	Topic	Question	Answer
1	Upgrade / relaunch / changes to information architecture	Do you want to upgrade your current website or relaunch the website?	The platform needs to be migrated to Drupal 8 or 9 and we would like to implement some major improvements and new features.
2		In Section 2.3. Is Information Architecture defined or can it be improved during the project?	The basic information architecture should remain as it is on the current platform, however minor changes and improvements are permissible and desirable; e.g. the classification of the content (solutions) will bewebsite that could
			This refers to features such as the map or the review process, which might require external applications. Those should run under the same domain
4		- May we ask you to elaborate more on REQ-12 "It should be possible to create sub-sites which can inherit features, user lists, and content from the parent site." and REQ-13? Is the sub-site feature already available on the current website?	it´s not a feature available on the site.
5		Please confirm if the IUCN team will retain all or most of the content on https://panorama.solutions/fr/explorer during the redesign process.	yes, all content (Solutions, news stories, resources) will be retained. Minor changes to structure and text of static pages is expexted.
6		Which documents or artefacts can be made available for the elaborated information architecture, such as visualisation of page structures, user flow or taxonomy tables, etc.?	taxonomy tables, user stories, all required information on architecture of current site (some of which may change on new site)
7		REQ-12 und REQ-13: What does the term "subsites" mean?	Sub-pages under the same domain. This is about the Community pages, such as https://panorama.solutions/en/portal/panorama-species-conservation. They should have the same layout but different color palette, and might also include various content elements such as events etc.
8		REQ-40: What does the term "content-libraries" mean?	This means a media management tool like "media library".

9		REQ-40: What workflow is meant by "add content in bulk"?	Uploading multiple media files to the library, in a bulk. This is a standard feature.
10		2) Re. chapter "2.6 Structure and Information Architecture": are these deliverables to be produced by the vendor or they will be provided by IUCN at the start of the contract?	they will be provided by IUCN at the start of the contract
11	design / visual ID	The document seems to indicate different levels of design requirements in different sections. Does the site require us to take what's currently there and modernise it slightly, completely redesign it or apply a design which will be supplied to us? Do you require us to supply a design concept as part of the proposal, or at the interview stage or only once the project is underway. Although a design can be helpful to show a route we might take, it can also hinder the review process as we usually take another route after having meetings with you and your team.	The corporate design (logo, color palette, ...) will stay the same. We do not require an actual redesign of the site and no major changes to the information architecture, the basic "look and feel" should remain the same. As such, we are not expecting a detailed design concept as part of the proposal or at the interview stage. Any tweaks to the current design, as well as design and placement of new features on the site, can be discussed and agreed during project implementation stage.
12		In Section 2.3. What is the level of detail for Information Architecture and Visual Design that you will provide? Are branding guidelines web application specific?	The current web platform is the basis for the information architecture and visual ID of the new platform. We can provide all information about the current platform that is required, liaising closely with the current service provider as needed. The branding guidelines concern the entire PANORAMA initiative, i.e. are not specific to the web platform.
13		In Section 2.7. You ollowi agt ted br " di g g id li s, d sig but then in next sentences you stated in the same s ect io no co l t r d sig is ct d st d, t bidd r s o ld Can you elaborate which of the following is expected - new design, or build upon existing design?	Build upon desisting design
14		If you're planning to relaunch, will it be the same design?	Yes, the corporate design (logo, color palette, ...) will stay the same. We do not require an actual redesign of the site and no major changes to the information architecture, the basic "look and feel" should remain the same.

| 15 | - Is a brand book (with guidelines) available for the visual design phase? | yes, there are general brand guidelines for the PANORAMA initiative. |
| 16 | Are there guidelines or design system documentation for the design to be adopted? | see above |

1) Re. design deliverables

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If you're planning to relaunch, do you want to host it with same technologies or do you have a tech-stack in mind?

In section 2.9. REQ-43 - REQ-61 (Profiles) Which of the following profiles and functions do you have on your current website? It is a bit confusing fo

36	Solution review process	In section 2.9. REQ-42 Can you elaborate this request a bit more? What do you refer to as external functionality?	Each draft Solution case study undergoes a review process (quality check) before it is being published on the platform. Currently, the entire solution submission-review-revision-publishing process takes place on the web platform, and the review process has been custom built. For the new platform, we envision the use of an external text collaboration service for this Solution review process.
37		Please elaborate on the changes that you are looking for in the feedback form & Solution Review process (forms & backend).	The feedback form should make use of an external service provider and it should be possible to easily aggregate and evaluate responses.
38		Please share your elaborate in the reviewer management system and its specifications.	A registered solution provider submits a draft solution through a standard online entry template, to one of the Communities of PANORAMA (e.g. PANORAMA Cities). The administrator of that Community then gets notified. The administrator will assign a reviewer to that solution, or decide to review the solution themselves. The review includes making comments on each of the sections of the solution, and also making direct text changes. Once the review is concluded, the reviewer's feedback needs to be shared with the solution provider. The solution provider revises the text of the solution according to the feedback and re-submits. Once the solution meets the quality standards of PANORAMA (= the reviewer is satisfied with the quality of the solution), the administrator will publish the solution. This entire process should take place through the platform.
39		The site should have functionality that enables users to content via a formular to the website and then be reviewed by other members.? Can you elaborate?	see above, this refers to the solution review process
40		The site should have external functionality that offers reviewers a text collaboration with the content providers? Can you elaborate?	see above, this refers to the solution review process

