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| **S. No** | **Query** | **Response** |
| 1 | What is the estimated volume of data to be migrated (e.g., TB, document count)? Are tools for data cleanup pre-approved, or is this the consultants responsibility? | The estimated volume of data to be migrated (including documents from Google Workspace, Dropbox, and older SharePoint versions) will be confirmed during the needs assessment. This phase will also inform the design of the metadata taxonomy. Consultants should include planning for both data migration and metadata modeling in their proposals. The consultant will create data clean-up tools; the Secretariat staff will carry out the clean-up with consultant support. |
| 2 | Are existing training materials available for reuse? Must materials be localized into all four official languages (English, French, Spanish, Arabic)? | Training materials will need to be developed as this is a fresh restructuring. Since all IPPF Secretariat staff speak English, materials can be in English. |
| 3 | Are there pre-approved GDPR/data retention policies, or will the consultant design these frameworks? | We do not have a pre-approved GDPR/data retention policy and will depend on the consultant to design it for us. |
| 4 | Should contingency costs be included in the financial bid? | No. Any scope or implementation changes requiring additional cost will be discussed and incorporated through the change request process. |
| 5 | Who resolves conflicts between regional/divisional requirements during customization? | The internal project manager and the steering committee will address these and any related conflict issues. |
| 6 | Are milestone deadlines fixed, or is flexibility allowed for delays caused by IPPF dependencies? | Milestone deadlines are indicative. Vendors can provide alternative timelines can be proposed. Any delays resulting from IPPF dependencies will be reviewed and approved by the Steering Committee. |
| 7 | Can regional offices customize branding (e.g., logos, colors), or must they adhere to global standards? | Some flexibility is allowed for regional offices to reflect their unique branding within agreed guidelines. |
| 8 | How will innovation and risk management be assessed in technical proposals? | Innovation and risk management will be assessed based on the creativity and practicality of the proposed approach, mitigation measures, and adaptability to change. |
| 9 | Are major system upgrades (e.g., SharePoint version updates) included in Phase 5 support? | Yes. SharePoint upgrades are part of the post-implementation support. |
| 10 | Are APIs/connectors for legacy systems (e.g., Google Workspace) already available, or must the consultant procure/configure these? | These are not available. It is the consultants responsibility to identify, procure, and configure the necessary connectors. |
| 11 | Are pre-defined RBAC templates available, or will the consultant design these from scratch? | The consultant will need to design the RBAC templates from scratch. |
| 12 | Are specific SLAs for system uptime/performance required? | 99.9% uptime |
| 13 | What is the role of in-house IT vs. consultant in managing a 24/7 helpdesk? | During the duration of the project, the consultants will be responsible for managing all support-related issues. A 24/7 helpdesk is mandatory to support Secretariat staff across global time zones. IPPF’s IT team will provide support on existing systems and serve as a strategic thought partner throughout the implementation process.IPPF internal IT team will manage the SharePoint environment, data security, backups, and user/permission management after handover. The consultant should ensure documentation, knowledge transfer, and staff capacity-building during the support phase. |
| 14 | Will the SharePoint Knowledge Hub be customized or standardized? Needs assessment scope unclear. | While customization will be informed by the needs assessment, the platform should align with global best practices and maintain a standardized core architecture, allowing for tailored features where necessary. |
| 15 | Does this tender entail a customized mobile solution beyond OneDrive/MS Teams? | No custom mobile app is required. Accessibility should be optimized using existing Microsoft mobile tools like OneDrive, Teams, and SharePoint mobile apps. |
| 16 | Does the SharePoint restructuring plan already exist, or is it part of the consultancy's work? | A high-level SharePoint restructuring plan exists. The consultant will be responsible for refining and detailing the implementation roadmap as part of their deliverables. |
| 17 | What is expected in terms of SharePoint infrastructure setup and related cost calculations? | The consultant is expected to deploy a global SharePoint infrastructure based on inputs from the needs assessment. Cost estimations should account for flexible architecture setup, scalable regional/divisional sites, and licensing considerations. |
| 18 | Is the consultant expected to define metadata, site hierarchies, and permissions, and will IPPF staff be available to assist? | Yes, the consultant will design metadata models and permission structures with regular input from Secretariat staff during the setup period. |
| 19 | How many working days should be estimated for the needs assessment? Does a collaboration strategy exist? | The assessment should be comprehensive, covering technical needs, collaboration workflows, and organizational data structures. IPPF has allocated three months for this phase to ensure a thorough and consultative start. |
| 20 | Where will the Secretariat-wide training sessions take place, and how many working days should be planned? | Four global sessions, four per region/division, are expected. The format may vary; virtual models are acceptable. Details on the number of regions and divisions are provided in the TOR |
| 21 | Which technology should be used for custom workflows, and how many days are expected for development? | Workflows should use Microsoft Power Automate or similar tools. Estimate working days for discovery, design, testing, and documentation are provided in the TOR.  |
| 22 | What data types (e.g., files, lists, databases) are expected to be cleaned up and migrated? | The data cleanup and migration will cover files and folders (documents), lists, and legacy SharePoint content. The exact scope will be identified during the needs assessment. |
