

RFP 20120416 Execution Readiness Q & A #1

1. What is the name of current financial system that FCC is running?

FCC's core banking platform is based on SAP (Consumer Mortgage and Loans and Collateral Management System) with customizations that have been developed and applied by FCC's SAP development group. This system is in place and used for a subset of FCC's customer portfolio and is planned to take over the entire portfolio by the end of the 2012 Calendar year. FCC also uses PeopleSoft for corporate financial management.

What technologies it use?

Technologies used (for SAP) include:

- Infrastructure – AIX Application Servers and AIX Database Servers
- Application – The SAP and Netweaver Application Platform
- Data – Oracle Enterprise Database

Does it have external API for gathering data from it?

- Integration and API's – Service based integration is performed to share customer and financial information with other systems (PeopleSoft, Custom CRM system, etc). Integration services are developed in Java and interact with SAP API's. There are also numerous data extracts that feed temporary data stores to support various enterprise capabilities.

Do you have documentation on it?

Further documentation, where it exists, will be provided to the awarded RFP vendor.

Is the gathering of required data for services within system in scope of current RFP?

The Gathering of required data for services is in scope of the RFP.

2. Are there any technology restrictions on the proposed solution e.g. it should Windows hosted software etc.?

There are no specific technology restrictions that we are placing on the proposed solution.

3. What performance metrics are expected e.g. number of expected concurrent on-line users, responsibility of the site etc.?

From March 2011 to April 2012:

- There were 2,241,293 number of site visits to the public website.

- There were 13,772 customers registered to use secured online services.
- There were 1,074,758 logins for the secured online services.

The system will need to perform well in order to provide a great customer experience and should be scalable to manage ongoing changes to the number of concurrent users. The number of future users has not been forecasted, but could possibly include all FCC customers as well as any individual that might access the website.

4. Online services: “Online FMS Software registration”, “FMS support community” and “Online FMS Purchase and Download”:

- a. Does this service mean the upgrade and extending of current site at <http://www.fccsoftware.ca/en/index.fasp?>

A FMS Support Community Page is already being developed and will be launched soon. Online Software Activation is also currently being developed. The expectation for RFP responders is that the overall solution will need to either:

- a) Continue to support the solutions that are currently being developed
- b) Replace or improve the solutions, if required, to best integrate them with the final online channel and user experience.

For the Online Purchase and Download: Similarly, it is assumed that these will either be supported or improved as part of the overall online channel and user experience. Details as to the extent are not currently developed and will need to be determined as part of the overall project.

- b. If not please specify additional information where we can find details
Further details will be provided to the awarded RFP respondent.

5. Online Services: Event registration. Current implementation is minimalistic.

- a. Will this service require doing any data transfers from and to current financial system?

Detailed requirements have not been developed and will need to be developed as part of the overall project.

- b. Will the user be able to register to then event online? Will there different types of registrations in the events e.g. Individual, Group, etc.?

Detailed requirements have not been developed and will need to be developed as part of the overall project. However, the scenarios listed will likely be required.

- c. Will the user be able to purchase online event membership? Will there any discount plans e.g. coupons, early-birds, group discounts etc?
Detailed requirements have not been developed and will need to be developed as part of the overall project.
- 6. Online services: Customer Reports (Online Statements).
 - a. Will this information pulled from current financial system?
Yes. There is also the possibility that information will need to be pulled from other systems to support specific statement requirements. Detailed requirement for online statements have not been done and will need to be developed as part of the overall project.
 - b. How many reports new solution should support?
Detailed requirement for reporting have not been developed and will need to be developed as part of the overall project
- 7. Online service: online forms.
 - a. Should the site administrators be able to create/edit new forms on their own?
Detailed requirement for reporting have not been developed and will need to be developed as part of the overall project. Form Creation/edits should be controlled in a dynamic and granular way.
 - b. How many online forms are expected in the system?
Detailed requirement for forms have not been developed and will need to be developed as part of the overall project.
- 8. Online services: online messaging center.
 - a. Will this service require doing any data transfers from and to current financial system?
Detailed requirements for the messaging center have not been developed and will need to be developed as part of the overall project.
 - b. What functionality should this service provide? Should this service work as online support center with email/chat options? Should this service work as mass email service to create and send newsletters?
Detailed requirements for the messaging center have not been developed and will need to be developed as part of the overall project.
- 9. Online services: Money Transfers, Payments, Disbursements.