41	- May we ask you to elaborate more on the REQ-42 "The site should have external functionality that offers reviewers a text collaboration with the content providers."?	see above, this refers to the solution review process
		There are external tools available that allow for easy text collaboration (in this case: joint work on the text of the solution description, between the solution provider and the reviewer), and that can be integrated into websites (in this case the PANORAMA platform). See above for further details on the review process.
42	What do you mean by "external functionality"? Can you deepen the expectation about "text collaboration?	
43	3.7.9 Review Prozess: What other requirements / features are there in the review process apart from the change of individual states?	see above

Training

		You can use general guidelines and just adapt them where needed. They don't need to follow PANORAMA branding, since these materials are only meant for internal use (i.e. for all colleagues inside the PANORAMA partnership who work with the platform as administrators), not for external communications.
44	In section 2.9. REQ-76 Can we provide general guidelines and online materials that we use with all our clients, and materials specific depending on Panorama functions, or do all materials have to be Panorama specific (branding of general guidelines for the entire Panorama project)?	
45	What is the Location, Duration and expected number of participants in post implementation trainings. Do we need to budget for the venue and refreshments for these in our financial proposal or would it be provided by the client?	These will be virtual trainings, at least 2 sessions. Duration will depend on complexity of the admin backend. We expect around 2-3 hours per session; 10-20 participants per session.

Map explorer

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48		Which data should be exported in which format(s)?	All information displayed on the Solution page in an open and structured format, f.e. .csv
49		What does the term "data layers" mean?	This refers to area data or geometries that are placed on the base map.
50		What does the feature "Custom queries of pre-calculated data" mean?	the option to createthe own custom database query
51		Does the feature listing "reports and embed tables, charts, graphs and other data visualisations" refer to the preview display of a solution?	This refers to the map explorer, based on information from the solutions.
52		Can this feature list be broken down and prioritised in detail for use in the map?	The scope of this question goes beyond what we are able to clarify in this pre-contract stage.
53		Which data for the charts, graphs and other data visualisations should be visualised?	Data from the solutions
54	Budget / proposal requirements and contracting process	Are there any financial (budgetary) restrictions or limitations that we should be aware of?	The maximum available budget is 100,000 CHF.
55		Please could you let us know if there is a defined budget for this project.	see above
56		Please provide the payment milestones wrt deliverables of the project.	please see p. 38 of the RfP (contract template)
57		In pre-qualification criteria, given on page no. 2, section 4, Our understanding is in company letterhead we need to provide name of the employees of our organisation who are qualified for this project only.	correct
58		Please could you let us know whether any taxes would be deducted while making payments to the international firms? However, if there is VAT and o t her ap p licable indir ect t ax es o r any dir ect t ax es the international firms need to add in their pricing proposal for such taxes?	IUCN is VAT exempt in Switzerland. Please quote your prices without VAT.
59		Could you let us know what the budget is for this project?	see above

60	Could you let us know if you have a local preference or are you open to any agency that has done similar work with clients globally?	Yes, we are principally open to agencies based anywhere in the world, provided they can ensure timely service particularly in case of urgent issues (e.g. website malfunctions) in spite of time zone differences.
61	3 relevant references of clients similar to IUCN / similar work. - Do we need to provide the names of the Customers or only SOW with the masked confidential and commercial information is sufficient?	Names of the customers would be desirable, but of course you are not required to share confidential client information.
62	Confirm that you have all the necessary legal registrations to perform the work - Is there a specific set of legal documents that we need to possess, as we have dual shore operations	nothing specific
63	State your annual turnover for each of the past 3 years- Does this need to be part of the proposal or can this be shared in an email between IUCN and our finance team, if yes please help us with the email address?	This should normally be part of the proposal.
64	How many employees does your organization have who are qualified for this work? - Do you need our team strength, or specific to the tech stack that we are proposing as part of the proposal, also do you have any p r efer ence in t er ms o f t he t echno lo gy s t ack t o be u	Ideal would be if you could indicate the total number of employees of your companies, as well as the number of staff that will be directly involved in implementing the project.
65	Consultancy Agreement Draft provided with the RFP - If we happen to win the RFP, would IUCN be open to negotiating the terms of the sample consultancy agreement as there are a few onerous sections in the Agreement?	Yes, we are principally open to discussing adjustments. This would then need to be seen with our legal team.
66	Re. criteria #6 for evaluating the technical proposal: Website of the proposer (5%) - This criterion is quite uncommon and we kindly suggest removing it, as it's not directly related to the project scope and objective. If that is not possible, please detail what are the minimum requirements to be met by a vendor's website in order to achieve the maximum score.	

