

## Answer to request for clarifications

### **RFP22-4491- CKAN and web development services**

**Date: 28/09/2023**

1. What is the term of this contract with the awarded vendors/suppliers for each/all lots?
  - As explained in article 2.5 of the instruction to bidders in the RFP document, Preferred Supplier Agreements (PSAs) will be awarded to selected bidder(s) for an initial period of 1 year and may be renewed for a period not exceeding 3 years. The PSAs will cover 1 or more lots, depending on the bidder's response to this RFP.
  
2. What is the value of work expected for each lot?
  - SPC does not provide indications regarding the monetary value of this RFP. It is up to the bidders to make a financial proposal as per the RFP requirements (see instructions to bidders). Each work package/project will need to be scoped and priced as per the rates provided by the vendor in the RFP bid. Work packaged/projects will vary in size and complexity so it will not be possible to give an indication of the value of work expected.
  
3. How much work is expected in creating new sites/datasets/portals versus maintain existing one?
  - The amount of work required for creating new sites/datasets/portals vs maintenance on existing ones will need to be scoped out with the procuring project/program team. Requirements, complexity, time constraints and available budget will vary between projects.
  
4. Is there a roadmap of future programs of work that SPC can share?
  - We do not have a roadmap of future programs of work across SPC. The SPC corporate web site and divisional web sites (built on Drupal) are continuously being updated and improved. In the short-term, the Pacific Data Hub core (CKAN, Drupal, D3 and Power BI dashboards) will be undergoing a major design refresh. We would like to take a user-centered design approach to understand different user personas and mapping the user journey. This will enable us to design a user-experience that better meets the needs of our users.
  
5. How many Drupal and WordPress sites are currently governed by SPC? And what versions of Drupal and WordPress are they on?
  - Between 10 to 15 Drupal web sites. Most of these are running Drupal 9
  - About 7 Wordpress web sites (for Pacific Island National Statistics Offices) running Wordpress 6.2.2

6. How many dashboards are expected to be developed and how are they intended to be used?
- We do not have an exact number. Dashboards are increasingly becoming popular as a means for communicating key statistics and data across a range of topics. We expect the demand from projects for assistance in developing dashboards to increase in the short-term. Over time, project teams will be able to develop their own dashboards using tools like Power BI, but they will still require assistance with dataviz & UX/UI design and integrating dashboards into web sites and portals.
7. Is not responding to lot 4 disqualifying or penalizing? In the evaluation criteria grid (page 15) for lot 1 - Technical requirements for Lot 1: UX and UI consultancy and design (Optional) but Total-Average for Lots 2 to 4 (depending on the lots tendered). It's understandable that there's a weighting, you may not respond to lot 1 but you must respond to lot 4.
- Not responding to lot 4 is not disqualifying or penalizing. Total technical score will take into account the average of each lot. Please note that lot 1 is common to all proposals and is therefore mandatory. For the other lots, bidders can place their bids only for the services they can provide, hence the fact that it is an average and that they are all at the same number of points so as not to penalize bidders not responding to all lots.
8. How penalizing is it to not be in the same timezone ? Our team know how to work asynchronously.
- Availability, regardless of the time zone (ability to work synchronously) accounts for 15 % of the total technical score.