* Clarification Questions and Responses

Q1. How many platform administrators and content managers do you expect?

A1. We expect to have 2 platform administrators and 2 content managers roles (at any one time). However the roles may be assigned to different individuals at different times (e.g. in the case of staff turnover, or in the case of a thematic discussion forum, in which the content manager will be a specifically assigned person).

Q2. Discussion Forum: are public (open) sessions visible to non-members and are private (closed) sessions for members only, or specific members only? Please describe.

A2. Public (open) sessions should be visible to non-members (i.e. people who have not registered to the platform). The Platform should prompt non-members to register in order to comment on the Discussion Forum. Private (closed) sessions should be for specific members only – members to the Forum will be assigned to particular private (closed) sessions by the platform administrator/content manager (e.g. related to a specific topic or event)

Q3. Search (metadata): do you already have taxonomies for content classification, such as Region and Topic, or do you expect these to be developed as part of the project?

A3. Taxonomies for content classification will be provided by the ILO. They may include region, country, topic or product type (report, video, training material etc.)

**Updated as of 23 August 2021:**

Q4. [edited] Our software is not WACG compliant. Does this discount us our submission from the process or can we submit our proposal for a comparable alternative?

A4. ILO generally aims for AA level of WCAG compliance. However if in your proposal you can demonstrate that your software is comparable to the requirements under WCAG AA, the proposal will be considered.

Q5 and A5.

|  |  |
| --- | --- |
| **Bidder question** | **ILO response** |
| What is the budget? | The ILO does not propose a budget for this assignment, as this is a Request for Quotations. The RFQ requires the submission of a technical proposal and a financial proposal. |
| Is there anything in the technical landscape that we need to be aware of? | No. |
| Are you open to using a 3rd party platform to deliver some of the functionality. Such as [retracted]? | Yes, we would welcome proposals for the use of a third party platform. |
| What do you expect to see in the “Demo”? | During the ‘demo’ session, we would like to view an example of the proposed platform design and set-up, and experience a ‘test’ run through of how the platform would work for both users and platform administrators. |
| How do you anticipate driving traffic to the site?   * 1. Is there an SEO requirement within this scope?   2. Is there a requirement to create landing pages for PPC?   3. Do you have a digital marketing partner? | The platform will be promoted among ILO networks and be prominently linked from the ILO website. Social media campaigns (from ILO social media) will also promote the launch and dissemination of the platform.   1. There is no SEO requirement within the RFQ, but we welcome proposals 2. There is no PPC element to the site 3. There is no digital marketing partner. The communications will be managed internally by the ILO. |
| How are you benchmarking the agencies against each other? | Regarding ‘the agencies’ I assume you mean other bidders to the proposal? As per the RFQ, bidders are to submit a technical and financial proposal, which will be reviewed by the ILO RFQ FRI 08/2021 procurement review team, against an evaluation criteria based on the Terms of Reference for the assignment. |
| Is this site distinct to [ilo.org](https://eur01.safelinks.protection.outlook.com/?url=http%3A%2F%2Filo.org%2F&data=04%7C01%7Cfairrecruitmentinitiative%40ilo.org%7C8ab2d42757a64a31f80308d96234194b%7Cd49b07ca23024e7cb2cbe12127852850%7C0%7C0%7C637648799048176401%7CUnknown%7CTWFpbGZsb3d8eyJWIjoiMC4wLjAwMDAiLCJQIjoiV2luMzIiLCJBTiI6Ik1haWwiLCJXVCI6Mn0%3D%7C3000&sdata=dKxySH7YAtX7RzbNF5kTpo4f9Le2vdT%2F5FY%2BM04LZvs%3D&reserved=0)?   * 1. Will it have it’s own domain?   2. Has this been purchased?   3. Who will manage the domain? | Yes.   1. Yes 2. Not yet 3. ILO will subcontract to an IT consultant to manage the domain |
| Will the site be expected to collect/store any personalised data? | It is not clear what ‘personalised data’ refers to here. The only personal data to be collected will be that associated with users’/members’ profiles/registration. |
| Will there be any requirement to implement a payment mechanism? | No. |
| How often will the content be expected to be updated? | Content is expected to be added and updated on a weekly basis. |
| What types of content will be used? | The types of content to be included are reflected in the Terms of Reference,  “… publications, data sets, training materials, videos...”  “news articles, updates, FRI newsletters, blog stories, interviews and other communications products”. |
| Will the content be provided by the FRI? | Yes, by the FRI team, and also by users/members of the platform |
| Will the content be AA compatible? e.g. Will images have descriptions? Videos have subtitles? | The Terms of Reference state that “The site must be WCAG (Web Content Accessibility Guidelines) 2.1 AA compliant”  Please note that: “the ILO generally aims for AA level of WCAG compliance. However if in your proposal you can demonstrate that your software is comparable to the requirements under WCAG AA, the proposal will be considered.” |

Q6. [Retracted] is a SaaS solution provider. This means that we have a standard platform we customise adapt to the needs and requirements of our clients. [Retracted] would not create a new platform/tool from zero and the pricing model is based on licences per user. The licences are paid annually based on the number of users you have on the platform. You always increase the number of licence during the year if needed. You would for sure have a full access to the platform and it settings. Could you please confirm that this type of service would be accepted by ILO?