- a. Will this services do actual operations with some bank accounts or they should only execute some API of current financial system?

Detailed requirements for the services have not been determined and will be defined as part of the overall project.

10. Online services: online calculators

- a. Will these calculators interoperate with current financial system?

Detailed requirements for the online calculators have not been developed and will need to be developed as part of the overall project.

- b. How many calculators are planned?

Detailed requirements for the online calculators have not been developed and will need to be developed as part of the overall project.

11. Online services: Alliance/Dealer Employee Decision Support

- a. Should this service work as online support center with different communication options? Which options are required e.g. chat/email/voice call/video chat?

Detailed requirements for the Decision Support capability have not been developed and will need to be developed as part of the overall project.

12. Online service: Public Content (Conversion and Migration)

- a. According to the sitemap of the current site there are almost 150 articles on it. Is this whole scope for conversion?

All current static and secure website content is within scope for conversion and migration. However, all content will not necessarily be migrated/converted. There will likely be a content approval process that will need to validate whether content is still relevant and/or needs to be modified to meet the desired online customer experience.

13. Online services: Relationship Manager Mobile Services

- a. What is this service supposed to do?

Detailed requirements for the Relationship Manager Mobile have not been developed and will need to be developed as part of the overall project.

14. Web Content Management

- a. What is the planned content delivery process?

The content delivery process has not been designed and will need to be designed as part of the overall project.

- b. What collaboration is expected within this process?

The content collaboration requirements have not been developed and will need to be developed as part of the overall project.

15.Identity and Access Management

- a. Will the administrators of the system be able to change profile on their own?

Detailed requirements for profile management have not been developed and will need to be developed as part of the overall project.

- b. Should the registered users be stored in the current financial system? And vice versa?

Detailed requirements for customer account management have not been developed and will need to be developed as part of the overall project. However, if data from SAP is required to support a service that a customer has access to, the customer account will need to exist in SAP. There are existing account provisioning processes that facilitate customer account creation in various systems that may need to be enhanced to facilitate full coverage of customer products.

Registered users should have access to their account within the current financial system.

- c. Consolidated Customer Account – how many and which systems this account should consolidate?

Currently, FCC has two main systems that contain customer accounts for the purpose of customer relationship management. In addition, supporting systems (like the core loan management system) also may contain customer records in order to support their functions.

16.Reporting & Analytics

- a. Should “Web Analytics and Performance Metrics” be integrated within the current system or that can be some third party tool e.g. Google analytics?

Both above scenarios are acceptable options and we are open to any solution that provides the best capability and value.

- b. Can you estimate the number of reports required in “Management Reporting” section?

Detailed requirements for management reporting have not been developed and will need to be developed as part of the overall project. As such, a specific number of reports have not currently been determined.

17. Social media

- a. Can you list all social sites the system should work with?

The solution needs to be dynamic enough to work with existing and new social media sites as they become popular.

- b. Can you specify planned lifecycle for publishing social media content in details?

Detailed requirements or designs for the social media publishing lifecycle have not been developed and will need to be developed as part of the overall project.

18. Technical solution

- a. In term of integration with existing software it is required to know more details on number of application and their names. In case if these are in-house developed application we will require technical documentation on it for providing accurate estimates.

It is understood that more details are required and will be supplied to the successful vendor during the planning and requirements gathering phase of the project.

RFP 20120416 Execution Readiness Q & A #2

1. What is relationship between the existing online services and the new one, in particular with respect to

- a. Ability to reuse information architecture

FCC does not wish to constrain the respondent with any current implementation, however the details of the current architecture will be provided to the successful respondent.

- b. Ability to reuse graphics, layout and style information

As part of this project the online user experience will be redesigned. This may include some existing graphics, layout and styles but the detailed design has not yet been done and will be completed as part of the project.

