

RFP-2012-19: Multilingual web publishing services

ANSWERS TO QUESTIONS SUBMITTED BY POTENTIAL BIDDERS

1. Are you looking for a single contractor to handle all languages?
 - a. UNAIDS is looking for a single contractor to handle all languages. Bidders can bid alone or in a consortium with one responsible company.
2. How are you currently publishing this content?
 - a. A combination of UNAIDS staff members with one current contract are publishing content using Terminal4 Site Manager Web content management system (CMS).
3. What is the workflow between the content creators and publishers?
 - a. Content creators submit requests for publishing via a ticketing system <https://unaidmatrix-ag.com/> or by e-mail attaching the job assets (text, images, embed codes) and relevant instructions. Publishers then enter the content into the CMS and notify client when this is done.
4. How much notification do you get from the content creators?
 - a. Content creators may submit requests any time during the day with the understanding that the external contractor has to be available to accept and execute the job right away from 10am to 7pm.
5. Would you consider requesting translation as well as publishing from a supplier?
 - a. Translation will be required for basic simple pieces of content (e.g. captions and very small changes to existing content). UNAIDS has Long Term Agreements established with Translation companies which provide translated content to be published. Companies bidding to this RFP may in the future bid for Translation Services in a separate exercise.
6. Are timeframes based on existing internal SLAs?
 - a. Yes.
7. What are the roles we would be interacting with eg content creators, PMs, stakeholders etc?
 - a. Contract management with Web Publishing manager. Web publishing requests will be sent by a limited number of UNAIDS staff members.
8. Would it be possible to see your ticketing system?
 - a. We will briefly show the ticketing system during the online demo.
9. In your RFP 1.3.1 you mention that the 'Vendor will create, modify and delete etc'. Does this mean we will actually have to create content or just publish it?
 - a. Just publish the content provided by UNAIDS. There is no writing involved. Creating, modifying and deleting content meant pages with content.
10. If translation updates are required, will the standard TAT be different from content that does not require translation and if so, what will these be? How are you currently doing this?
 - a. No, since translation refers to simple pieces of content, it is expected the contractor would do so within the established deadline. For major pieces of content, the contractor will be provided with translated text.
11. What is the UNAIDS budget for this project?
 - a. UNAIDS procurement procedures do not allow for publishing the budget for the contract; however, the historical volume of work was shared for bidders to understand the potential workload for the contractor.
12. How many people are currently responsible for publishing this content?
 - a. 1-2 people working for an outside vendor and 1-2 UNAIDS staff members
13. What are the key issues that you are facing to publish the content?
 - a. It's not always possible to predict how much work there will be on a given day.

14. 1.2.3 Do you have a current CMS used by UNAIDS? It will be the same (name and version)?
 - a. Terminal4 Site Manager <http://www.terminalfour.com/>
15. 1.2.5 Is the Photoshop the only tool accepted to modify images? Will the vendor provide this license?
 - a. We can accept other tools as long as you are able to resize, crop or adjust images. Vendor is responsible for cost of license, UNAIDS will not provide any license.
16. 1.3.1 How often minor text will be required to be translated? Every image?
 - a. Approximately, 15 occurrences (5 captions and 10 publication titles) per week.
17. 1.3.1 All sample pages are under security can we have an user and password?
 - a. The links under heading "Sample page" in the table appearing in section 1.3.1 are public; no usernames or passwords are required.
18. 1.3.1 Do you have historical effort information per request type?
 - a. This information is provided in column "Estimated volume per month" in the same table. Data is from the last 17 months.
19. 1.3.2 Could you please let us know the name and version of the tracking tool? Are licensed by resource or is it open?
 - a. UNAIDS currently uses a tool developed specifically for this purpose, it is not a commercial or open source software.
20. 1.3.2 Is there a mobile publishing of this CMS?
 - a. No, the ticketing system is not available for mobile devices.
21. 1.2.5 What kind of CMS is currently used for the web publishing support?
 - a. Terminal4 Site Manager <http://www.terminalfour.com/>
22. 1.2.5 How should the language proficiency of staff members be verified in the proposal/CVs? (e.g. nationality/native level, skill matrix etc.)
 - a. Native tongue and/or education and training as accredited by diplomas.
23. 1.2.5 How should qualifications in image processing and html be verified in the proposal/CVs? (e.g. project references, programs etc.)
 - a. Relevant education and/or training as accredited by diplomas.
24. 1.3.1 Does UNAIDS provide all related information and media with a request for publication, or does the supplier have to search for additional content, e.g. images, links etc.?
 - a. UNAIDS provides all related information and media.
25. 1.3.1 How often and to what extent will translation work for minor pieces of content be provided by the supplier (as an assumption for the staffing levels and cost calculation)?
 - a. Approximately, 15 occurrences (5 captions and 10 publication titles) per week.
26. 1.3.1 Turnaround times are defined for requests categorized as standard. Are there other kinds of categorizations for requests? (e.g. urgent, low etc.)
 - a. The three categories are "within 60 minutes", "within 30 minutes" and "up to 4 hours".
27. 1.3.1 Does the turnaround time stay the same for extended hours and extended availability?
 - a. Yes, once the request for extended hours or extended availability is made and accepted, the turnaround times are expected to be respected.
28. 1.3.1 The estimated volume per month (i.e. feature story) is described as "21 jobs times 4 languages". We assume that means 21 documents in total or does it mean 84 documents in total (21*4)?
 - a. One job is one document; some jobs need to be published in the 4 languages, becoming then 4 jobs (one job per language). Each language would have its own document though it is the translation of the original English job. It means 84 documents in total.

29. 1.3.2 Which ticket system does UNAIDS currently use to track the requests?
 - a. The core software of the ticketing system is owned by the developer of the tool, Use of this system by a third party would need to be agreed upon in advance.
30. 2.7.4 Please clarify how the prices for a) Design concepts etc. b) Printing costs c) Delivery costs should be itemized? (e.g. daily rates) Please confirm that printing costs and delivery costs are not applicable in this project.
 - a. None of these concepts or costs are applicable in this project.
31. 2.7.4 Please elaborate on the scope for the calculation on the total cost for the services. Does it refer to table in 1.3.1 (content types and estimated volumes) only?
 - a. UNAIDS is providing all bidders with standard table to include in their financial proposal