CDKN Invitation to Tender Q&A -
Project Name KMGL-0047b

Question	Answer
1. Regarding the trouble-shooting and technical support service for the editorial users - do you require a specific response time on this? We have support arrangements with other clients that do not have specific Service Level Agreements (SLAs) and operate on good faith - i.e. we get back to them as soon as possible (normally within 24-48 hours). This offers good value for money as we charge on a 'time and materials' basis rather than making dedicated resources available and having to charge for them whether they are used or not. Please note this does not relate to our hosting SLA, which has specific guarantees.	We happy to receive proposals which use an SLA approach, and those that don't. Where an SLA isn't used then we would need to ensure that this was reviewed regularly to ensure that requests are being actioned in reasonable time (which will obviously depend on the urgency of the request).
2. Please can you give an indication of the schedules and budgets allocated for initial work packages for the development of the site? It will be difficult to do a work plan without this information.	We do not have a fixed budget allocated for the development work on the website. However, we anticipate a development workpackage being scoped out in March/April 2013. We expect to send approximately £25-30k per year on development, probably split into two separate work packages per year. We must be able to demonstrate value for money for the taxpayer and therefore will be limiting redevelopment to measures we deem essential for users' experience.
3. Is there any information directly from users or target users as to want they want to see change on the website?	We have developed a menu of options for website improvements based upon consultation with our global and regional offices and enhanced by a recent users' survey. We will discuss the menu of options in detail with the successful bidder; proposals include, for example, introducing more side bars or boxes into the current template for second-order pages (a level down from the homepage) so that users can more easily navigate between related pieces of content.'

4. Are there any up-coming opportunities to meet face-to-face with stakeholders?

It has been very helpful with other clients when we have been able to fit in with meetings (AGMs, planning get-togethers, stakeholder forums, retreats etc.) and facilitate stakeholders to describe their requirements.

At the moment, there are no plans for such meetings, however we will keep the successful bidder informed as to if and when such opportunities take place.

5. Is this the Reegle API you are looking to integrate into the website?
http://data.reegle.info/tools

http://api.reegle.info/ is the Reegle API that we refer to.

6. Please tell us who is responsible for updating content?

The content of the website is managed by a small firm of Global Communications consultants who are contracted to work on CDKN, with the regional home pages managed by our alliance partners in the regions.

7. Is it a priority that CDKN.org is accessible to users (esp. in developing countries) with low-bandwidth internet connections?

Yes, this is a priority.

8. RE section 2.4 "given the high risk level involved", why is there the perception of high risk? (what happened before?)	The risk is mainly a reputational one, given the fact that CDKN is funded using public money. The website is often seen as the public-facing side of CDKN and we need to ensure that all of the risks (reputational, delivery, stakeholder relations, etc.) are well managed. Designating this project as 'high risk' does not refer to a previous issue, but rather the systemic risk associated with the project.
9. How much data (in MB) is required to be hosted?	The storage space for CDKN site is 6656 M (6.5GB).
10. In section 2.2 point 1f refers to an email system - is this an email relating to the website (sending notifications etc), or if it the email system for all cdkn.org email accounts? If the later, please state the number of email accounts required.	Please accept our apologies, but the reference to emails should have been removed – these are not required through this contract.
11. In section three, is the question about how we would spend £20,000 of development money a test to evaluate whether we represent value for money or an opportunity for us to scope out a genuine package of work?	Whilst this question will help infform our views around value for money of the respective firms bidding for the tender, we are also interested in hearing what ideas the bidders have for improving the functionality and usability of the website. CDKN has already developed a relatively comprehensive menu of options for website improvements based upon consultation with our global and regional offices and enhanced by a recent users' survey, and we will work to integrate any suggestions that the successful bidder has on other changes that would improve the site, where appropriate.

12. Also in section three, the ITT asks for a methodology, rationale and expected benefits and deliverables of the work. As there is no actual development work or budget specified, what is CDKN expecting to see from us in the description of benefits and deliverables?	The deliverables can be process-related, and we expect the benefits to come fromhaving a functioning site that is accessible and easy to use.
13. What are the physical space and monthly bandwidth used by your site?	The storage space for CDKN site is 6656 M (6.5GB). We are obtaining the monthly bandwith figures and will provide these asap.
14. What are the physical space and monthly bandwidth used by your site?	The storage space for CDKN site is 6656 M (6.5GB). We are obtaining the monthly bandwith figures and will provide these asap.
15. Just to clarify: the wording suggests the hosting element of the tender also includes responsibility for CDKN's email - is this correct? If so, how many mailboxes will you need?	Please accept our apologies, but the reference to emails should have been removed – these are not required through this contract.

16. Do you have a web address where we can see the Climate Knowledge Navigator beta and/or widget?	Please see: http://kn.ids.ac.uk/content/demonstration
17. Are you able to give us access to your analytics account, to help us refine our recommendations?	In the last quarter of 2012, the website received an average of 14,677 visits per month, of which 47% were from developing countries. There were an average of 10,958 unique visitors per month in the above period. Over the course of the year the website had a total of 105,261 unique visitors – a 70% increase on 2011 figures. We have detailed visitor statistics, including figures of vists by country, which we can make available to the successful bidder.

The above table answers all queries relating to the Invitation to Tender for CDKN project KMGL-0047b that were received before the deadline of 17.00 UK Time 1 February 2013. No further queries regarding this ITT will be answered.

The deadline for receipt of final ITT documents remains **17.00 UK Time 8 February 2013**. Please submit documents electronically to cdknetwork.procurement@uk.pwc.com. Documents received after this deadline may be disqualified.