- c. Need for content migration – if applicable please provide

- i. the type of content

All current static and secure website content is within scope for conversion and migration. However, all content will not necessarily be migrated/converted. There will likely be a content approval process that will need to validate whether content is still relevant and/or needs to be modified to meet the desired online customer experience.

- ii. relevant content volume information (number of documents, folders, sites)

All current static and secure website content is within scope for conversion and migration. However, all content will not necessarily be migrated/converted. There will likely be a content approval process that will need to validate whether content is still relevant and/or needs to be modified to meet the desired online customer experience.

- iii. whether content, metadata and access control information are to be migrated

Requirements will need to be determined as part of the overall project.

- 2. What applications must be integrated within the online services other than the Financial Management Systems?

Integration needs will depend on the detailed requirements and design of the online services and specific data sources to support those services. Detailed requirements have not yet been developed and will need to be determined as part of the overall project.

For each of these applications (including the Financial Management Systems) please provide the vendor, product name and version. If any of them is a custom application please provide the programming languages used, platform they are running on and versions.

- 3. What infrastructure services must the online services be integrated with?
Some examples may be:

- g. Directories (e.g. LDAP directory for authentication)
- h. Email (e.g. for notifications)

Detailed requirements and design have not yet been developed and will need to be determined as part of the overall project. However, the stated examples (directories and email) will likely be required integrations.

For each of these services please provide the vendor, product name and version. If any of them is a custom application please provide the programming languages used, platform they are running on and versions.

FCC does not wish to constrain the respondent with any current implementation. In order to support requirements and design, the details of the current architecture will be provided to the successful respondent.

FCC is looking for respondents to propose solutions that can support integration in a loosely coupled approach.

4. How many users are the online services expected to have?

From March 2011 to April 2012:

- There were 2,241,293 number of site visits to the public website.
- There were 13,772 customers registered to use secured online services.
- There were 1,074,758 logins for the secured online services.

The system will need to perform well in order to provide a great customer experience and should be scalable to manage ongoing changes to the number of concurrent users. The number of future users has not been forecasted, but could possibly include all FCC customers as well as any individual that might access the website.

5. What is the expected lifetime of the solution?

We are looking for a long term solution that is adaptable and extendable to meet new business requirements (e.g. new online services) as they are identified in the future.

6. Are there any technology constraints imposed on the implementation (operating system or application server standards, programming languages etc.)?

There are no specific technology restrictions that we are placing on the proposed solution.

RFP 20120416 Execution Readiness Q & A #3

1. Does FCC have any preference for Hardware/Software/Base Technologies (java or .net) for realizing the Capabilities described in the RFP? If yes, what are they?

There are no specific technology restrictions that we are placing on the proposed solution.

2. What is the preferred integration mechanism for internal & external systems?

We prefer a loosely coupled approach to integration that supports abstraction of independent systems.

3. Does FCC have any directory service implementation currently? If so, does it intend to continue them for future implementations of Identity & Access Management?

Active directory is currently used as well as custom access management systems but FCC is open to suggestions/options.

4. Please elaborate on "Secure Document Transfer", "Enhanced Registration" and "Online Messaging Center" capability under Online Services.

Specific requirements for the online services have not been determined yet and would need to be determined as part of the overall project

5. Does FCC have a Payments & Money Transfers system that could be re-used or leveraged in the new world?

FCC does currently have payments and money transfer interfaces but does not want to constrain any proposed solutions with existing implementations. Details for existing systems/processes will be made available to the successful RFP respondent to support further solution design.

6. Please elaborate on 'Content Delivery Processes and Workflow' under Web Content Management.

The detailed content delivery process and workflow requirements have not been determined and will need to be determined as part of the overall project.

7. Please elaborate on 'workflows' under 'Technical Solution'. What are the various

'workflows' that exist in FCC, what is envisaged for the new world?

Specific requirements for the workflows have not been determined yet and would need to be determined as part of the overall project

8. Do the workflows involve only system interactions or they have human interactions too?

- Specify whether the processes/workflows are long running or not?

- What are the products used to implement the workflows, please specify?

