

**Title of Procurement Action:** Provision of Drupal Web Content Management Services for the IAEA

**Reference Number:** RFP #559572 - MAN

**RFP Date of Issue:** 26 April 2022

**Date Clarification was Issued:** 11 May 2022

**Bid Closing Date:** 24 May 2022 at 17:00 hours CET, extended submission date.

**Preliminary Comments:** *In accordance with the Special Instructions to Bidders in relation to this Solicitation, any Request for Clarifications must be addressed by email, in writing only to the responsible Contracting Officer, **at least one (1) week before the Closing Date and Time to allow for proper consideration.** It should further be noted that the IAEA will: (i) respond in writing, provided the clarification is requested prior to the deadline for clarification, (ii) forward its response to all potential Bidders, (iii) include in the response a description of the query without identifying its source. The query received to date and IAEA's response are as follows:*

CLARIFICATION #3		
No.	BIDDER'S QUERY	IAEA'S RESPONSE
13.	<p>On page 4 of the SOW, section 4.2 it states "Enable total storage to be provided for all production sites in the amount of 1000 Gigabytes with an anticipated growth of 10% per year. The total number of items stored will be 500,000 with an anticipated growth of 10% per year."</p> <ul style="list-style-type: none"> <li>○ You refer to "all production sites", plural. Can you confirm this is just referring to the Drupal 7 and Drupal 9 versions of the <a href="http://iaea.org">iaea.org</a> site?</li> <li>○ Can we assume the 1000GB storage requirement can be split equally between the D7 and D9 platforms?</li> <li>○ What is actual storage used by <a href="http://iaea.org">iaea.org</a>? Can you break this down by file storage, database storage and search index storage if possible?</li> </ul>	<ul style="list-style-type: none"> <li>○ Yes, this reference is to the Drupal 7 and Drupal 9 versions of the <a href="http://iaea.org">iaea.org</a></li> <li>○ Yes</li> <li>○ Storage: <ul style="list-style-type: none"> <li>✓ Files: approximately 1000GB (500+500)</li> <li>✓ Database: 3.2GB</li> <li>✓ Search index: no exact data, but rather small</li> </ul> </li> </ul>

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14.	How many hostnames (including subdomains) are there?	No subdomains at the moment. One subdomain <a href="https://photos.iaea.org">photos.iaea.org</a> is planned for Drupal 9, but it is not in place yet.
15.	Can you confirm if you have any CDN requirements? It is mentioned in the list of definitions, but nowhere else that I can find.	There no CDN requirements currently.
16.	What is the percentage of pageviews where the page is fully cached?	Roughly 70%.
17.	Are there any integrations with external systems?	Yes. Cloudflare. SSO/AD.
18.	On page 6, section 4.6 (a) (ii), it says support needs to be provided Mon-Fri independently of holidays in the contractor's country. Can you confirm if support needs to be provided on IAEA official holidays as shown in Annex 2?	Support is NOT required during IAEA official holidays. However, support may be required on an IAEA working day, even if that day is a holiday in the Contractor's country.
19.	What is the platform where it is currently hosted? Is there a preference for using any specific hosting system like Acquia/Pantheon/AWS/Azure?	AWS is currently used.
20.	Could you please provide details regarding the infrastructure architecture for the current platforms?	<ul style="list-style-type: none"> <li>○ Dev, QA, Staging, Production, hosted on AWS. Code is managed by Gitlab.</li> <li>○ Jenkins is used for deployments.</li> <li>○ SolR search engine for minor parts of the website.</li> <li>○ SSO integration (SimpleSAML) with the IAEA's AD.</li> <li>○ Cloudflare caching.</li> </ul>
21.	Will the 100 staff members on the platform use the SSO/AD for authentication or will a Password-based authentication need to be used?	They will use SSO/AD.
22.	Does the Drupal 7 Image bank platform hold only content nodes & images or does it have taxonomies that are being used?	There are also taxonomies. Please note that Image bank is running on Drupal 9 and not Drupal 7.
23.	Does any functionality need to be migrated from the Drupal 7 image bank?	Yes, but such task will be performed by the IAEA's development team. For clarity, this is not part of this current scope.

