**RESPONSE TO QUESTIONS REGARDING TENDER 2021-06-005**

Assignment Name: *Website Redesign 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: Are there any pain- points in the current system ?

**Response: The issues we wish to address are mentioned in the scope of work section of the tender documents. We generally seek to improve our website’s content structure and design with expert support. We anticipate further discussions during the consultation and discovery phase with the selected provider.**

1. Question: Are there any inspirational design web applications, which you may like to refer to ?

**Response: We do not have any specific web applications to mention at this time.**

1. Question: Have you launched the D9 site already ? If not, will this redesign happen post D9 launch?

**Response: We anticipate a Drupal 9 migration in the coming months; therefore, this redesign would apply to a Drupal 9 environment.**

1. Question: We are a leading data solutions partner based out of US, UK & India, with offshore data operations from Chennai, India. Are we eligible to submit a proposal ?

**Response: As per Section 1.3 in the Tender Notice, International IDEA invites proposals from a qualified consultant (company) for this assignment. Please refer to Sections 2, specifically 2.2, and 3 for further details on preparation and submission of proposals. A detailed description of the services is provided in Annex B—the Terms of Reference**.

1. What are the challenges with the current website ?

**Response: The main challenge is to simplify our complex international organization so that users 1) can find and use our resources easily and 2) have a general impression through design that we are a modern, forward looking organization**

1. Question: Who are the predominant users of the website? Define user types.

**Response: Our users are global desktop users and fall mostly in the 18-24 and 15-24 age groups.**

1. Question: What are the most visited sections on the current website ?

**Response: For user traffic, and for the time period July 2020-July 2021, our most popular pages are the databases and tools in general. Most visited sections include the Voter Turnout Database, Global State of Democracy indices, the Covid-19 Impact on Elections page, the Careers page, and Gender Quotas Database.**

1. Question: What are the design objectives ?

**Response:** **The main objective is to simplify our complex international organization so that users 1) can find and use our resources easily and 2) have a general impression through design that we are a modern, forward-looking organization**

1. Question: What is the brand philosophy ? Color shades Blue and Orange required to be here on the new site as primary colors ?

**Response: We have an existing brand manual that may soon change in terms of colors and font. We are open to slight changes for this website, which may in turn also influence the revised visual identity manual as well.**

1. Question: What are the challenges with the content structure?

**Response: We currently have a complex and sometimes confusing structure for the user that needs to be simplified. We need to focus on how much we emphasise who we are over news stories and publication and data base access.**

1. Question: **We're not sure we understand the Financial Price Matrix correctly.**
It seems like you are requesting the hourly rates per service e.g.
Website Consultancy Services | 45 EUR / hour | 20% VAT
Would that be correct this way?
And for the Total should we simply sum the rates provided?
Or with other words: do we get it right that you don't require an estimation for the total hours, therefore total cost of all services?

**Response: An estimate of the total cost for all services is required, please refer to Section 2.5 in the Tender Notice: The overall total fee and the price broken down in fees (showing unit rates and input) and incidental expenses likely to incur. For any clarifications or additional information you may have please use the “Comments” column.**

1. Question: **Drupal 9 update before the redesign would come with a lot of unnecessary work**, it seems like a waste of resources. "We anticipate a Drupal 9 migration in the coming months; therefore, this redesign would apply to a Drupal 9 environment." As an update to Drupal 9 requires a complete reimplementation of the frontend layer due to the different theme engine used it's surprising and very unusual that you've decided not to wait for the new design. What was the reason behind it?

**Response: This tender’s focus is on site content organization and design services. It is our current plan to approach the process with the Drupal migration first; however, we are open to discussion with the selected provider as part of the assessment and conversations during the discovery phase.**

1. Question: **Hosting:** What have been the benefits/drawbacks of using the current hosting provider up to this point?

**Response: This tender’s focus is on site content organization and design services. We do not have any issues with the current hosting provider.**

1. Question: **Project Decision Maker** - Would there be a 'product owner' for this project?  i.e. a team member to be a focal point of contact to provide yes/no answers?  We strongly recommend working in Agile methodology and it's quite important that someone is readily available to sign off on specifications our clients wish to have.

**Response: Yes. There will be a focal point of contact and product owner.**

1. Question: **IT knowledge in-house** -   Are any of the IDEA employees considered 'IT-focused,' i.e. able to understand complex technical solutions beyond simple content editing?

**Response: International IDEA has an IT team that will be engaged in the website services project.**

1. Question: **Evaluation Criteria** - Any other evaluation criteria in consideration for an ideal business partner and/or proposal?

**Response: All the evaluation criteria are indicated in Section 4 of the Tender Notice.**

17. Question: **Billing:**  Is there a preference/requirement for how billing cadence is carried out with your finance team?

**Response: Please refer to Section 11 in the General Terms (issued November 2020), part of the Tender documents, regarding Payment Terms. As per 11.5 “Payments will be made to Provider(s)’s bank account set out in the Special Terms, Service Order or Purchase Order (as applicable) within 30 days from acceptance by International IDEA of the relevant Deliverable and receipt of a valid invoice. Invoices should be submitted to invoices@idea.int”**

1. Question:**# of Prospective Agencies** - How many agencies have you been with up to this point of the RFP process?

**Response: This is open tender as per the Tender Notice posted on 20 July 2021.**

1. Question: Contract type: Would you prefer a fixed-price contract or could a T&M-based contract be considered for a more Agile approach to planning?

**Response: For this assignment, we are planning to use a “variable price” contract, with intermediate payments on delivery and acceptance of specific deliverables, subject to further discussion with the selected bidder during the negotiation process.**