Assume that workflows will have both system and human interactions however detailed requirements have not been determined and will need to be determined as part of the overall project.

9. Does FCC have any preference for workflow product to be used?

No

10. What kind of production applications/systems (Mainframe, AS400, Relational Databases etc) exist in the current architecture landscape and would continue to exist? Please specify existing integration mechanism with these systems.

FCC currently uses a range of systems that include distributed systems, databases (primarily Oracle) and a mainframe presence that is planned for decommissioning in the near future. Integration is currently facilitated through a variety of mechanisms depending on the system and data. Details will be provided to the successful RFP respondent, but FCC does not want the current environment to constrain proposed solutions.

11. Does FCC integrate with external Partner Systems/applications as part of their business Processes/transactions? What kind of systems/applications & protocols are involved in the integration?

Yes, integrations do exist but until detailed requirements and design occurs, the exact integrations for the online services cannot be stated. FCC does not want the current environment to constrain proposed solutions. Details about the current environment will be made available to the to the successful RFP respondent to support further solution design.

12. Does the integration involve multiple systems/applications at the same time? Does the integration involve update transactions that happen across multiple systems/applications?

Yes, integrations do exist but until detailed requirements and design occurs, the exact integrations for the online services cannot be stated. FCC does not want the current environment to constrain proposed solutions. Details about the current environment will be made available to the to the successful RFP respondent to support further solution design.

13. Does FCC use any COTS services? Does FCC have any preference for integration products to be used?

FCC has an IT environment that consists of both custom and COTS applications but detailed integration requirements have not been determined and will need to be determined as part of the overall project. FCC does not want to constrain any solution recommendations.

14. What are the number of users & stake holders supported by the current architecture with regard to integration, workflows? What are the expected number of users & stake holders in the next five years?

Since FCC is looking to replace and improve on the existing solutions, the number of current users and workflows that may exist does not represent what may be required by the new solution. The system will need to perform well in order to provide a great customer experience and should be scalable to manage ongoing changes to the number of concurrent

users. The number of users has not been forecasted but could possibly include all FCC customers as well as any individual that might access the website.

15. Please provide the AS is Architecture with regard to integration and workflows. Would FCC want to continue with this architecture or any parts of it, please specify.

FCC is looking to replace its current solution and does not want to constrain any proposed solutions. However, details on the current solution will be available to the successful RFP respondent. FCC is expecting recommended solutions that are flexible enough to handle different integration and workflow scenarios.

16. Please provide a list of tablet/mobile devices which are in scope?

Specific mobile devices have not been identified. In general, any content exposed via the web channel should be viewable and usable via any commonly used device (device independent). However, specific requirements have not yet been determined and will need to be determined as part of the overall project.

17. What are the online services that are expected to be enabled on tablet/mobile?

Detailed requirements have not yet been determined and will be apart of the overall project. In general, assume that all content exposed via the web channel should accommodate any commonly used device.

18. Please share a high level view of existing FCC infrastructure, database and security. Is the current infrastructure mobile ready?

FCC does not want to constrain any proposed solutions with the existing FCC infrastructure. However, this will be available to the successful RFP respondent to support further detailed design.

19. What kind of support is expected from content management perspective for tablet/mobile devices?

Requirements have not yet been determined and will need to be determined as part of the overall project.

20. What are all the Social Media needs to be integrated/enabled on tablet/mobile?

The solution needs to be dynamic enough to work with existing and new social media sites as they become popular. However, detailed requirements have not yet been determined and will be apart of the overall project.

21. Are the mobile security policies in place? If yes, please explain.

Mobile security policies are currently not in place for external web content.

RFP 20120415 Website Q & A #4

1. Do you have an expectation on timeframe for this initiative? (I.e. goal is to be live by...?)

FCC would like an incremental implementation of online service with a complete solution by the end of 2013.

2. Can you provide insight into FCC resources that will/may be involved in the development process? (SME's, BA's, product owner etc.?)

We are looking for a resourcing recommendation from responders as a component of their approach/methodology. Any recommended FCC roles that would be required can be mapped to actual FCC position/roles upon award of the RFP and further project detail definition.