A6. Yes, this type of customised platform with a pricing model based on per year/per user would suit the requirements of the RFQ.

Q7. In order to provide you an estimation of the budget for the first 5 years project, we would need to have an estimation of the number of users you would have on the platform? We can make a difference between “Guest" licences (reading access to the resource library) and Registered users (contributors to write and access information in the community forums). If it’s a difference you would need in the platform (as explained in your RFQ), could you please give an estimation of the number of Guest and Registered users?

A7. Indeed as per the RFQ we would like to distinguish between access for guest and registered users/visitors to the site. For ‘guest licenses’ – I assume that this means ‘unique’ visitors to the website? This is difficult to estimate, however we could estimate 1,000-1,200 unique visitors in the first year, with a smaller number in subsequent years (aprox. 500). Regarding registered users, we could estimate 500 unique registered users in the first year, and a smaller number in subsequent years (aprox. 100-200). However we would like to reiterate that platform will be public and we will encourage wide dissemination/access. We would like to remain flexible and not have any significant financial limitations on the number of guest or registered users. A detailed pricing schedule (for example with base costs + costs for additional users) would be helpful to review this proposal.

**Updated as of 26 August 2021**

Q8. What systems have been used in the past to perform these tasks?

A8. A variety of systems and technologies have been used to develop knowledge hub platforms for the ILO previously. Below I can share a limited selection for information sharing purposes only:

[https://socialprotection.org/](https://eur01.safelinks.protection.outlook.com/?url=https%3A%2F%2Fsocialprotection.org%2F&data=04%7C01%7CFairrecruitmentinitiative%40ilo.org%7C5e7c2f355e0a44f0fe9708d967bfe5d4%7Cd49b07ca23024e7cb2cbe12127852850%7C0%7C0%7C637654896154460099%7CUnknown%7CTWFpbGZsb3d8eyJWIjoiMC4wLjAwMDAiLCJQIjoiV2luMzIiLCJBTiI6Ik1haWwiLCJXVCI6Mn0%3D%7C1000&sdata=DKueDWWz5enUTTMcI%2BzjTUVsfy7OHEhC%2FjeNKoM%2Bo8k%3D&reserved=0)

<https://learninghub.ilo.org/home>

[https://www.equalpayinternationalcoalition.org/](https://eur01.safelinks.protection.outlook.com/?url=https%3A%2F%2Fwww.equalpayinternationalcoalition.org%2F&data=04%7C01%7CFairrecruitmentinitiative%40ilo.org%7C5e7c2f355e0a44f0fe9708d967bfe5d4%7Cd49b07ca23024e7cb2cbe12127852850%7C0%7C0%7C637654896154470056%7CUnknown%7CTWFpbGZsb3d8eyJWIjoiMC4wLjAwMDAiLCJQIjoiV2luMzIiLCJBTiI6Ik1haWwiLCJXVCI6Mn0%3D%7C1000&sdata=Lo7lBsTco2obtXX0pqcqwME4VQos8BKTtgsltEMe6kY%3D&reserved=0)

<https://www.skillsforemployment.org/skpEng>

Q9. Is there any budget constraint we should be aware of?

A9. The ILO does not propose a budget for this assignment, as this is a Request for Quotations. The RFQ requires the submission of a technical proposal and a financial proposal.

Q10. The testing/fine tuning timeline seems too optimistic in our experience. Would another timeline than the one you suggest be considered if argued accordingly?

A10. The final architecture of the website must be completed by November 2021.

Q11. Is there any existing infrastructure that we can or need to use (user authentication system, existing database etc..)?

A11. No. It would be best if the solution handles its own authentication system.

Q12. Is there an existing user authentication system (LDAP, SAML or some other SSO) that we need to use?

A12. No there is no existing user authentication system.

Q13. Are cloud based solutions acceptable and if so, do you have any specific rules or requirements regarding data storage location?

A13. Cloud based storage solutions are acceptable. Regarding data storage location, we prefer Western Europe.