67		Is it acceptable that our financial proposal is made in Euro or USD instead of Swiss Francs? If not possible, our price would likely include some provisions for bank fees and exchange rate risks.	In order for IUCN to be able to compare different proposals we received, all need to be submitted in the same currency - thus we kindly request you to prepare your proposal in CHF.
68	Architecture of current site / migration / content	Please could you let us know the number of web pages on your site currently?	The site is built on a CMS, so there are no "web pages". Currently, there is a total of 10.212 Drupal nodes. These include various content types like Solutions, Building Blocks, Organization Profiles. There is a total of 12 different content types.
69		Our understanding is selected consultant will migrate all current pages and add on pages to the new site. Please confirm.	Yes, migrate all current pages. Adding new pages is likely, but dependent on exact concept for new functionalities.
70		Please share the estimated volume and format of data to be migrated.	About 10.000 nodes, 2.000 user accounts, 3.000 Taxonomy terms. Keep in mind, that content nodes are often related to each other (solutions for example reference one or more building blocks), and all content types are build on various fields. Solutions for example are build using more than 60 fields. For most content types and taxonomy terms there can basically be translations in english, spanish and french
71		In regards to migration, please clarify how many different page layouts do you have on your current site?	As the site is build on a Content Management System, the question is rather difficult to answer. Each content type (the 12 mentioned above) has its own template. Furthermore, there are various view modes for content types as they are dynamically rendered in various contexts (basically using views, references or custom code). You can get a good overview on public part of the page itself.
72		Please confirm whether you anticipate the firm creating content for the redesigned website.	no. Only migration of existing content. Any new content will be provided by IUCN.

73		Can a test access / stage system to the current Panorama platform be provided?	Any member of the public, including interested bidders, can create a user account on the platform. Access to the code can be provided, once the vendor has been selected and contracted (during project implementation stage).
74	Hosting / maintenance	We assume that we will only assist to host the application on the hosting environment provided by client. Please confirm.	The hosting is also to be taken over by the contractor
75		Please could you let us know the duration of the post-launch support/maintenance period that should be included in the proposal.	Annual, but budgeted separately (see p.5); 1 month hosting to be included in core budget (see p.21)
76		Please share the current web hosting architecture.	On server side: The current production server implements a

80		- REQ-30 "Users should have the option to sign up to a newsletter that is sent to personal email addresses for specific categories and organisations updates." How are you going to collect subscriptions and send out newsletters?	"subscribe" button on web platform. We also have an existing list of around 6,000 subscribers which we will continue to use. These are stored on a separate system, i.e. IUCN's contact management system. Newsletters are sent out through that system as well, i.e. not thorugh the PANORAMA web platform.
81		Are you considering a dedicated/reliable commercial solution such as Mailchimp or Sendinblue?	No, we would likely continue to use IUCN's newsletter/contact management system.
82		Which newsletter system should be integrated, for example Cleverreach?	see above
83		5) Newsletter (REQ-30 and chapter 3.7.8): Is there a newsletter already in the current website? If yes, could you please provide a short description? (e.g. is there an external tool which delivers the newsletters?)	Yes - there is a comprehensive semi-annual newsletter, and a brief monthly email update. All sent through IUCN's newsletter system, where also the PANORAMA subscriber list is stored (see above). Examples: https://panorama.solutions/en/news/semi-annual-newsletter-panorama-2022-review-and-2023-outlook; https://civicrm.iucn.org/civicrm/mailing/view?reset=1&id=8850&cid=1078&cs=11ace0ef57b9bc2c7837cab32a85b78a_1670317285_168
84		- May we ask you to elaborate more on REQ-61 "Partner Organisations should be able to create public and private groups for collaboration with other members."? What do you mean by groups? Is such a feature already available on the current website?	Users can be assigned to organisations and organisations can be assigned to communities. The organisations should be able to collaborate with each other in so-called groups.
85		REQ-61: What features are meant by "collaboration"?	tbd in more detail
86		REQ-61 und REQ-68: How do public and private groups define themselves in relation to the roles of external, internal and collaboration partners?	Groups are "spaces" on the platform. Collaboration partners are simply organizations, websites, networks to which the PANORAMA initiative is connected (see here: https://panorama.solutions/en/collaborators)

87	REQ-48: Can the requirements for messages be defined more precisely in technical terms, because the possibilities range from e-mail notifications to chat systems with live push messages?	The technical system is not explained in detail, the contractor can make suggestions here. Real-time communication is not required.
88	In section 2.9. REQ-66 Can you elaborate more on this request? What type of messaging are we talking about - One-way, two-way? Inside the CMS admin or some other type of interface. Do you currently have this feature?	We currently have a feature whereby site administrators can send an email message, via the platform, to all users of the platform, or a subset of users. Users also receive automatic email notifications from the platform, e.g. when a Solution they have submitted has been published. We wish to maintain this feature in a similar manner on the new platform.
89		

Is there anything else   not covered in the RFP that would help us in
winning this project and delivering something amazing for you?