3. What technologies are in play with regards to existing FCC online services and systems?

Since FCC is looking to replace their existing solutions in this space, we don't want to constrain proposed recommendations with existing systems/services. Also, since detailed requirements and design have not yet been developed and will need to be developed as part of the overall project. Any existing systems that would still provide value to the solution can be incorporated as part of the design with the successful RFP responder.

4. Is the existing system hosted and managed at/by FCC?

The existing solution is hosted on a hosting partner's infrastructure but FCC manages the software and implementation. The existing model for hosting should not constrain any proposals and FCC is looking at all recommendations and solutions.

5. If you are able to disclose, which organization has been your primary provider of the current system?

The current web solutions are in-house developed and managed by FCC.

6. Do you currently have in-house development capabilities? If so, what technologies?

The current solutions are in-house developed but FCC is looking to replace the existing implementation and does not want to constrain any proposed recommendations with the existing implementation.

7. Are all branch locations on your LAN/WAN? Or are they independently accessing services via the Web?

All FCC offices are connected via a LAN/WAN.

8. Currently, what device/tablet is utilized by the internal staff at FCC? (BlackBerry, iPhone, Android etc). Will this be changing moving forward?

Solutions related to this RFP should support devices (tablets, smart phones, PC's, etc) regardless of manufacturer or corporate standards as these may change over time. Tailoring of content to mobile devices should be manufacturer independent.

9. If BlackBerry is utilized by internal staff, is it managed through a BES?

There are Blackberries used and they are managed through a BES but it is not desirable for FCC to have any web based solutions that constrain device consumption to a single manufacturer.

10. Does the FCC have current usage statistics on external end user devices that access online content? Is there a preferred platform?

From March 2011 to April 2012:

- There were 2,241,293 number of site visits to the public website.
- There were 13,772 customers registered to use secured online services.
- There were 1,074,758 logins for the secured online services.

The system will need to perform well in order to provide a great customer experience and should be scalable to manage ongoing changes to the number of concurrent users. The number of future users has not been forecasted, but could possibly include all FCC customers as well as any individual that might access the website.

FCC does not have a preferred platform and is looking for recommendations from responders.

RFP 20120416 Website Q & A #5

1. Which services in the high level capabilities diagram in section 5.2 are existing, and which still need to be developed as part of this project or in future projects?

Most of the services do not exist for all customers and even for the services that do exist, the desire is to redesign them to fit a new and improved user experience.

2. Can you provide a high level technical description of how the existing financial system is it currently integrated with the existing website?

Integrations with the primary financial management system are currently managed mainly through java based service calls that interface with SAP APIs. However, while FCC wants to maintain a loosely coupled integration approach that supports application abstraction, the current implementation does not need to constrain proposed solutions.

3. What technologies are currently in use by FCC's existing financial application platform?

FCC's Core Mortgage and Loan Platform are based on SAP (Consumer Mortgage and Loans and Collateral Management System) with customizations that have been developed and applied by FCC's SAP development group. This system is in place and used for a subset of FCC's customer portfolio and is planned to take over the entire portfolio by the end of the 2012 Calendar year. In addition to SAP, many supporting systems and databases support overall financial management and processes. FCC also uses PeopleSoft for corporate financial management.

4. Will the financial platform be undergoing any major enhancements that would affect the in-scope online services?

The current portfolio management environment is split between an SAP distributed implementation and a Mainframe environment. The entire customer portfolio is planned to be migrated to SAP by the end of 2012. No significant enhancements are currently approved after that but it is possible that enhancement may be identified and approved during the timeframe of this online services project.

5. Is there a content management system (CMS) currently running the website? Is there a preference to keep or replace this technology?

FCC is looking to replace the existing legacy CMS that is used for web content management. FCC does not want to constrain any solution proposals with the existing implementation.

6. Is there a customer relationship management system (CRM) currently in use? Is there a preference to keep or replace this technology?

FCC currently has two custom developed CRM systems. One that represents the majority of FCC customers and one that contains customers for a specific product set. Replacement of these CRM systems would be a major initiative due to integration with loan management and other processes and is not in scope of the project.