| 23 | How many working days should be estimated for developing training materials (FAQs, guides, videos)? | Bidders should estimate working days to develop user guides, quick reference sheets, video walkthroughs, and FAQs tailored for different user groups. |
| 24 | Are regional training sessions in-person or virtual? How many working days and how many regions/divisions are involved? | Virtual training is acceptable and preferred. If in-person sessions are needed, details will be confirmed during planning. Details on training and number of regions/divisions are provided in the TOR |
| 25 | Do all regions have the same technical infrastructure or are there differences? | No. Infrastructure varies across regions. The solution should be designed to bring all regions to a consistent and equitable level of functionality and access. |
| 26 | Clarification on 20-page limit: Does it include CVs, references, experience, etc.? Can the limit be extended to 50 pages? | The 20-page limit applies to the main body of the technical proposal. Annexes such as CVs, case studies, references, and compliance matrices may be submitted as appendices and will not count toward the page limit. |
| 27 | Can additional rows be added in the financial tables? What does 'F4' in Post-Implementation Support Cost (F4) mean? | Yes, rows can be added to reflect specific phases or roles. F4 refers to the section titled Post-Implementation Support Cost in the financial template. |
| 28 | Do we need to submit the financial bid separately from the technical bid? | Yes, the financial bid must be submitted as a separate document to allow for independent evaluation. |
| 29 | Can IPPF share an approximate budget range to guide solution design? | IPPF does not disclose a fixed range. Bidders are encouraged to submit scalable proposals with tiered options to demonstrate value at different investment levels. |
| 30 | Can vendors without a UK presence use resources based in other countries (e.g. USA, India)? | Yes. There is no requirement for UK-based resources. Global delivery teams are welcome, provided delivery and communication expectations are met. |
| 31 | Were any vendors involved in developing the RFP, and are they eligible to bid? | Yes. Some vendors were consulted during RFP development and they have been invited to submit proposals. All qualified vendors are welcome to bid. |
| 32 | Will virtual delivery via Microsoft Teams be acceptable for most activities? | Yes. IPPF supports remote delivery as a cost-effective and inclusive approach. Virtual delivery via MS Teams is acceptable for most activities. |
| 33 | Can all training sessions be virtual instead of in-person? If not, how many and where? | Virtual training is acceptable. A hybrid model may be considered depending on regional needs. The exact number of in-person sessions will be confirmed during planning. |
| 34 | Are any specific Microsoft certifications required to be eligible? | No specific certification is required. However, Microsoft certifications (e.g., Modern Work, Cloud Solutions) are desirable and will strengthen the proposal. |
| 35 | What is the current internal SharePoint Online skill level (scale of 1 to 5)? | Skill levels vary across regions. Proposals should include training and capacity-building elements to ensure all staff are brought along. |
| 36 | What is IPPF's preference on onsite vs remote delivery (scale of 1 to 5)? | IPPF prefers mostly remote delivery (score of 4-5), with in-person engagement reserved for key phases such as workshops or go-lives if necessary. |
| 37 | Will IPPF extend the bid deadline to allow time after Q&A responses and Easter holidays? | Yes. The deadline has been extended by 2 days. The new submission deadline is end of day 23 April 2025. |
| 38 | Is IPPF currently using SharePoint Online or on-premises? If on-premises, what is the version? | IPPF currently uses SharePoint Online across most offices. Legacy on-premise versions may exist in isolated cases but are not part of this project. |
| 39 | Does IPPF have a Content Lifecycle Management policy? What compliance/security policies exist, and what tools are used? | IPPF does not currently have a formal Content Lifecycle Management (CLM) policy. Developing this policy will be a key outcome of the project. Governance and compliance are currently managed using standard Microsoft 365 security settings, and IPPF is open to exploring tools such as Microsoft Purview for future implementation. |
| 40 | What content hierarchy is preferred (folders, metadata, content types)? What document types will be stored? What's the highest versioning level expected? | The preferred model is a hybrid of folders and metadata, though this may evolve through the restructuring process. Content types include policy documents, reports, training materials, multimedia files, etc. IPPF does not currently have a defined versioning policy, but versioning settings and governance will be established as part of the project. |
| 41 | Are there any integration needs with other IPPF platforms (e.g., MA Dashboard, Power BI)? What is the preferred integration method (API, SFTP, etc.)? | Some integration may be needed depending on the finalized design and user needs. Potential systems include the MA Dashboard, Power BI, and IPPF Academy (Moodle). IPPF is open to exploring integration options such as APIs, Power Automate flows, or SFTP, depending on feasibility and security requirements. |
| 42 | What languages should the DMS support? | The DMS will operate primarily in English, as it is the main working language of the Secretariat. However, it should support other key Microsoft 365 language options such as French, Arabic, and Spanish, to ensure accessibility for regional and global users. Additional languages may be considered as needs arise. |
| 44 | How many users will access the DMS? Is it for internal staff only, or will external access be needed? What devices will be used (laptop, mobile, tablet)? | ~325 users globally, primarily internal, with planned external guest access (controlled). Access via laptops and mobile devices is expected. |
| 45 | Are system enhancements post-deployment to be costed separately (not under post-implementation support)? Should these be included under the ‘System Augmentation’ (person-day rate)? | Correct — enhancements should not be included in post-implementation support costs. They will fall under the person-day rate outlined in the RFP. |