

**RFP-2012-19: Multilingual web publishing services**  
**ANSWERS TO QUESTIONS SUBMITTED BY POTENTIAL BIDDERS**  
**Second and final round of questions**

Following the second online session to show how the web content management system works, the following questions were received from potential bidders and are answered below.

**1. Is the image upload to the media library within scope of work or does UNAIDS do that?**

It is within scope of work.

**2. Will we be able to view the ticketing system in a demo like today's?** No. The focus of the work to be performed is on the provider being able to publish in four languages using our web content management system. The way we submit requests will be agreed upon with the winning bidder when preparing the contract.

**3. Considering that the contractor has to be available until 7pm, what happens if a publishing request is submitted at, say, 6:55pm? How is this interpreted? Are such cases usual?** If a low-priority (ie. 4 hrs) request is submitted to you at 6:55pm we would not expect you to work on it the same day. However, if a standard (1hr) or a simple request (30 minutes) is submitted at 6:55, it should be completed that same evening. Yes, these cases are frequent.

**4. In regards to the CMS, the T4 Site Manager - will initial training be provided to the contractor by UNAIDS? In Geneva? Is this at the cost of the contractor (travel, accommodation, etc.)?** Training will be done remotely via WebEx, Skype or similar channel. Contractor will not need to incur any travel or accommodation costs.