7. Is there a technical platform preference within FCC for the enhanced web platform (.NET, Java, PHP, etc.)?

FCC does not have a specific platform preference.

8. Do the current online services integrate with an existing identity and access management system? If so what technologies does this system use?

Yes, Active Directory is used for account authentication and access control is provided via role based security through a custom developed access management system.

9. Is 2nd factor authentication currently in use?

Yes, for a specific customer segment.

10. What type of architecture is currently in use to integrate the financial applications platform with the website? For example, are there existing services that we can integrate with, or do we need to build a service layer to access important data?

Integrations with the primary financial management system are currently managed mainly through java based service calls that interface with SAP APIs. However, while FCC wants to maintain a loosely coupled integration approach that supports application abstraction, the current implementation does not need to constrain proposed solutions.

11. What is the size of the FCC team and what are the core technical skills on the team?

We are looking for a team resourcing recommendation from responders as a component of their approach/methodology. Any recommended FCC roles that would be required can be mapped to actual FCC position/roles upon award of the RFP and further project detail definition. It is expected that the majority of development will be completed by the successful RFP respondent.

12. What role will the FCC technical team play on this project in terms of roles and allocation to the project?

We are looking for a team resourcing recommendation from responders as a component of their approach/methodology. Any recommended FCC roles that would be required can be mapped to actual FCC position/roles upon award of the RFP and further project detail definition.

13. Please describe (in a high level) the scope of support that the proponent will be required to deliver.

Respondents should provide support options based on the solution recommended that include ongoing full solution support as well as future development services for new business requirements. FCC will work with the successful respondent to determine the best support model based on the final solution design.

14. Does farm credit currently have resources who manage content on the site? Do these resources have basic HTML skills?

Yes, FCC does currently manage our own content with our own resources that have HTML skills.

15. How frequently does the content on the site change?

Content changes can vary from infrequent to frequent depending on business needs.

16. Where is the FCC website hosted? If the site is hosted in house what hardware / software is in use?

The existing solution is hosted on a hosting partner's infrastructure but FCC manages the software and implementation. FCC does not want to constrain any solution proposals with the existing implementation.

17. Will the new website be hosted in the same facilities?

The existing model for hosting should not constrain any proposals and FCC is looking at all recommendations and solutions.

18. What are the uptime requirements for the website?

The current SLAs for the secure site are as follows:

The current solution provides overall availability (uptime) of 99.5%.

Application prime-time periods are as follows (based on current E-business SLAs):

- Business Days: 4:00am – 12am (Saskatchewan Time)
- Non-Business Days: 6:00am – 10:00pm (Saskatchewan Time)

Detailed requirements need to be developed as part of the overall project and may result in SLA changes for all online services.

19. What application / software currently powers the site search?

Detailed requirements have not yet been developed and will need to be developed as part of the overall project. Regarding the existing implementation, FCC does not want to constrain any solution proposals with the existing solutions.

20. Is there a preferred development methodology that the FCC

FCC is open to recommendations. The preference for this project is that incremental functionality will be implemented throughout the project timeframe. The approach should be responsive to potential changes in the online services scope over the project timeframe.

RFP 20120416 Website Q & A #6

1. Does FCC have any preferred or mandatory technologies that need to be integrated into the future-state solution? Could you list them?

Detailed requirements and design have not yet been done and will need to be performed as part of the overall project. However, FCC's loan management system is SAP based and FCC uses in-house developed CRM systems.

Integrations with the primary financial management system are currently managed mainly through java based service calls that interface with SAP APIs. However, while FCC wants to maintain a loosely coupled integration approach that supports application abstraction, the current implementation does not need to constrain proposed solutions.

2. How comprehensive is the mobile functionality expected? Are all items of on-line web functionality expected to be available on a mobile platform? We are basing this on "FCC would like to replace its online services with an updated solution that increases customer engagement and provides enhanced financial services for the agriculture community. The new solution will deliver a leading-edge redesigned web and mobile platform incorporating specific services for customers, alliances, dealers and employees, building on the capabilities of FCC's existing financial systems."