Q14. Regarding the Newsletter sign up functionality, is it acceptable if the proposed solution is based around your existing Adestra account or do you want to stop using Adestra and want us to offer a different solution?

A14. ILO uses Adestra and therefore the proposed solution should be based around the existing Adestra account.

Q15. and A15.

|  |  |  |
| --- | --- | --- |
| 1 | **Application Usage** Does the application will be used across globe in all time zone?  It will be great if you provide more details. Example - US Region will have more almost 60% usage etc.  How many users will be there in next 6 months post go-live of the application?  How many concurrent users will be there for the application? | The application will be global, and we expect engagement from all continents.  It is difficult for us to estimate the number of users and we would like to reiterate that platform will be public and we will encourage wide dissemination/access. That being said, we can provide the following estimates: • No. of ‘guest’ users (i.e. not registered members, just people visiting the site): we could estimate 1,000-1,200 unique visitors in the first year, with a smaller number in subsequent years (aprox. 500). • No. of ‘registered’ users/members: we could estimate 500 unique registered users in the first year, and a smaller number in subsequent years (aprox. 100-200).  On concurrent users, it is difficult to estimate, but for example when we are hosting live events (webinars) on the platform, we could see increased traffic on the website (e.g. up to 150 people). |
| 2 | **Adaptability of Cloud Platform** In order to,  a) Manage huge digital contents like documents, videos, archived videos for longer run with managed metadata b) 2 Factor Authentication  Are we ready to adapt any cloud platform?  Are we using any cloud platform? If no, which one would you prefer? | We are open to different proposals on cloud solutions. |
| 3 | **Disaster Recovery Platform** In case we are adapting Cloud Platform this will be pay as you go however in case we have adapted on premises SharePoint platform do we have existing DR infrastructure in place which can be extended / can be used? | We will not be adopting on-premise Sharepoint |
| 4 | **Data Storage Options** Where you would like to store documents, videos, archived contents if we are not going to adapt a cloud platform? Example - SharePoint, Flat storage file. | We prefer a cloud platform |
| 5 | **Data Versioning** Would you like to track versioning of digital contents like Document, Videos, Metadata etc? | No. |
| 6 | **Choosing DB Platform**  Would you like to use any existing database platform like MS SQL, Oracle or suppliers is free to choose as required while building this application? | We work with Oracle but are open to other solutions |
| 7 | **Search Data Scope** Does Search function applies to all like News, Events, Blogs, Discussion, Member Profile etc and show search result data in user preferred language? | The search function should apply to all items listed there. On the question of searching in different languages, users should be able to search in their language and see relevant results. |
| 8 | **User Roles** At high level it looks there will be Admin and User role, however based on below comment: *Ability to assign administrative/facilitator functions to key staff, granting them essential permissions to approve, edit, delete etc*. It looks, along with Admin User Role there will be Contributor role which will manage (add, edit, delete) master data operations, please confirm. | The platform should allow for the creation of a platform administrator role(s) and a content manager role(s) |
| 9 | **Multilingual Content** Application will work in multilingual however does long text data like remark, comment, discussion forum comments, blog pages written in different language should been shown as per user selected language? | Users should be able to select their language for the whole website, and have all content translated (AI) into that language. It would be good to have the option to have back-end access to edit translations (for accuracy). |
| 10 | **Multilingual Content Translation** Application will work in multilingual however it will need 3rd party translation APIs like Google, MS etc and we need to reply on that translation.  Are we agree with usage of such paid services? | Yes we will require a third party translation API. Please include quotations for this. |
| 11 | **3rd party controls for different purposes** In order to   a) Collect several web site metrics, we may need to integrate 3rd party controls. b) Language Translation APIs Are we ready to integrate any 3rd party controls, tools in the application which is not included in development cost.   In case we adapt Cloud platform such services will be taken care with minimum cost. | This is ok, please include quotations. |
| 12 | **Contact** Please elaborate more about -  Host a ‘contact’ function, allowing platform/webpage administrators to review questions and feedback | We would like to feature a 'contact' function where emails can be directed to an ILO email address for response. |
| 13 | **Monitoring Screen** Based on comment, *Admin access and data modifications must be monitored and logged.* Are you looking for any kind to reporting screen for the same? | No, just access to logs is fine. |
| 14 | **Testing** Does the application delivery expecting Automation Testing as well? Please mention more details about testing scope. | We request bidders to propose the best testing approach |
| 15 | **Infra Environment and Licensing** Its assumed all infra environments like Development, QA, UAT, PROD and all licenses including 3rd party controls will be provided by ILO. Please confirm | No. We request that bidders include these in the proposal. |