

## RFP PSPIT0066 Website hosting and maintenance and digital developments

#	Domanda - Question	Risposta - Answer
1	we would like to ask, if a company not located in Italy and, not registered as per the Italian law will be eligible to submit their offer?	Every company is free to submit a proposal and location in Italy is not a selection criteria. However please consider that, while web hosting and web maintenance services can be managed remotely, the tender requires the provision of services entailing frequent interaction with Italy-based suppliers such as suppliers of the CRM, of bank procedures or of mass mailing platform. In addition, despite of the supplier location, supplier is required to be compliant with the local and the EU regulation on the data protection.
2	It is mandatory to have office in Italy? Can the development and support would be provided from Remote? Or Is it be ok that our Team would be available in Italy until development is under progress and then for further remote support - It can be done from India?	Every company is free to submit a proposal and location in Italy is not a selection criteria. However please consider that, while web hosting and web maintenance services can be managed remotely, the tender requires the provision of services entailing frequent interaction with Italy-based suppliers such as suppliers of the CRM, of bank procedures or of mass mailing platform. In addition, despite of the supplier location, supplier is required to be compliant with the local and the EU regulation on the data protection.
3	due società facenti parte dello stesso gruppo di società possono partecipare in maniera indipendente alla gara, facendo due offerte separate?	Yes, 2 companies from the same group can participate independently and submit 2 offers separately.
4	Could you tell me whether it is possible to take part to the tender as a consortium of companies?	Yes, joint venture, or contractor/subcontractor relationship are allowed. In either case, bidder needs to confirm which company is the project lead to take responsibility of the commercial relationship. The bid is to be submitted under one company, as leader. The winner bidder will be the contracted party, responsible for performance. UNHCR will deal with only one party (as single legal entity) for the administration of the contract, in case of selection.
5	If the participation in the form of a consortium was allowed, we assume that all the companies must provide the "company qualification documents", more specifically the administrative and financial information (such as DURC, Balance sheet, chamber of commerce registration certificate etc.) listed at p. 9 of the TORs, is that correct?	Submission of company qualifications documents, as per TORs pag. 9 are needed only for the lead company. In the technical offer, you can further elaborate on all the technical expertise of other companies of the joint venture contributing to the project.
6	Is subcontracting allowed?	Yes, Please refer to UNHCR General Terms and Conditions (Annex E), art 5 about subcontracting.
7	We do not see in the TORs and indicative budget for the required service. Our experience is that usually UN tender procedures do not expose, in the tender, information on the foreseen maximum budget/estimated value for the services to be provided. Could you confirm that it is not possible to have an indicative information on the budget available for this RFP?	It's correct. We do not provide an indicative budget for the tender.
8	Per ciò che riguarda le situazioni di emergenza, la vostra richiesta è per una/più persone operative 7 giorni su 7, 24 ore su 24 oppure 5 giorni su 7, 12 ore su 24 ?	We do not provide indication. We request bidders to submit their best proposal, by filling in Annex C. An emergency situation could be happen during week-end and official holidays (please see "2.1.2.D Emergency plan").
9	Lo SLA di risposta in quante ore deve essere inviato? In caso di emergenza, dal momento di apertura del ticket / invio della segnalazione / richiesta di supporto, che tempi di reazione vi aspettate dal contractor per l'esecuzione della richiesta ?	We request bidders to submit their best proposal.
10	Is it mandatory to provide all services mentioned in the TOR?	Yes, bidders should be able to provide all the services listed in the TORs and quote them.
11	Can we only submit proposal for 2.2.2 and 2.2.3 of the TOR?	No, tender is not divided into lots, so that partial submission is not allowed. Services listed in 2.2.1 "Website maintenance and hosting" are the core services of the tender and services 2.2.2 and 2.2.3 are linked to the 2.2.1.
12	Does UNHCR accept suggestions/modifications to the GTC as there are few clauses which our legal team has suggested modifications on?	UNHCR may consider amendments to the GTCs if in line with the industry standards. Any amendment needs to be reviewed and approved by the legal affair section.

