

No	Document	Reference	Ref: title	Ref: details	Question?	Answer
1	ToR RFP	3.4			In the need tab for roles, can you detail more what type of share do you want when you write "Share documents externally"?	See more details in Annex 1.A. under CO11 and CO13
2	ToR RFP	4.2 / requirement 1			What do you mean by "Any document has to be automatically indexed during document intake." We understand that documents coming from external software (NAV or portals) will be automatically indexed by this software. For other documents that are stored by employees, via scanner or directly in digital way, what do you expect?	EDM will classify documents and extract the metadata using templates and/or machine learning.
3	ToR RFP	4.2 / requirement 1			Do you consider to have a central place to do batch scanning of documents with specialized employees? Or every employee will scan and index their documents? Do you plan to have specific scanners or to use the multifunction printers devices? How many capture/scanning point do you plan to have?	Central service for batch scanning is not part of the scope at this moment. It is expected that employees upload their documents. In the Phase III, implementation to Finance office, there would be 37 capture points. The capture points will increase in Phase IV to 52.
4	ToR RFP	4.2 / requirement 7			Does project portal, grant and e-tendering portal integration can be done using webservices? Which type of webservices, REST or SOAP? If not how do you consider the integration?	Yes, webservices are preferred integration approach. Both REST and SOAP is acceptable.
5	ToR RFP	5.1			How many types of documents should be processed during the migration?	Depends on the definition of type in your solution. See RFP for document types, page 5 mentioning 151 business documents in 14 processes. In some solution this can translate to 30 types and in some might need more than 150.
6	ToR RFP	5.1			How can the migration be done? Is it possible to consider that most of the files will have xml or flat index file join with it or the indexes should be determined by an other way?	Only a portion of the files could have a portion of metadata extracted. Most would need to be indexed. We assume automated indexing (see Tor Rfp 3.4).
7	ToR RFP	5.2			You write in the document IR2 "Identify improvements to the IUCN main document management processes and procedures to ensure the most efficient use of the document management platform". This sentence mean for us that an agile approach should be considered for your project. The scope and the costs of the implementation to be done will be defined during this phase and each workshop analysis (phase II process adviser). This should optimize the costs, the efficiency and mitigate the risks. Do you agree with this approach or do you prefer a classic ITIL one?	We need a commitment to the budget as this will be the basis for the selection. In terms of project execution we do prefer to work with agile methodology and fail often and early approach. See https://www.pmi.org/learning/library/firm-fixed-price-agile-projects-6231 for principles on which this works. Please ensure that in your proposal there is a clear indication of the tasks that are in scope and tasks that are considered out of scope. As for many task, cooperation of the Proposer implementation team and IUCN team will ensure the implementation tasks delivery.
8	ToR RFP	6.1.1			Regarding DocuSign integration, do you consider that the process will be held systematically from the EDM? Or can it be done externally and only the signed document will be sent to the EDM at the end of the process?	We have DocuSign contract that we would like to use for some types of documents. This would be applicable only to some document types. It could be done externally (EDM sends doc to DocuSign, signature process managed from DocuSign and signed document is returned to EDM) or internally (manage the signature process from EDM with only using DocuSign only for signatories to do the actual signing).
9	Annex 1.A	AD18	Service status dashboard	A publicly available service status dashboard.	What is expected in the dashboard?	At minimum to see if the service is running. For example as in https://www.google.com/appsstatus/dashboard/

10	Annex 1.A	CO9	Activity stream	The provision of an activity stream showing content that is likely to be of most interest to the user.	Please provide more details about expected result (the best with some examples).	Definitions at https://www.gartner.com/en/information-technology/glossary/activity-stream or https://en.wikipedia.org/wiki/Activity_stream are adequate. Minimum example can be a list of last 5 documents I have opened or last 5 documents I have edited.
11	Annex 1.A	CM18	Automated translation	Services to enable the automated translation and localization of content.	Please give us a more explanations for this requirement. When/What triggers translation? What is expected result?	Ability to use API from a translation provider. For example https://cloud.google.com/translate or https://www.deepl.com/en/docs-api/ . Translation should be triggered manually or scripted. Results should be translated content.
12	Annex 1.A	CS16	Location-based access control	The ability to enforce different levels of security control based on a location within the repository (e.g. a folder or metadata view).	Is this means that security controls is changing when user enters an location in the repository? Please provide an example(s)?	CS16 not relevant to IUCN hence remove it from Annex 1.A.
13	Annex 1.A	PL23	Content federation for document management	The system is able to access content from other content services platforms (CSPs) or content collaboration platforms. Users are able to manage, view and edit this content.	What CSP platforms are considered for this requirement (apart from Sharepoint)?	Optional feature. We want to know which platforms are supported. Phase II does not plan to use this feature.
14	Annex 1.A	SR13	Managed vocabulary search	The ability to define and manage a set of terms via a managed vocabulary that can be used by users whilst specifying a search query.	Is this refers to full text search and/or metadata as well? Please provide more details about expectations (the best with some examples).	Full text and metadata. Example: search invoice documents by vendor name (vocabulary of terms for metadata element).
15	Annex 1.A	SS13	Subpoena reporting	The vendor publishes a transparency report, listing all subpoena requests and responses. Please provide latest report or location.	Please provide more details about expected result (the best with some examples).	Optional requirement. If your company had any subpoena requests for any legal claim please share or if you publish any report. For example if your company has been part of providing evidence for some legal actions.
16	Tour RFP	Tour 6.1.1			Could you please explain in further detail the integration with each information that you would require?	Please look at the Attachment 1
17	ToR RFP	ToR 6.1.1			You mention that different authentication methods by document rules are required, can you provide us with further details on how do you envision this?	Depends on type of sharing. For example if the document is shared as with link only then it would require no authentication, while if the document is shared as requiring 2FA it would require user with an account + with 2FA.

