Date: Tuesday, June 23, 2020
Reference: UNDPIRH-202006-RFP-11-Provision of Website Development
Subject: Clarification Letter 1
Deadline: **Friday, June 26, 2020**

Dear Sir/ Madam,

Please be informed that, further to inquiries from prospective Offerors, we are sending both the clarification request received and the respective UNDP response to all Offerors and posting on relevant procurement websites in accordance with our standard practices.

Clarification Note:		
No:	Question	Answers / Corrections
1	In the page 4 of the ANNEX 3, in table 1 (elements of the climate box web portal); element 2 TEACHER SPACE the link don't work • The system builds upon "Solution Exchange", an UN service (example here). The link refer to https://solex-un.ru/energo But the page doesn't exist. Is it possible to have a correct link for an example of what you desire on this part?	Indeed, the Solution Exchange website is temporary out of service. We are checking the reasons. The Solution Exchange model is based on <u>moderated</u> thematic communities of practice, which communicate mainly via a moderated e-mail group. Questions received from community members were processed by the moderator and posted for community responses (direct responses, information sources, contacts, literature, etc.), having collected the individual responses the moderator prepares a consolidated response with structured information received from members. On the on-line platform: community members are registered, questions are posted (and disseminated via e-mail group), consolidated responses are posted are stored. Search of information across consolidated responses is possible through a system of tags (by topic and by type of information). There was also a searchable library of relevant materials, documents, regulations relevant to a thematic community. Solution Exchange platform was not used for direct interactions/on-line discussions among members, but we do not insist on that. The above should only serve an example

		but not a prescribed solution for the teacher's space on climate education.
2	1) Do we need to extend the existing portal or scrap it and develop from the scratch? 2) If extension is required then can we have the tech specification	It's suggested developing a brand-new web site.
3	1) What type of linkage required with UNDP website? Please ellaborate.	UNDP website will include a link to the new Climate Box web site. The link will be added by UNDP IT team. No need to work on this. Developers of the Climate Box web site will need to follow communication, branding, visibility etc. policies for the design of the new site – guidance to be shared by UNDP Communications and ICT teams.
4	1) Platform static labels cannot be given in admin however whatever feedback will be those will be incorporated; will it be alright? 2) All respective transactions will be provided by UNDP or vendor will have to bear its costing?	1) static elements will be discussed. The Climate Box textbook is being updated regularly. 2) It is assumed the question is about translations (not transactions). Yes, textbook materials is available in all mentioned languages.
5	1) Is it a kind of discussion forum required where teacher will raise questions, all will be able to answer and view it?	We were thinking about a moderated discussion via an e-mail group, without a direct exchange between individual teachers on the web site. But we can discuss for the best solution. Our ideas were based on a Solution Exchange model developed by UNDP in previous years. It was based on moderated thematic communities of practice, which communicate mainly via a moderated e-mail group. Questions received from community members were processed by the moderator and posted for community responses (direct responses, information sources, contacts,

Empowered lives.
Resilient nations.

		literature, etc.), having collected the individual responses the moderator prepares a consolidated response with structured information received from members. On the on-line platform: community members are registered, questions are posted (and disseminated via e-mail group), consolidated responses are posted are stored. Search of information across consolidated responses is possible through a system of tags (by topic and by type of information). There was also a searchable library of relevant materials, documents, regulations relevant to a thematic community. Solution Exchange platform was not used for direct interactions/on-line discussions among members, but we do not insist on that. The above should only serve an example but not a prescribed solution for the teacher's space on climate education.
6	1) Video sessions are assumed as videos which will be hosted on cloud which will be streamed. 2) How many hours of webinar required per month? How many users will join a single session? 3) Can we consider zoom meeting for webinar?	1) Video lessons and Webinars will usually take place in some external platform like Zoom. Climate Box will hold the list of links to recordings of those sessions with possibly some short description. Unless there is compelling reason to do so, we do not expect these videos to be hosted at the Climate Box server (hosting). Videos will be hosted on YouTube or some other video hosting/streaming platform. 2) Less than 10 per month. But producing or recording webinars will not be part of this contract. 3) Yes
7	How many overall and concurrent users should be considered for web hosting?	Downloading textbook materials could be hundreds of thousands; teachers' community – probably thousands/tens of thousand. We will need to come back to

Empowered lives.
Resilient nations.

		this question during the design consultations.
8	As per the instruction, We are assuming its email submission only. Kindly confirm	Kindly read carefully RfP page 1 and page 6 regarding the submission of proposals.
9	The question is that, there is no number of man days requested for the Phase 2: 24/7 O&M services from November 2020 to December 2023, it is essential that you specify a precise quantity for us to share cost accordingly otherwise, every bidder may submit the quantity as per their understanding which will not be even!	For maintenance works the workload is expected up to 20 hour per month. Please quote hourly rate for that type of work.
10	At https://procurement-notices.undp.org/view_notice.cfm?notice_id=66573 there are 5 documents. These include items labelled annexes 2 - 5, but there is no Annexe 1. Is there a document missing?	Kindly see RfP page 3.
11	regarding the Tender Submission - UNDPIRH-202005-RFP-11 - General Terms of Conditions must be fully accepted. Is this automatically the case sending a proposal as there is not an Annex where it lets officially accept the GTCs.	Kindly read carefully Annex 2 – Returnable Form first paragraph.
12	Our organization is located in XXX country….. Kindly inform, whether eligiblity to submit the proposal for the above assignment from XXXX country	This is Open International Competition. All prospective suppliers can submit their proposals.

All other terms and conditions remain the same.

Thank you and best regards,

Procurement IRH Istanbul
UNDP Europe & CIS
Istanbul Regional Hub, Turkey
www.eurasia.undp.org