

#### Clarifications first tender (RFQ/2021/36945)

**Q1:** Report template(s) We would like to ensure and clarify expectations of report template(s) and wanted to ask whether you need an online portal with one (1) concrete template for a report, or the design of an online portal with different templates, graphs, etc.? In point 2.2.2 in the RFQ document, it states "Development of new templates for reports and brochures (for example SUFT report, Global Plan, Governance Report)", however, the reports are naturally different and we, therefore, need to ensure expectations related to design and functionality for a (or several) templates that should be designed and developed.

• In case an online portal with one (1) concrete template for a report; do you know the report content at this stage?

• In case an online portal with different templates and graphs, please elaborate on expectations in order to ensure design and functionality to fit each report/brochure.

**A1:** It would be an online portal (or CMS) that will allow us to build and generate various future web publications. Reports will have different features and functionalities and therefore will need different types of components to be developed (for example dashboards, maps, infographics). We don't have content to share at this stage (other than the examples shared) as we will use the tool to generate future reports and we will request new components to be developed as needed on a case-by-case basis for each publication.  
**Q2:** Interactive infographics/items In regard to the design and development of the interactive infographics/items; do you have an expected number for each, or do you prefer a price per item based on shared examples and complexity?  
**A2:** We do not have an expected number because the reports are not existing yet. The awarded contract will be a BPA as per additional information in the Particulars section of the tender. Furthermore, besides the tool subscription which will have a fixed price for the yearly license, your financial offer should be based on the daily consultancy rate for each of the envisaged roles, as per the financial breakdown form (Form B: Price Schedule Form) of the Returnable Bidding Forms.  
**Q3:** CMS In regard to the choice of CMS, do you have any preferences? For example Drupal or WordPress?  
**A3:** What matters is that we can generate the reports ourselves with templates and components developed based on a case-by-case basis for each of the publications.  
**Q4:** Domain linking Please also elaborate on what is meant by "Domain linking". Will the vendor be responsible to purchase a domain? Will the online portal be hosted on UNOPS servers, or do you also want a price for hosting, server support, and software support?  
**A4:** We need to be able to make our digital reports/web publications created accessible directly on our organization's website (stoptb.org).

**Clarification Questions (Set 1 of 3 - Questions 1 through 5)**  
**Q1:** It seems that neither of the "maps" hyperlinks in the RFQ was working for us. We got a '404 - Not Found' error. Could you confirm that the links are correct for the 'Key policies map' and the 'dying from TB' map?  
**A1:** Apologies for the inconvenience, the links have been broken after we switched to our new website. Please find here ([https://www.stoptb.org/static\\_pages/MappingTool\\_Main.html](https://www.stoptb.org/static_pages/MappingTool_Main.html)) a link to a type of interactive map that could be requested for a report. It would have to display in the report and not as an external hyperlink.  
**Q2:** Are there any specific timings or deadlines for this collaboration over the course of the 12 months that we should be aware of? Is the CMS expected to be ready for the launch of any specific, key digital publications over the course of this year?  
**A2:** We do not have a hard/specific timeline to share at this time, but the first publication to be built should be over the summer of 2022. Yes the CMS should be accessible and ready before the launch of a publication so that we can make modifications and build more "pages" in-house.  
**Q3:** It looks as though the Executive Director's Board Report was created using Omnibook. What was your experience using this software? Are you wanting to use this software moving forward and what were the aspects or features that particularly worked well? Or what were the features and aspects that didn't match up to your needs?  
**A3:** The platform used for the « Executive Director's board report » is a good example of what are our needs and what we are looking for as a "CMS" and web publications. A major aspect that could get improved is the PDF download. We are not bound to one platform and we are looking at finding the best services and offers on the market.  
**Q4:** Instead of using an existing digital publication "CMS" SaaS (Software as a Service) paid subscription would you be open to the creation of a fully customized CMS platform for creating digital publications using a CMS that is built and customized for your needs (i.e. Prismic).  
**A4:** Yes, preferably the content management platform should be customized to our needs to generate publications with our branding and organizational requirement.  
**Q5:** Is there an expectation or requirement for a phase in this project collaboration reporting on and evaluating different existing SaaS digital publication options so that you can select the option that is best suited for your needs?  
**A5:** We are looking at the supplier to suggest the best fitting software.