18	ToR RFP	ToR 7.1.d			You mention that hardware prices must be provided by the bidder, does this include pricing in the on-premise model? If yes, how can we define your internal pricing?	Hardware specifications and pricing should be indicated as applicable to the delivery model. For on-premise model it is not expected to provide hardware pricing. Internal price will depend on the system specifications in your proposal.
19	Annex 1.A	Annex 1.A			You mention if requirements which are labelled as mandatory that fall under the "0" category, the bid will be discarded. How hard of a constraint is this? Indeed, it is always possible to develop features to cover those that are not provided out-of-the-box (and hence fall into the "2" category) however, this will obviously have an important impact on the budget and schedule.	Only the mandatory features with 0 will disqualify the project. If it falls into category 2 then and additional tools need to be used then these need to be included as per explanations in column 'Comments'
20	Annex 1.A	Annex 1.A- CA4:			can you explain in more detail your needs with regards to instant messaging (IM) as well as which IM platforms you would like integrate?	Microsoft teams, Skype for Business
21	Annex 1.A	Annex 1.A- PR12-PR14-PR15			Which version of Sharepoint are you using?	Sharepoint online
22	Annex 1.A	Annex 1.A- SR12			Can you explain this in further detail? In general, search is based on user access rights regardless of location (which is the advantage of a unified system).	Search should always respect security and access controls. We do want to be able to make both global/unified searches and also searches limited to folders (or locations i.e. containers).
23		attachment_1_to_r_edm - page 5		The total of documents volume in 2019 is 273K	As we understand it, the number of 273K specified for 2019 represents the number of "active" documents at that time. In this total there are documents older than 2019. Is this correct?	The number represents total annual number of documents used for financial processes for 2019. The financial documents are kept for 10 years. Therefore, the estimate for active documents can be 2,730K documents.
24		attachment_1_to_r_edm - page 5		Important to mention is that business documents are not yet classified into document types.	For the migration, can we propose a tool that helps with the automatic classification of documents?	Please propose any tool that you estimate might provide benefit to the migration process. Please ensure to quote those costs under 'migration' tab in the Annex 2 'Financial proposal. Again, please note that migration is out of scope of the financial evaluation.
25		attachment_1_to_r_edm - page 9		Finance need - keep documents from hard or soft copies into central place	As we understand it, you will continue to keep documents in paper format. If this is correct, can we offer you an optional solution integrated with the record management solution to manage paper archives.	That is correct. National retention laws might require keeping documents in the hard copies. Please do offer the solution for management paper archives, as an additional option that will be out of scope and evaluated separately.
26					Nous avons identifié 2 besoins distinct. Une GED collaborative et un système d'archive probatoire. Parmi vos solutions actuelles lesquelles seraient à intégrer avec la GED collaborative et/ou l'archive probatoire. We have identified 2 distinct needs. A collaborative GED and a probationary archive system. Which of your current solutions should be integrated with the collaborative GED and/or the probationary archive?	Please look at the ToR 6.1.1. and 3.3. for more information on integration.
27		attachment_1_to_r_edm - page 21		Hardware: Please indicate any hardware specifications and price that your solution would require	As we understand it, we should mention here the price of a possible hardware to acquire in case our solution cannot be integrated into your existing infrastructure. Is this correct?	Hardware specifications and pricing should be indicated as applicable to the delivery model. For on-premise model it is not expected to provide hardware pricing. Internal price will depend on the system specifications in your proposal.
28		attachment_1_annex_1.a_capability_questionnaire		Summary	As we understand it, in the summary, the scores of the mandatory criteria have the same weight as the optional criteria. Is this correct? Will you calculate a differentiated score between mandatory and optional criteria?	Yes, system capabilities total score, for mandatory or optional capabilities, use the same weight. There is no differentiated score between mandatory and optional capabilities.