Detailed requirements for the Mobile have not been developed and will need to be determined as part of the overall project. It is expected that users will be able to access FCC online services via multiple devices, including mobile.

3. Once a strategic partner is selected, does FCC envision signing contracts to deliver functionality in a phased manner?

Yes, it is expected that a phased approach using signed contracts will be used to deliver the project goals. However, FCC is open to any recommended approach/methodology.

4. Would FCC be willing to consider an extension of two weeks for a response, as we are looking to provide a very comprehensive response?

Due to project timing FCC would not be able to accommodate a two week extension to the response.

5. Is FCC expecting to replace your complete web technology and on-line eBiz functionality with a new integrated platform, or is there some expectation by FCC to collaborate with the strategic partner to determine which technologies will be leveraged?

FCC will work with the strategic partner in the development of a new integrated platform based on the recommendations within the RFP responses.

RFP 20120416 Website Q & A #7

- 1) Does FCC have a chosen technology platform that they wish to leverage for the program (i.e.: SAP, SharePoint, etc)

There are no specific technology platform restrictions that FCC is placing on the proposed online services solution. FCC will work with the strategic partner in the development of a new integrated platform based on the recommendations within the RFP responses.

- 2) What is the desired technology platform for the solution (hardware, software, O/S, etc)

There are no specific technology platform restrictions that FCC is placing on the proposed online service solution. FCC will work with the strategic partner in the development of a new integrated platform based on the recommendations within the RFP responses.

- 3) What IT or development standards current are established that this initiative will leverage/adhere to?

FCC is open to recommendations. While FCC has development standards, they are development language specific and may not apply depending on the final solution. Architectural and security standards exist and FCC will work with the strategic partner in the development of a new integrated platform based on the recommendations within the RFP responses.

- 4) Can you share what are the current usage stats of your external web site including the number daily visits, registered users and active users?

From March 2011 to April 2012:

- There were 2,241,293 number of site visits to the public website.
- There were 13,772 customers registered to use secured online services.
- There were 1,074,758 logins for the secured online services.

The system will need to perform well in order to provide a great customer experience and should be scalable to manage ongoing changes to the number of concurrent users. The number of future users has not been forecasted, but could possibly include all FCC customers as well as any individual that might access the website.

- 5) How many people will need access to the content management capabilities? Will these people be internal users only or external entities as well?

Since FCC is looking to replace and improve on the existing solutions, the number of current users and workflows that may exist does not represent what may be required by the new solution. The system will need to perform well in order to provide a great customer experience and should be scalable to manage ongoing changes to the number of concurrent users. The number of users has not been forecasted but could possibly include all FCC customers as well as any individual that might access the website.

- 6) What specific technology products does FCC want the online services to integrate with?

Integrations will need to exist but until detailed requirements and design occurs, the exact integrations for the online services cannot be stated. It is likely that integration with SAP and other data sources will be required.

FCC does not want the current environment to constrain proposed solutions. Details about the current environment will be made available to the successful RFP respondent to support further solution design.

- 7) Does FCC currently have an Enterprise Service Bus that they want to leverage for facilitating online services?

FCC does not currently have an Enterprise Service Bus but Java based services do exist and are called directly.

- 8) Does FCC currently utilize existing COTS or custom solutions for some of the subject areas listed in the RFP (Identity Management, Content Management, integration)?

FCC uses a combination of custom applications and COTS applications to manage business needs.

- 9) Does FCC have a Social Media Strategy currently in place?

FCC is currently developing a Social Media Strategy as a component of the overall Online Services Program.

- 10) Does FCC have an Identity Management Solution in place today? If so, can you describe?

Yes, Active Directory is used for account authentication and access control is provided via role based security through a custom developed access management system.

- 11) The RFP refers to “a second factor of authentication will exist for a subset of customers...”. Can you describe this requirement further as to what this “second factor” consists of?

FCC's current solution for 2nd factor authentication will likely be replaced in the near future and shouldn't constrain recommendations. The current solution is utilized by a specific customer segment, however, requirements for 2nd factor authentication have not been developed and will need to be determined as part of the overall project.