

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: 19 May 2022

Bid Closing Date: 30 May 2022 at 17:00 hours CET, **further and final** 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 #4		
No.	BIDDER'S QUERY	IAEA'S RESPONSE
51.	What number of sites require hosting? The RFP mentions a single D7 site that is transitioning to D9. However the cost sheet speaks of 60 sites - is that an error, or are there 60 sites which you would require hosting for?	Hosting is required for ONLY ONE site. There is no error in the Cost Proposal Template. That Template shows suggested Line Item Descriptions. In some cases, cost breakdown is proposed on a monthly basis. Therefore, since Bidders are required to offer the 'whole-of-life' cost, the total cost for that particular line item will be the monthly cost multiplied by 60 months to arrive at the 'whole-of-life' cost for 5 years.
52.	Do the traffic figures provided (~700k visitors / month) applies to one site or all?	Only 1 site. IAEA Image Bank under Drupal 9 is in experimental stage therefore it is not yet available to the public.
53.	The RFP mentions being able to accommodate up to 100% more traffic, so should we assume, that traffic could be as high as ~1.5M / month?	It is very unlikely, but we need to have enough capacity available to scale-up rapidly to accommodate sudden spikes in traffic in case of exceptional incidents like the Fukushima accident.

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54.	In Attachment 5 “Technical Evaluation Matrix” in the Corporate Capability Criteria it is requested to provide Client’s References. As the number of pages is limited to approximately 10 pages. Would it be sufficient to say that we can provide only a summary of our references in the answer and provide a separate annex including all the clients references?	The suggested number of pages is not mandatory. Bidders are free to submit as many pages or structure their proposal as they wish.
55.	We are kindly asking for extension of the deadline, so we have enough time to provide IAEA with in-depth clarification and documentation as require per RFP.	We are working with time constraints. However, we will grant a final extension to Monday 30 May 2022, at 17:00 hours CET .
56.	<p>4.1.b.x Provide on-demand synchronization between environments</p> <p>If this is about to make replicas of PRO environment to UAT/STG environment,</p> <ul style="list-style-type: none"> could you please explain what this synchronization process should be? Could you please clarify this requirement and what you are expecting? 	Yes, it means manually triggered synchronization of the code, files, and the database from the Production to the Staging and Development environments. The goal is to have the latest content on DEV and STA for testing. These synchronizations don’t happen often, but it is essential to have the mechanisms in place to do them when needed.
57.	<p>4.5.b.i An Identity Provider or equivalent to be used in conjunction with the IAEA ADFS/SAML authentication method for Drupal developers and Drupal end-users (e.g., site editors, content providers)</p> <p>If what this point is indicating is that the use of IDP is going to be to access Drupal or to manage the AWS console?</p>	It is to access to Drupal only.
58.	Do you have any not-preferred cloud provider where the future platform would be hosted and managed?	<ul style="list-style-type: none"> No, we are only interest in having all requirements of the SoW fulfilled. Cost is a consideration of the evaluation exercise. Bidders should be guided by our response to Query #10 (Clarification #2 document) on data storage requirements.
59.	May we request an extension until May 31 st to submit the proposal?	Please refer to our response to #55 above.

60.	<p>In relation to your requirement to: <i>“Provide a telephone number that provides a human response within one-hundred eighty (180) seconds”</i>:</p> <ul style="list-style-type: none"> • Do you just need a phone number UT set up / telephony or also people to answer the phones? • What is the expected volume of flythroughs that might need human support? • Does IAEA already do this support – can we have information and data around it? • What is the AHT of the query? • What is the required Skillset of people for providing this support? • Does IAEA have a telephony system that we tap into or do we provide our own IT infra? 	<ul style="list-style-type: none"> • We need people answering the phone • We need telephone support only in exceptional urgent cases, like a hacker attack or the site being down, where immediate attention and action from the service provider are required. Non-urgent support is provided through the support dashboard. • Yes. There must be an active phone number to which the IAEA can call and request the service provider to take action. It is meant more like an alerting system rather than support over the phone. • What is AHT? • See the answer above. People answering the phone don’t need to be technically skilled but must be able to mobilize competent technicians in a short time. • IAEA has its own IT infrastructure.
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