24.	As per our understanding, Drupal 7 and Drupal 9 platforms are a replica of each other, with the difference that Drupal 9 will be the primary platform whereas Drupal 7 will be a backup platform. Are we correct in our understanding?	No, iaea.org is currently running on Drupal 7. Drupal 9 only contains a small part of the functionality and will be used for the incremental migration in the next two years. At the end of the process, iaea.org will be running on Drupal 9, while Drupal 7 will be decommissioned, possibly sometime in 2024.
25.	Provide support for Gitlab, a GIT UI management and team collaboration correspondence tool, as the complete code history and team collaboration correspondence is currently managed by Gitlab –Can we assume that the necessary licenses for GIT Lab are in place and that they can be reused?	No, the license belongs to the current service provider. Bidders are required to submit a complete offer that includes any licenses required for the proposed solution.
26.	How many support requests are being raised currently for the existing platform?	A total of 230 requests were raised in the last three years, which is on average 6 requests/month. However, many requests of the request were related to initial ‘teething’ issues. So far for 2022, only 12 support requests were raised.
27.	Are there any open items that need to be migrated in the current issue management system? If yes, how many issues need to be migrated?	We would like to migrate all the available issues to the new system.
28.	What is the volume of historical data/issues in the current issue management platform?	<ul style="list-style-type: none"> <li>○ 350 active issues.</li> <li>○ 1130 closed in Gitlab.</li> <li>○ 230 support issues in Redmine</li> </ul>
29.	“Drupal 9 platform is currently experimental and is used alongside Drupal 7 as an image bank; the Drupal 7 site will gradually be migrated to Drupal 9.” We understand that the one time cost includes only Drupal 7 image bank to Drupal 9 platform and the other development, change requests are to be performed on time and material as and when required. Is our understanding correct?	Based on the requirements of the SOW and the many clarifications provided, Bidders are free to formulate their Proposal in a way that is most advantageous. Bidders may include assumptions in their Proposals.
30.	What is the tentative budget for this project?	Please be guided by our response to Query #3 (Clarification #1 document)

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31.	What was the budget given for the current contract?	This information is confidential. The scope of the current Contract is NOT exactly the same as the requirements of this current Tender. Therefore, cost information for the current Contract will not be of value to Bidders.
32.	Do you expect any travel to onsite for certain work which will require the vendor to be present on-site?	All work is expected to be performed remotely. Travel is not envisaged. Should there be a need for the Contractor's personnel to travel in relation to the performance of contractual obligations, the Contract will provide for Travel Costs and Per diem for the Contractor's approved personnel to be reimbursed in accordance with the IAEA's travel policy.
33.	Are the QA, staging, and production environments expected to be of the exact configuration?	It is nice to have, but the configuration can slightly vary. For example, no need to sync the images, Stage file proxy Drupal module can be used instead.
34.	Some cloud hosting have QA & staging env have lower configuration than production , is that ok for this consideration?	Yes.
35.	Do you have any preference/requirement in the contract for vendors from the EU?	Please see our response to Query #10 (Clarification #2 document) on the Bidders nationality and data storage requirements.
36.	What is the expected duration of maintenance in terms of years?	Any requirements for maintenance must be performed throughout the Contract term. Maintenance is expected to have minimal cost implications.
37.	While migrating the website from Drupal 7 to Drupal 9, are you expecting the changes of the look and feel of the website?	Yes, we are planning a completely new look and feel in Drupal 9 and plan to use different framework (TailwindCSS). <b>Please note that requirements are limited to hosting services ONLY.</b> All design/development activities will be performed by the IAEA's development team. Many of the questions below may be beyond the scope of this current tender.
38.	Different categories of pages	Please clarify this query, if still relevant. This appears to be out of scope.
39.	Integrations (Marketing, Social media, Any API, Authentication, SMS / web services etc.)	SSO/AD

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40.	Any content Workflow enabled before publishing of the content	Yes, there is a moderation workflow in place, draft/published states and editor/editor in chief roles.
41.	Any external content that is being displayed from other website	Yes. Around 6.000 publications, 3.500 meetings and 1.500 projects are pulled/synced from three different database via XML feed and parsed by the Feeds module.
42.	How many languages enabled on the websites (multilingual)	6
43.	Any license service / software integration	Cloudflare. The license is covered by IAEA.
44.	Any paid services/offering available on the website	No
45.	Total URL alias & redirects (if any)	Around 63.000 nodes, 172.000 aliases, 6.000 redirects
46.	No. of unique templates for different types of pages	Around 15 content types and perhaps 50 templates built with Panels and tpl.php templating engine.
47.	Monthly traffic of the website	Last year: 8.3 Mio users, 31 Mio page views=690.000 users/month, 2.6 Mio page views/month
48.	Do we need to consider any other web properties or content / feature from other sub domain?	No, out of scope
49.	Current website infrastructure / hosting details	See our response to Question 20 above.
50.	High-level features/functionalities	Please refer to the SOW and our responses to queries