29		AD3 and AD4		An administrative console for managing user accounts. An administrative console for managing group creation and user membership.	Does this mean that the administration of users and groups is done in the DMS solution, and not directly from an AD tool ?	AD manages user accounts and their attributes. User access levels are managed in EDM. It should be possible to define local users in the tool as well (for example if sharing to authenticated external users and for administration) or from other directories.
30		AD5		An administrative console for defining sharing policies.	What do you mean by shared policy ? Could you give us an example ?	Sharing policy defines how a document can be shared. For example some documents could be shared only within organisation. Another example could be that some documents can only be shared if user is authenticated.
31		BA9 and BA10		An integration component that allows data from e-Tendering to be surfaced and utilized within the system. An integration component that allows content from the system to be surfaced and utilized within e-Tendering.	Is e-Tendering able to interface with the REST API? Or only with manual document upload and download?	e-Tendering will be able to interface with the REST API
32		BA11		An integration component that allows data from Grants Portal to be surfaced and utilized within the system.	Is Grants Portal able to interfacing with REST API ?	Grants Portal will be able to interface with REST API
33		CS15		The ability to define security controls at a content-type or class level (for example, to documents that are of type "invoice").	What kind of controls ? Could you give us an example ?	This is about the access control at the document type level. For example, only HR users can access certain legal invoice document type.
34		CS19		The ability for authorized users to alter the security of an individual content item (thereby overriding inherited permissions)	What kind of alteration? Can security alterations only be done by applying additional rules? or could they be removed?	This is about overriding the inherited permission by an authorised user for individual content item.
35		IG18		The ability for end users to manually declare existing content as a record.	Could you give us an example of use case ?	Use case: failed automated records declaration for any reason.
36		IG36		The ability to maintain a link or relationship between a record and another record, which supersedes, or replaces, that record. Each record is managed separately with their own rules, "cut-off" date or hold.	Could you give us an example of use case ?	Example is if user uploads the wrong contract document and replace it with the correct contract.
37		IG42		The ability to have disposition separate the destruction of the record content from the destruction of the metadata about the record, thus allowing the metadata to remain.	Could you give us an example of use case ?	Ability to retain the metadata on the donor funds received over the retention period, without keeping the documents.
38		MC2		The ability to create new document types that have their own metadata labels and values. Users are not required to use predefined platform document types.	We wonder if this practice is consistent with the records management policy? Or could you give us an example of use case ?	System should have the ability to define the new document types, for example an invoice document type.
39		MC4		The system has the ability to apply metadata to collections and folders, and compound document definition or records sets. Metadata is not just applied to content or records.	What is for you a compound document definition ? Could you give us an example ?	Compound document is a document file that contains several other documents. For example would be IUCN procurement file which contains checklists, evaluations, procurement notes which can be in excel, word etc.

40		MC21		Metadata values for new content can be inherited from existing content in the system	According to what rules? In what context? For example, you can inherit the metadata of a content when you copy it to create a new one. Is this the case we're talking about here? Or another use case?	Yes
41		MC23		The system supports a managed metadata vocabulary or taxonomy — i.e., a hierarchy of customer- or industry-specific terms that are used to describe business context.	In what context will this be used? Could you give us an example of use case ?	Metadata vocabulary related to the IUCN context is for example defining the IUCN programme areas for some document type or SDG goals.
42		PR25		Content in network file shares can be accessed from users of this system.	Does this mean that the user should be able to access the content directly through the Windows file explorer? Like One Drive or Dropbox?	Yes, users should be able to access it, for example One drive.
43		SS1		An administrator is able to lock a desktop, laptop or mobile device remotely. For example, in the case of device theft.	Does this mean that you want to do this in the DMS solution, and not from IT-asset management tool ?	This is about locking a device for access to this platform. Optional. If only possible using IT asset management tool please state so.
44		SS4,SS5 and SS7		The platform provides for password enforcement based on strength, age etc. The platform supports single sign on (SSO) The platform supports multifactor authentication. For example, requiring a password and a code sent separately to a user device.	In the case of SSO login, the authentication security policy is delegated to the login authentication system. Do you plan to use SSO in all cases or will SSO not be usable in some cases? If so, which ones?	SSO will be used in most cases. For external users it would not be available.
45	XLS Capability Questionnaire	Mandatory			If a criteria with a status "mandatory" can not be fulfilled is this a k.o. criteria and the supplier will be excluded from the RfP process?	Yes. If any of the mandatory requirement in the self assessment questionnaire in Annex 1.A. has answer '0' the proposal will be considered as disqualified.
46	Implementation general	Fix price			Do you expect a fixed price on the implementation services?	Yes, we do expect the fixed price on the implementation services. See https://www.pmi.org/learning/library/firm-fixed-price-agile-projects-6231 for principles on which this works.
47	Implementation general	Fix price			If a fix price also on the implementation project is required, we would need to know the exactly project scope. E.g. are only the mandatory or also the optional capabilities in the document "attachment_1_annex_1.a_capability_questionnaire" to be delivered?	The capability questionnaire is used to assist IUCN in selecting the product (capability 'mandatory/optional' is used as disqualification criteria). The scope of the implementation for pricing can be determined based on the ToR document, specifically section 4.2. 'Functional requirements'. Main use cases are specified in the Attachment 2 .
48	Implementation general	Fix price			To be able to offer a fixed price project we would need more details. Are there any detailed requirements and/or Use Cases which which you expect we have to implement?	Please see answer to question 47