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13	Our company complies with the EU data protection basic regulation (DSGVO) so, we would like to ask, if it is sufficient enough to make us eligible to submit our offer for this project?	<p>UNHCR contractors are requested to align with national legislation in the country where the company is established and/or operates including regional and national data protection laws (see art. 21 of UNHCR general conditions contracts (GCCs): OBSERVANCE OF THE LAW: The Contractor shall comply with all laws, ordinances, rules, and regulations bearing upon the performance of its obligations under the Contract. In addition, the Contractor shall maintain compliance with all obligations relating to its registration as a qualified vendor of goods or services to UNHCR, as such obligations are set forth in vendor registration procedures.)</p> <p>Compliance with the EU GDPR is in line with this obligation. More specifically under Annex E to the GCCs (art.21) the vendor is bound to observe standards set out in the applicable data protection legislation. Owing to its special status as an intergovernmental organization UNHCR is not bound to comply with national laws as it needs to operate on the ground free from any government interferences, however based on its internal rules and policies UNHCR aligns to fundamental principles of data protection which are common to the GDPR and applies comparable standards to its internal data processing.</p>
14	Could you please tell us where currently the websites are hosted? Hosting company name would be sufficient enough and, annual hosting cost you're paying, if possible!	We do not provide this information.
15	Is it necessary for a bidding company to have statement of environmental policy in place?	It can be a plus, but it is not mandatory.
16	Are you open to a better web hosting recommendation? OR, continuing with the existing web hosting is the idea?	Yes, every company is free to submit recommendations.
17	Is it mandatory for the development team to know Italian?	The tender requires the provision of services entailing frequent interaction with Italy-based suppliers.
18	Does UNHCR Italy have a web editor with the overall responsibility for the web? We understand from the TORS (p. 6) that there is a team/staff familiar with the basic features of the CMS? Could you confirm?	Yes, UNHCR digital team is trained and able to publish content on the CMS (Wordpress).
19	Could you tell us whether UNHCR Italy team has also some staff dedicated to content creation and content publishing? If yes, will this staff be also involved in the emergency situations?	Yes, in case of emergency UNHCR digital team will coordinate the creation of content in collaboration with the supplier and other creative agencies.
20	From a more general perspective, could you give us an idea of the composition of the UNHCR team that deals with the emergencies, with which the appointed agency will have to coordinate and work in the framework of the emergency plan? This would help us in elaborating a more focused proposal.	In case of emergency, a UNHCR focal point will be designated. Moreover, the appointed agency could be directly working with these specialists: Digital Acquisition, Digital Retention and Digital Communication.
21	The TORS (p. 9) list all the annexes that must be provided in the technical proposal, including (Point 4.7) an annex H. We assume that this refers in fact to annex G, and that this is a mistyping error? Could you confirm?	Yes, it is a mistyping error. It refers to Annex G as indicated in the title of section 4.7.
22	Concerning annex G, do you confirm that it must only be signed, and not also filled (i.e. point "r" seems to be amendable).	For the purpose of submission, Annex G is for information purposes only. It will then become an integral part of the Frame Agreement with the winning supplier(s) and, once so, point "r" will be filled in.
23	Annex D, section 4 Point 32 of the form asks bidders to provide information on: Recent Contracts with the UN and/or other International Aid Organizations, with respect to this specific aspect: 1) are also international organizations such as the EC valid in this framework? (or do we have to include only aid organizations?) and 2) is it possible to include in the list also the NGOs? (or is the question related only to inter-governmental organizations?).	Yes, you can include EC and NGOs in that section, too.
24	related to the documents that must be provided in the technical proposal, more specifically in the company qualification section where we are asked to provide a "Self-certification that contracts are in line with the Italian law", could you clarify a bit? Is this referred to the contracts of the company's employees?	Yes, a self-certification that contracts of the employee are in line with the relevant/local law.

