference for the use of (and % of) contingency in the project cost?

This project does not qualify for listing on GETS as our indicative budget is less than \$100,000 (plus GST). This RFP is a single-step procurement process.

Other Matters

Q. Does TMP require a bespoke (newly-developed) dashboard for google analytics, or are TMP staff capable of accessing/using the dashboard provided by google analytics? (item 6 in the “What we need” section)

Kaore (No).

Q. What flexibility is there in the delivery timeframe for this project?

Key outcome dates are set out on page 9 of the RFP.

Q. The indicative “build” dates are “Sept-Oct”; does the build phase, in your current plan, include research, information architecture, user experience and visual design, in addition to technical delivery? Or have aspects of this up-front design already been undertaken?

Key outcome dates are set out on page 9 of the RFP.

Q. What is TMP’s expectation for service levels / responsiveness to website errors or downtime? (SLA) Does TMP expect to have internal personnel to provide first-level support for user issue resolution?

We have kaimahi who look after the website currently and anticipate this will continue with the new website. We will work with the supplier to frame this.

Q. The dates provided in section 2.5 have already passed. What is the updated expected contract period for the award of this RFP?

*2.5 should read “We anticipate that the Contract will commence from August 2020.”
Key outcome dates are set out on page 9 of the RFP.*

Q. Given the focus on Common Web Principles, must the proposed solution be based on SilverStripe?

As the official web platform for the New Zealand Government, this is preferred. More information is available at www.cwp.govt.nz.

Q. The RFP states 'aligns with CWP principles' ideally will the website be hosted on CWP and built within the Silverstripe CMS framework?

As the official web platform for the New Zealand Government, this is preferred. More information is available at www.cwp.govt.nz.

Q. Can you please describe the governance model of this project from TMP's side? In addition, please can you describe the anticipated internal sign-off process(es)?

Approval and sign off rests with the Kaihautū.

Q. Do you anticipate having internal resource to undertake UAT testing prior to launch? If so, can you please describe the tools and processes that these folks have used previously to undertake similar testing?

This will be agreed with the successful supplier.

END