**Clarification Questions (Set 2 of 3 - Questions 6 through 10)**  
**Q6:** The RFQ mentions "development of new templates for reports and brochures" but how many new, different templates would be required, and how similar or different would they be from each other?  
**A6:** It is difficult to envisage quantities at this stage. Hence, the awarded contract will be a BPA as per the Particulars section of the RFQ where work will be requested based on needs and quoted based on already established rates in line with the Financial breakdown of the Returnable Bidding Forms. The word "template" refers to the different layout or components that would be required depending on the publication's specifics or need. These requirements will be on a case-by-case basis and assessed when a new web publication needs to be developed. When a web publication needs to be created we will reach out to the selected supplier to develop the layout and components specific to this new publication.  
**Q7:** The RFQ mentions "development of new layout options" but how many new, different layout options would be required? And is this to work for different types of content or for different audiences or to have completely different visual styles and visual tones?  
**A7:** By layout options, we mean for example different font options, colors, margins, spacing, placement of pictures, etc... These would be smaller design-related requirements.  
**Q8:** Are there existing branding guidelines or specifications that would need to be considered for the creation and design of any and all of the digital publications?  
**A8:** All publications will have to follow the organizational guideline.  
**Q9:** Would there need to be a project phase or exercise in branding in order to establish visual guidelines (and look and feel) for these digital publications - for example, so there is enough differentiation between certain typologies of publication yet they are all cohesive under the STBP brand?  
**A9:** They will all be under the STBP brand. The differences in the publications will be in the layout/template and specific components required for a publication (e.g. interactive maps, dashboard, and other).  
**Q10:** Can the digital publications use the fonts available via the digital publication SaaS? Or are there specific brand fonts that need to be used for all of the different languages?  
**A10:** Yes there are specific fonts used for the different languages, but we can be flexible on this given the software's constraints.

**Clarification Questions (Set 3 of 3 - Questions 11 through 15)**  
**Q11:** The RFQ mentions "integrate and implement existing and new data". This data, when updated, would affect which type of content? Text? Tables? Dashboards? Infographics? And you're expecting this data to be updated manually? Or by uploading a CSV file?  
**A11:** The data refers specifically to infographics, tables, charts, dashboards, or maps that would be updated with a newer set of data when relevant. Some data can be updated manually, but we would need also to update large and complex infographics/maps with a CSV file.  
**Q12:** Are you requiring all infographic content to be created and editable within the digital publication CMS? Or can certain infographic elements be images uploaded into the CMS that was created using other graphic software (i.e. Adobe InDesign or Illustrator) and that you'll have the editable source files for any necessary updates or new versions? The more visual an infographic, the more difficult it is to 'templatize' it via a CMS.  
**A12:** Although we might create some still images for some icons or illustrations, the general idea is to have our infographics (maps, tables, etc) interactive and most importantly responsive (to screen size for example) which is not possible with still/2D images.  
**Q13:** What is the internal skillset or capacity of the STBP team to create any custom visual content for these reports? Creating icons? Photo-editing? Creating graphs/charts?  
**A13:** We have an in-house graphic designer that will liaise with the supplier for all needed assets, graphics, pictures, and other design-related items.  
**Q14:** How integrated does the digital publication SaaS need to be within the STBP website? Does it need to look fully integrated and seamlessly part of the website? Although the digital publications will be hosted on the server of the SaaS are there any integration technical limitations that we should be aware of?  
**A14:** The software does not have to be integrated within the STBP website but the publications generated have to be accessible through our website and ideally linked to our domain name (meaning mention of stoptb.org in the link).  
**Q15:** The RFQ mentions "maintenance of the CMS tool". Can you confirm that this would be once the project collaboration is finished and would only include ensuring that the CMS is properly working without bugs and the software is up to date? And that this wouldn't include changes, adding more features, or making additional updates once the digital publication templates and CMS is all set up? Would this be within the 12 month period of the entire collaboration?  
**A15:** Yes this refers to making sure the tool works well and is up to date during the 12 month period.

**Q:** What total and what details must we inform in the "Financial offer details" part: Should we give the daily costs of each key personnel, and put the total for 1 day each plus the annual subscription to the platform? or should we give the development price of a new editable web template?  
**A:** The financial offer should be provided based on the breakdown of costs of Form B: Price Schedule Form in Section III: Returnable Bidding Forms, i.e. daily costs of each key personnel, and put the total for 1 day each plus the annual subscription to the platform. As per the additional information in the Particulars section of this RFQ, the awarded supplier will be awarded a Blanket Purchase Agreement (BPA) and besides the yearly subscription to the CMS tool (2.2.1 section of the Schedule of Requirements) that should be paid in full, the rest of the expected deliverables and outputs (2.2.2 to 2.2.6 section of the Schedule of Requirements) payments will be made per specific deliverables agreed on a case-by-case basis in line with STBP requirements.