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25	Annex A: Cosa significa mettere a disposizione un team di editors quando il team editoriale di unhcr non può operare ? E' possibile definire un team stabile con fasce orarie precise ? Che tipo di reperibilità è richiesta per questo team ?	UNHCR digital team is trained and able to publish autonomously content on the CMS (Wordpress). In case of emergency, UNHCR team may need support to create and publish content directly by the supplier.
26	Annex A: In relazione al punto 'Self-certification that contracts are in line with the Italian law' si richiede di specificare se ci si riferisce a contratti relativi a progetti simili alla presente RFP.	Through the request of "Self-certification that contracts are in line with the Italian law", we ask potential bidder to confirm that their employee are regularly employes in accordance with the relevant law, regardless of the projects which employees are working on.
27	Annex A, section 2.2.3 L'integrazione dei diversi sistemi (i.e. CRM, email marketing) con i siti web è intermediata da un middleware/soluzione di integrazione (se sì quale?) o piuttosto avviene in modalità "punto-punto"?	The current integrations are custom developments (point-to-point).
28	Annex A, section 2.1.1: Riguardo alla soluzione di hosting attuale (cPanel) la sostituzione con una nuova soluzione tecnologica è richiesta/può essere proposta dal fornitore/è esclusa?	Yes, every company is free to submit new scenarios.
29	Annex A, section 2.1.1: Riguardo alla soluzione di hosting attuale (cPanel) è confermato che l'infrastruttura è composta da un singolo ambiente e un singolo nodo?	Yes, the actual infrastructure is one single environment.
30	Annex A, section 2.1.1: In caso la sostituzione dell'attuale soluzione sia richiesta o che comunque questa possa essere proposta dal fornitore, è accettabile una soluzione di hosting in Cloud Amazon?	Yes, every company is free to submit new scenarios.
31	Annex A, section 2.1.1: Nel caso di possibilità di porting su Cloud Amazon è possibile quotare l'effort di migrazione sulla nuova soluzione di hosting ? Se sì la quotazione viene aggiunta all'interno dell'Annex B corretto ?	Yes, the migration quotation should be considered in Annex B.
32	Annex A, section 2.1.1: I requisiti di hosting riportati in 2.2.1 sono attualmente soddisfatti dall'architettura as-is?	Yes, the hosting requirements under section 2.2.1 are currently met.
33	Annex A, section 2.2.3: Riguardo alla frase "The web services will need constant maintenance, check and updates" in "Integrations with the CRM", qual'è il motivo della necessità di una manutenzione costante e a che tipo di interventi manutentivi sui web services si fa riferimento?	New integrations could be required in order to develop new business or procedures. Updates could be required in order to meet new requirements by the CRM or external constraints.
34	Annex A, section 2.2.3: Il documento riporta "The main integrations to be developed and managed by the digital services supplier are ...". Le integrazioni riportate in seguito sono già implementate così come descritte (e quindi si chiede solo la maintenance di queste) o ci sono degli sviluppi da effettuare al fine di realizzare lo scenario di integrazione descritto? Nel secondo caso è possibile sapere qual'è il gap implementativo da colmare per quanto riguarda le integrazioni?	New integrations could be required. A detailed requirements document will be shared with the appointed supplier. Please see Annex B / Hourly cost for development and maintenance of web services and other system integrations.
35	Annex A, section 3: "Provide examples of past web services and digital integrations developed by the Agency;" sono significative esperienze di integrazione solo nell'ambito tecnologico "Wordpress"?	We currently run integrations between the websites (Wordpress), the CRM and the email marketing platforms.
36	Annex C: E' possibile spiegare in dettaglio cosa si intende per "Activate a Light box on UNHCR.it" ?	To publish on the homepage of unhcr.it a lightbox.

