giz Deutsche Gesellschaft
für Internationale
Zusammenarbeit (GIZ) GmbH

F.A.Q

Tender Inquiry for Design & Development of IGSSP Website and Social Media Profiles

Q. Backend CMS;

Has your evaluation committee identified Drupal and Joomla as the only 2 technology options or are you open to other suggestions from the vendors?

A. *Bidder can propose any open source CMS, but preference would be given to the agencies that have working experience on Drupal or Joomla.*

Q. Development Center in Delhi/NCR region

Can vendors NOT having their development centre & contact person based in Delhi/NCR region also bid for this tender?

A. *Agencies who have their development center in Delhi/NCR region, and contact person based in Delhi/NCR will only be considered.*

Q. Turn-Around-Time and SLA;

Ensuring a maximum TAT of 4 working hours for reverting to any queries/ issues raised by GIZ;

Presumably this excludes Saturday, Sunday and all public holidays in India. Can you share a SLA template as costing would be impacted based on SLA.

A. *Yes, this excludes the weekends and public holidays. As stated in the ToR SLA will be prepared mutually with selected agencies.*

Q. Accessibility;

Disability-friendly technologies such as screen readers/screen magnifiers. In web accessibility Level-1 Screen Magnification is possible. For screen reader we have to move to next high level in web accessibility compliance. How important is it to have Screen reader functionality?

A. *Website should meet the W3 Web Content Accessibility Guidelines (WCAG) and should meet AA conformance levels*

Q. Flash maps;

For maps, can we have an example of the data to be displayed on projects. Need to understand complexity to estimate time. Need clarity on the number of projects, any features if any. We do not recommend maps in Flash as these aren't supported on Mobile devices (especially IOS devise). We could use Google maps, and the styling can be customised as per the requirements. Custom maps can also be created using Jquery that will be compatible with all platforms.

A. *We are looking for custom map compatible with all platform and browser. Data would typically be coverage of a scheme, comparative number of enrolled beneficiaries in different states, etc.*

Q. Online Community;

For discussion forums, we can use open source plug-in like vanillaforums.org or phpbb.com. We can customize the look to match our website. Let us know if any other specific features are required.

A. *We will prefer the discussion forum module of standard CMS, rather than using any external tool.*

Q. Interface for webinars & webcasts;

For webinars, we could use a paid service like ustream.

Plans mentioned here - https://www.ustream.tv/platform/plans/pro-broadcasting

A. *We are not looking for any paid service, will prefer integration of audio/video content sharing platform i.e. youtube.*

Q. Multilingual web content translation;

What is the plan here for content translation?

We do not recommend automatic text conversion, as the conversions are not always accurate. We could provide scope for various languages to be added and enabling from backend.

Can Google translator be used or are we expected to develop functionality to be able to manually input content in different languages? If later then how many languages are being planned roughly?

A. *Starting with English interface 2 more languages may be added at later stage, therefore proposed solution should have scope for multilingual interface using standard internationalization (i18n) features CMS . We are not looking for auto text conversion/translation.*

Q. User module and different user role;

Is it good to assume that the user roles are at three levels only? 1. Content Creator 2. Content uploading and Proof reading / moderation and 3. Publishing? If more roles are required please clarify.

A. *User module should have functionality to assign multiple role to a single user, publish right should only be associated with moderator.*

Q. Standard web analytics;

Is Google Analytics good to be implemented here?

A. *We are looking for any standard analytics tools with features of analyzing page and region specific hits, download, user characteristics and traffic source.*

Q. How much is the traffic expected for this new website? We would like this to know as non-functional requirement.

A. *We have not anticipated the website traffic, rather expecting with the agency to suggest the best deployment environment to cater the maximum user.*

Q. What is the average page load time expected?

A. *That will depend on the page load (no. of images and size), hosting environment and bandwidth which will be suggested by the bidder. Bidder should also provide the solution for minimum page load and image optimization.*

Q. For newsletter management do you foresee any third party tool like MailChimp to manage Newsletter templates and other newsletter campaign management?

A. *We will prefer the internal module of standard CMS rather any external tools.*

Q. We understand website needs to be responsive to be accessed by Tablet & Mobile devices, but there is no need of Mobile App at this stage?

A. *Website should be accessible to mobile devices with iOS, Android and Windows operating systems, not looking for any separate mobile apps.*

Q. Can you please explain in detail the "Web streaming technology to distribute audio/video files integration of YouTube videos.". We would like to better understand scope of this feature.

A. *We are looking for integration of audio/video content sharing platform i.e. youtube with CMS.*

Q. We assume GIZ already have style guide and will provide it to vendor for design purpose as a guideline?

A. *Yes, style guidelines will be provided to selected agency.*

Q. We assume there is no content migration requirement

A. *No content migration is required and this will be a new website.*

Q. We assume Social media profiles for FB, Twitter etc. will be once setup by vendor and GIZ team will take over the management of these profiles? Vendor team will not be managing these profiles after development & maintenance contract?

A. *Yes, GIZ team will take over the management of social media profile once deployed, selected agency needs to provide the training for managing the content on these platforms. However, the agency will be responsible for maintenance of the main site for one year after deployment.*

Q. How many content authors/editors are going to author / edit content online before and after going live?

A. *There is no restriction on numbers of backend login, CMS should have user module to create different user and roles.*

Q. Will the website be available in more than 1 language upon going live?

A. *We are planning to start with English language at later stage can decide for other language also. Therefore proposed solution should have scope for multilingual interface using standard internationalization (i18n) features CMS.*

Q. Are there key performances indicators linked to IGSSP which will monitor / measure the impact success of the website?

A. *To monitor success of website, CMS should have standard analytics tools with features of page and region specific hits, download, user characteristics and traffic source.*

Q. Who is going to decide about the final content structure (sitemap) during the website setup phase? Who is going to decide on content to be uploaded?

A. *Our communication expert will decide the final content structure and content to be uploaded once site goes live.*

Q. Does the responsive website design requested (optimized for all mobile devices) refer to the content editing interfaces, too?

A. *The admin interface for any modification or content upload should be accessible on laptop/PC only, but the user (audience) interface should also be accessible to mobile devices with iOS, Android and Windows operating systems.*

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Q. Please name the type and quantity of existing data / content which must be migrated to the new website system.

A. *There is no limitation on content. We do not have any website content to migrate, this is a new website.*

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