

RFP/COMM/2023-01
“Website redesign and maintenance”
QUESTIONS AND ANSWERS
19th May 2023

Question 1

What are the roles of the board of people who will review and score this tender and which of the reviewers are in technical roles? This will help us give the right level of technical detail in our response.

Answer 1

The Evaluation Panel will include members from the Communications Department, including the webmaster of the organization, and Information & Communication Technologies Department.

Question 2

In the Terms of Reference (Document III) at item 5 there is a list of items to be redesigned. Can you confirm if the whole site needs to be redesigned or if it only requires an update?

Answer 2

We need to improve some elements and specific pages of the site, but we do not want to redesign the entire website.

Question 3

What is the budget for this project? Since we work in an agile way, we will be able to tailor what we can offer to fit the budget available. Without knowing the scale of investment that UNWTO wishes to make, we will have to estimate a balance between enhancements, new features and our assumptions on what you want to spend.

Answer 3

There is not a closed budget for the project that can be shared. Please note that the maximum number of points for the price component (30 points) will be allotted to the lowest price proposal that is opened and compared among those invited firms which obtain the threshold points on the evaluation of the technical component.

Question 4

In item 5 of the Terms of Reference, there is this request “Include a search engine for tourism terms, currently in a database external to Drupal”. Does UNWTO have web pages containing these database terms, or are they external pages that we will direct users to? If neither of these, where is this db content held that will be found through search?

Answer 4

Now, we have a CSV, what we want to do is to insert an interactive table on the website so that users can search for specific content.

The United Nations [has a similar tool](#). In our case, the database is simpler.

Question 5

We see that you request mockups and suggestions for menu restructuring within Document III in Section 7, and that these are weighted at 600 points within your matrix in Document I section 6.4.2. We do not recommend supplying solutions at this stage, as we need to fully investigate your organisation's goals and the target users' needs in order to give impactful solutions. How can we ensure we do not lose these 600 points here? Would examples of how we have solved these aspects for other clients answer your needs?

Answer 5

At this point we do not need to see the final result, but we would like to see what the proposed menu will look like and learn more about what method will be followed to rethink the menu.

Question 6

Can we arrange a call with the project team to discuss these questions? We are happy for the call to be recorded and shared for the purpose of transparency.

Answer 6

Please note that as per UNWTO procurement procedures and in accordance with the tender documents, the responses to all requests received by the due date will be provided in written to all bidders at the same time through e-mail and posted on the UNWTO website.