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37	Sarebbe possibile sapere il budget gara?	We do not provide budgetary information. We ask bidder to submit their best offer for the provision of the services.
38	Sarebbe possibile avere informazioni sulla vecchia aggiudicazione gara? Precisamente, il valore di aggiudicazione e i riferimenti dell'aggiudicatario.	We do not provide this information.
39	In order to provide with the most competitive technical and financial response and awaiting a response to the numerous clarifications requested, we kindly request an extension of three weeks to the tender closing date (23/10/2019);	Considering the request, we are extending the tender submission deadline to WED 30th October 2019 h. 23:59 CET. Please refer to the communication on the deadline extension.
40	According to paragraph 2.2.2. (Technical developments), page 6, point 2 of the list/row 4 ("Editing website whenever UNHCR Italy staff is unable ..."), may you please confirm that the requested activities do not include the editing or producing of textual or other multimedia contents by the supplier, also in relation to par.2.2.5. (Emergency plan)?	In case of emergency UNHCR digital team will coordinate the creation of content in collaboration with the supplier and other creative agencies.
41	According to paragraph 2.2.2. (Technical developments), page 6, point 5 of the list/row 8 ("Improving the marketing conversion funnel through the optimization of the user experience (page usability, donation form ...)"), may you please confirm that no funnel marketing and/or social marketing activities are required for UNHCR sites?	No funnel marketing or social marketing activities are required.
42	According to paragraph 2.2.2. (Technical developments), page 6, point 5 of the list/row 8 ("Improving the marketing conversion funnel through the optimization of the user experience (page usability, donation form ...)") may you please confirm that Visual Identity editing/producing is not required for the UNHCR sites?	All the improvements related to the conversion funnel might imply some creative and visual optimization for the donation form.
43	According to Annex B, rows 25 and 26 (Activity / 2.2.4 Other) of the excel file, may you please confirm that the Fee (%) in the document is related to the load (margin) required by suppliers for the « ... acquisition of new WordPress plugins, digital tools and platforms, or other relevant products ... »?	Yes.
44	According to paragraph 2.2.4. (Other), page 6: «...UNHCR Italy may require to the Agency the acquisition of new WordPress plugins, digital tools and platforms, or other relevant products.», may you please clarify what is the meaning of "Digital tools, platforms or other relevant products"?	Eg. third-parties plugins or platforms to extend functionalities or to support digital marketing activities.
45	According to paragraph 2.2.5. (Emergency Plan), page 7, list of requests ("Update web site, News Publishing, Update donation box, etc. ...), may you please confirm that the requested activities do not include the editing of textual or multimedia contents by suppliers, thus limiting the implementation of texts or multimedia elements exclusively provided by UNHCR?	In case of emergency UNHCR digital team will coordinate the creation of content in collaboration with the supplier and other creative agencies.
46	What does the UNHCR mean as an Admin Panel? Is it related to the management of the Hosting, or does it have to have admin privileges also on the Hypervisor?	It is related to the management of the hosting (eg. Activation of new subdomains, users, email address, ...)
47	Are the systems and middleware management activities borne by the supplier or by UNHCR?	Supplier.
48	What are the activities on the Mysql database performed by the UNHCR Italy administrators?	None.
49	Is UNHCR restoring the back-up files?	The Agency shall daily backup all data, including a DB dump, and shall retain all backup copies for a minimum of 2 weeks. Access to all backup data will be granted to UNHCR.
50	What are the current DR procedures?	We will disclose this information to the winner supplier.
51	Is currently the maintenance and the updating of UNHCR sites carried out by your in-house staff or is it outsourced to an external partner?	It will be managed by the winner supplier (please see Annex A/2.2.1).
52	Vorremmo partecipare alla gara in Consorzio/RTI. I documenti da presentare, sono una Cover Letter con la quale si definisce la compagine e un Consortium agreement con il quale si stabilisce il Lead partner e i partner e le responsabilità solidali di tutti, nella partecipazione alla gara ? Possono andar bene?	Yes. Please provide the list of companies participating in the joint venture. Submission of company qualifications documents, as per TORs pag. 9 are needed only for the lead company.
53	I suddetti documenti vanno inseriti nella email Tecnica?	Yes, provide the company qualifications as part of the technical offer.

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54	Nel caso, avete dei format da poter compilare e presentare?	No, we do not have any format.
55	L'ultimo bilancio da presentare vale solo per il Lead partner o per tutti i partner del consorzio?	Balance sheet for the lead company is sufficient. Should you wish to send the balance sheet of the subcontracting companies, please feel free to do so.
56	La Vendor registration form deve essere compilata da tutti i partner?	Vendor registration form is required only for the lead company. UNHCR will enter into a contractual relationship only with the lead company and only the lead company will be registered in UNHCR database.
57	Ci sono dei documenti che devono essere firmati digitalmente?	With the exception of Annex E, requiring acknowledgment and sign off, it's not mandatory to sign off the other documentation required. Should you wish to sign them, digital signature can be accepted.
58	Annex A section 2.2.3:Abbiamo visto che la documentazione delle API CRM sono disponibili, e può essere resa disponibile, è possibile averla	We will disclose this information to the winner supplier.
59	Annex A section 2.2.3: Quali sono le piattaforme attuali di Email marketing da mantenere	We will disclose this information to the winner supplier.

**The information provided in the present RFP is strictly confidential and has not be shared outside the purpose of the present RFP**