**RESPONSE TO QUESTIONS REGARDING TENDER 258-18/65**

Assignment Name: *Website Management, Development and Digital Marketing Services*

**Based on questions received, the information below is provided for clarification regarding**

**The tender referenced above. Please note if new questions are received, they will be added to this document.**

1. **Question:**

Do local agencies have a priority over agencies from other countries? Precisely, I am asking from a non-EU country.

**Response:**

International IDEA’s evaluation of proposals will not prioritize agencies by country. All proposals will be reviewed based on the areas outlined in the terms of reference and tender notice, Section 4 Evaluation of Proposals.

1. **Question:**

To precisely define monthly/yearly support costs, it would be good to obtain more information regarding the expected workload. For example, can you describe an average workload and provide a support ticket example for one of the previous months?

**Response:**

For hosting support, we estimate 20-25 hours per month of support. Please refer to the scope of work in the ToR regarding our needs.

1. **Question:**

May we ask, who is your current provider and why did you decide to change them?

 **Response**:

The contract with our current provider will soon expire and as part of our procurement process, we have issued a tender which is open to everyone.

1. **Question:**

Will your organization consider to implement other CMS rather than Drupal, in the future?

 **Response**:

We currently do not envisage migrating existing systems away from the Drupal platform or LAMP systems.

**5. Questions :**

**Regarding Cluster 1:**

**Questions 5 (i)**

Will you require support for the databases? If yes:
- what are your support requirements?
- what DB servers besides MySQL are used and should be supported?

**Response:**

**-** Regular related maintenance/ support is normally all that is required. Any specific projects (e.g. server migration, upgrades etc.) are not envisaged in the near future but would be specified as needed.

- Databases are only MySQL as used by Drupal.

 **Questions 5 (ii)**

**Development and production servers (re. 1b of the TOR)**
- What is the number (count) and type of development and production servers?
- what operating systems are running and which parts of them should be supported?
- what services are running and should be supported on those servers?

**Response:**

 - We have one development and one production server.

- Ubuntu is the operating system used for backups.
- A Cloud server with services for filing, bandwidth and backup.

**Question 5 (iii)**

**Source code repository (re. 1c and 5 of the TOR)**
- do you have a specific/predefined repository that you use or would like to use?
- where should the master of this repository be hosted and by whom - on your servers, on your cloud service provider's servers, on the repository provider (public) servers or on the support provider's servers (the cluster 1 service provider)?

- What kind of cloud services are used by IDEA and should be supported?

**Response:**

- The source repository is currently hosted on BitBucket (i.e. not on Rackspace/our cloud provider).

- Our preference is to continue with this arrangement but are open to other proposals/discussion.

- Rackspace (mandatory) and BitBucket (preferred).

**Cluster 2&3**

**Question 5(iv):**

- The required features are only generally described in the ToR. Is the provider going to receive a comprehensive business requirements document or is this also a task of the provider to prepare one together with the IDEA team. In fact, the normal procedure is that this document is done first before the quote is provided.

**Response:**

- Once a provider is selected on a Framework Contract basis, specific individual assignments will be agreed on a case by case basis between both parties according to a specified TOR.

**Questions 5 (v)**

- Re 2.2 of the TOR. What is meant by updating - from technical/UI point of view, or also content wise. Is this an ongoing process or there is a certain volume of pages and templates that need to be crated and updated?

- Re. 2.4 of the TOR. Is the database expected to undergo big changes in terms of schema. What is meant by analysis on the server in this case?

- Re. 2.6 of the TOR. How often a production deployment is expected. How many iterations and releases are foreseen?

- Re. 2.9 of the TOR. What else apart from XML is foreseen?

- Re. 3.2 of the TOR. Is the visualization concept supposed to be implemented technically?

**Responses:**

**-** Ongoing content update is conducted by IDEA and not part of this tender assignment. As needed there may be requirements for technical updates such as the development of new templates or adjusting of templates to changing operational requirements.

- Significant SQL database schema updates are not envisaged at this stage. Most updates will probably relate to the various Dupral templates for editing, visualization and analysis of data.

- We currently work with deploying smaller incremental changes every few weeks as needed.

- If a contractor bid for cluster 2&3 visual design and technical implementation may likely be by the same provider. If a contractor only bids for cluster 3 then technical implementation will only be done by another provider.

**Questions 5 (vi)**

- In terms of visualizations and fronted in general - having in mind the specific target group of IDEA, are there any requirements for browsers support?

- What is the general timeline for implementing those features?

**Response:**

**-** International IDEA has a global mandate and wishes to have its website content widely accessible. Browser support should include Internet Explorer 10 and 11, current and a previous version of Mozilla Firefox for Windows, macOS and Linux; current and a previous version of Chrome for Windows, macOS and Linux; current and a previous version of Safari for macOS. Also support for Android and iOS for phones and tablets.

- The timeline would be determined on a project-by-project basis, based on a detailed accompanying service order with the contractor(s) selected under this framework contract.