Topic	Question	Answer
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.
	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 be improved, which concerns content tags and filters.
	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.
	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)
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.

	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.
	In Section 2.7. You stated: *"Following the branding guidelines, design a new look-and-feel"* but then in next sentences you stated in the same section: *"No complete redesign is expected. Instead, the bidder should build on the existing design."* Can you elaborate which of the following is expected - new design, or build upon existing design?	Build upon desisting design
	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.
	- Is a brand book (with guidelines) available for the visual design phase?	yes, there are general brand guidelines for the PANORAMA initiative.
	Are there guidelines or design system documentation for the design to be adopted?	see above

	1) Re. **design deliverables**: In chapter 2.7 of the ToR it is specified that "The proposer will develop a graphic concept and the visual language of the new templates" and "No complete redesign is expected. Instead, the bidder should build on the existing design". At the same time, in chapter 2.3 it is said that: - "Development of the website based on the Information Architecture and Design provided by IUCN and partners" and - "Note that Information Architecture and Visual Design material will be provided", but it's not clear whether the latter statement refers to IUCN or the vendor. Could you please clarify if: a) IUCN will provide any design materials (e.g. wireframes or a detailed design proposal) and, if so, a brief description of those deliverables b) the design of the new website is going to be just an improved version of the current website or a completely different look and feel	see above
CMS / systems	Regarding the **CMS and development**, how keen are you from moving away from your CMS to another one? Are there aspects of Drupal you do or don't like. Are there elements of a CMS that would be of benefit?	We wish to remain with Drupal, upgrading from Drupal 7 to Drupal 8 or 9. We like that Drupal has an easy-to-use, intuitive backend, given that the site has a large number of administrators, working across different institutions, along with the other advantages of using a widespread open-source CMS.
	If you're planning to relaunch, do you want to host it with same technologies or do you have a tech-stack in mind?	We would like to stay with Drupal, upgrading to Drupal 8 or 9. Most likely it will be necessary to develop a customized map module. We would prefer to integrate an external text collaboration service for the process of reviewing solutions (=user generated content). External services could potentially also be used for the "surveys" feature.

users / roles		
	The site has a **front-end login**. Can members of the public access the site and if so, what can they do once registered?	Yes, any member of the public can create a user account on the site. Once they are registered, they have the role of "solution provider", which means they can create solutions (=user generated content), comment on other users' solutions and create an uptake story. Another role are "reviewers" - registered users can be "upgraded" to this role by an admin. They can then be invited by an admin to review a draft solution that another user has submitted.
	In section 2.4. What is the definition of an External user, and what are its requirements? Does he need to register/login, submit content, and interact with other users?	Yes, all of the above. "External users" includes both non-registered and registered users of the platform. Registration is required to submit user generated content (e.g. Solutions).
	In section 2.4. What is the difference between *Solution or Uptake story providers* and *Collaboration partners?*	Solution or Uptake story providers are users of the platform who create user generated content (e.g. Solutions). They are typically practitioners who implement projects in the nature conservation and sustainable development field, and then publish Solution case studies about their projects on PANORAMA. Collaboration partners are other institutions, web resources and initiatives which have similar aims as PANORAMA, and with whom PANORAMA collaborates actively (see also "Collaborators" page on current platform). One key objective of the redesign is to enable interoperability with other priority peer web platforms (i.e. some of the "collaborators").

	In section 2.5. How many users in the role of *Solution / uptake story provider* do you expect to have?	There is no upper limit to the number of solutions and solution providers/uptake story providers. We currently have close to 900 solution providers. The new platform should cater for at least 3,000 registered solution providers. Side note: The "uptake stories" feature and associated user role of "uptake story provider" is being reconsidered and might not exist on the new platform.
	In section 2.5. Can you elaborate what is the definition of an *Solution / uptake story provider* and what are their requirements? How should they submit their posts? Should they have an account? If yes, what would be their role?	Solution providers are practitioners who implement nature conservation and sustainable development projects. They need to register on the platform and can then create a draft Solution case study. After review, this case study gets published and is visibly linked to the solution provider's user account, i.e. it is published under the solution provider's name. Solution providers can revise or unpublish their solution at any time after it has been published, by logging into their user account.
	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 because the definition of *user* in REQ 43 - 61 is not explained in regards to Section 3.1. (User roles), so if you can define the type of user that are mentioned in REQ-43 - REQ-61?	On the current website, we have profiles for users (external) and site administrators (internal, i.e. staff of any of the PANORAMA partner organizations). This will remain the same on the new platform. A "user" is anyone external who wishes to use the website, whether it is for submitting a solution, uptake story, reviewing a solution, or simply browsing. Administrators are those colleagues administering the backend of the platform - either the entire platform, or just a specific component of it (=a portal/Community).
	In section 2.9. REQ-68 Can you explain what the term *nominate* exactly means?	We mean "appoint" other members, i.e. assign them the role of group owners, with associated rights.

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.
	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.
Training	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)?	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.
Map explorer	In section 3.7.2 Map Explorer You wrote that Map Explorer is a "... feature that does already exist on the website...". But when we press the link it goes to some other external site https://www.sportanddev.org/en/connect / Can you send us the link that points to the existing panorama map that you're referring to.	Apologies, here is the correct link: https://panorama.solutions/en/explorer/map
	In section 3.7.2 Map Explorer Can you elaborate what does *Additional search and filtering abilities* mean for Map Explorer in terms of functionality?	This can be discussed and defined in more detail during implementation stage, but we envision e.g. that users can filter the solutions (e.g. by ecoystem) directly on the map. In the current map explorer, the filters are displayed above the actual map.
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.

	Please could you let us know if there is a defined budget for this project.	see above
	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.	This criterion typically forms part of RfPs issued by IUCN for website development projects, but as you note, the weighting relative to other criteria is low. It will contribute to assessing the overall suitability of the vendor to the project, e.g. additional background information on the vendor's capacity, prior experience etc, which does not form part of the proposal, can be assessed from the website.
	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.
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.
	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

	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.
	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.
	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).
Hosting / maintenance	Please share the current web hosting architecture.	On server side: The current production server implements a classic LAMP stack (Linux, Apache, MySQL, PHP). PHP is currently locked to PHP 7.3 as the site in its current state is not compatible with PHP 8+. There is one feature that uses AWS Lambda - this feature fetches the current Twitter Feed which is shown on the landing page of the portal. The code for this feature is of rather low complexity.
New features	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.

miscellaneous		
	Is there **anything else** not covered in the RFP that would help us in winning this project and delivering something amazing for you?	Please see section 4.4. of the RfP: Furthermore, "additional services" will be considered but are not part of the evaluation criteria: Details of additional, related services that the Proposer considers would enhance the overall effectiveness of communications in support of the project. Please note that these will not form part of the evaluation of Proposals and will only be used in the final contract negotiations with the selected Proposer.
	In section 2.9. REQ-14 and REQ-71 The requests are not MoSCoW rated, can you provide the rating?	For REQ-14: S (to clarify: a system for reviewing solutions is "must have" - M, but it might be an option that this is directly integrated into the platform itself, rather than making use of an external service. However, we have a preference for integration of an external service); for REQ-71: M
	We believe that all the technical documents will be provided to us in English language. Please confirm	yes