**Commonwealth Secretariat**

**Invitation to Tender**

**Ref 466-2019**

**For the provision of migration, maintenance and support services for Commonwealth websites**

**ITT Queries and Answers**

**Deadline for questions: 3/4/2019**

**Deadline for Secretariat to publish responses: 5/4/2019**

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| Q1:As a Drupal specialist agency, we would not be able to support the WordPress sites, however, we believe that we could present a cost-effective option to migrate these microsites onto Drupal as part of our proposal. Would this be an acceptable response? |
| A1:I am afraid we are not considering migration of the WordPress sites. Kindly address the questions as are. Remember that you only need to answer yes to three or more questions in **3A – Minimum requirements** and then cost accordingly in **Part 4 – Pricing.** |
| Q2:One of the services in scope for each website is "*Undertake periodical enhancement work allocating designer/developer resources within agreed timescales.*" Do you have any details on how much resource you will require and how frequently in order to proposal a fixed cost, or is hourly rate better for this line in the costing template? |
| A2:While I could give some examples of periodic enhancement this might be misleading. So the hourly rate is probably the best way to deal with this requirement. |
| Q3: Are you aware of D7 EOL and planning suitable projects? Do you have a timescale earmarked for that? |
| A3:We are aware that Drupal 7 will reach its end of life for support by the Community in November 2021 but we have no plans to address this issue in this current tender. |
| Q4:Are there specific skills and/or functionality requirements you anticipate you need for the future? |
| A4:Not so much pure functionality but rather visual design/functionality e.g. proper pagination of multiple page content for SEO, better mobile responsiveness via CSS and more modular page layout templates. |
| Q5:What budget would you ideally like to stick to / need to stick to which may have already been allocated? |
| A:We don’t not have any strict budget in mind as it will very much depend on the responses we receive to this ITT. |
| Q6:Do you have any current performance issues? |
| Slow page loading speed which may be down to users in the CMS rather than Drupal. SOLR could be better configured. And, SEO issues in Drupal are three things which spring to mind. |
| Q7:Do you have any other restrictions on using cloud providers such as AWS, Rackspace, Platform.sh, (could you name any you cannot work with for policy reason?). |
| A:We have an existing Azure presence used to host our two Drupal sites. Although there is no technical or policy reason ruling out other hosting providers migrating would result in a large amount of work to relocate current applications for little apparent benefit. Remaining with Azure would be strongly preferred unless you can convince us of compelling reasons to the contrary. |
| Q8:Regarding the ongoing support of the websites -would you expect this to be 24/7/365 service?  |
| A:If you offer 24/7/365 support please say so adding the cost in the pricing section while also giving an alternative costing for an office hours only package. |
| Q9:In terms of pricing and quoting for ongoing support, would you want us to give a price for a monthly, or fixed for 1/2/3 years package? |
| A: Monthly is fine but it must remain at that level for the three years. If this is not the case then supply your varying Year 1, Year 2 and Year 3 as monthly costs. |
| Q10:Could you also share any API documentation for Booksonix if you have any available? |
| A: Booksonix have responded:*“The feed we currently send to your developers for the website is a standard ONIX 2.1 feed. The ONIX standard is fully documented on*[*www.editeur.org*](http://www.editeur.org/)*. If your new website developers prefer to work with a more modern ONIX 3 feed, we can upgrade the website feed to ONIX 3 at no extra cost”.* |
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