TO:	All Bidders	FROM:	Sally Alvarez de Schreiner Chief, Procurement Services Section
DATE:	14 June 2023	REF.:	RFP No. 2023-0065/JBRIL
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SUBJECT: **Clarification No.1 – RFP 2023-0065/JBRIL**
Provision of Microsoft 365 support (LOT1) and consulting
services to build a modern Intranet portal on SharePoint Online (LOT2)

Dear Bidders,

Please find attached Clarifications No. 1 related to queries raised by some bidders in respect to RFP 2023-0065/JBRIL *"Provision of Microsoft 365 support (LOT1) and consulting services to build a modern Intranet portal on SharePoint Online (LOT2)"*.

Please note that this Clarification No.1 is an integral part of the RFP documents and shall be considered in the preparation and submission of your proposal.

We are looking forward to receiving your proposal prior to the submission deadline on **22 June 2023, 17:00 hours, Vienna (Austria) local time.**

Kind regards

Sally Alvarez de Schreiner
Chief, Procurement Services Section

Attachment:

- *Questions and Answers - Clarifications No. 1*

Clarification No. 1 – RFP 2023-0065/JBRIL
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Item#	Question	Answer
1	Can the bidder use a third-party solution like "LiveTIles" Intranet as a suitable option to solve your business requirements?	If the solution fulfils the criteria specified in the Terms of Reference (TOR), the bidder can participate to the bid and submit a proposal.
2	Would it be possible to present a proposal in partnership (as temporary grouping of companies) with another entity, or would it only be possible to present it as individual bidder and then eventually subcontract to a third qualified entity part of the activities?	Kindly refer to the Instructions for Preparation and Submission of Proposals part of the RFP documents. It is possible to present a proposal as individual bidder and subcontracting, in which case the Proposal shall provide a statement that the bidder shall be fully responsible for the performance of sub-contractors. All sub-contractors shall be legally established in one of the CTBTO Member States.
3 Lot 1	Could you provide more details about your specific requirements for SharePoint development and customization, including integration with external systems?	The requirements are specified in the TOR: As indicated in the TOR there will be customisation of web parts and layout in SharePoint; integration with content coming from internal and external sources uses standard Microsoft API. The implementation details will be discussed during the contract execution.
4 Lot 1	What are your goals and objectives regarding data analytics with Power BI? Are there any specific data sources or visualizations you would like to focus on?	The objectives with Power Bi are to develop reports and dashboards as needed, based on specific requirements to be identified when needed. Please see sections 2 and 6.2 of the TOR.
5 Lot 1	Are there any processes or tasks you want to automate?	The Commission will identify business processes to automate base on requirements from the stakeholders. One example is the automation of an on-boarding or the approval of a document. Please see sections 2 and 6.2 of the TOR.
6 Lot 1	What level of support do you require for Exchange Online, Microsoft Teams, Azure AD, and other M365 workloads?	The Commission requires level 2 expert level. When needed, the Contractor may be assigned projects to be completed end to end. Incidents may also be escalated to the Contractor for analysis and resolution. Please see sections 2, 3 and 6.2 of the TOR.
7 Lot 1	Do you have any specific expectations or requirements regarding reporting, progress updates, or deliverable documentation?	The Commission expects to receive a report of tickets done every two sprints. Please refer to Section 6.2 of the TOR.
8 Lot 2	What are the specific branding requirements and guidelines provided by the Commission for the organisational templates of the new SharePoint Online Intranet?	The Commission will provide a guideline. Please refer to section 3.1.1 of the TOR.
9 Lot 2	Could you provide more information about the required integration with Microsoft 365 tools such as MS Teams and Outlook? What functionalities or workflows need to be integrated?	Please refer to section 3.1.2 of the TOR: Personalized content, based on the user's profile, such as: My recent sites, My recent documents and to section 3.1.3 of the TOR: Meetings and calendar – a calendar view integrated with a list of important meetings.

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10 Lot 2	What are the desired features and functionality of the landing site, and are there any additional web parts or components that need to be included in its design and implementation?	The Commission cannot provide specific requirements now. The Commission provided a list of possible functionalities in section 3.1.2 of the TOR.
11 Lot 2	Could you provide more details about the envisioned subsites or hub sites, such as the expected content and functionalities for each site?	The Commission cannot provide specific requirements now. The Commission provided a list of possible functionalities in section 3.1.3 of the TOR.
12 Lot 2	Are there any specific security considerations or protocols that need to be followed when integrating with third-party sites, such as banks or health insurance sites?	For each possible integration, security considerations or protocol will be communicated and provided by the Commission.
13 Lot 2	What level of site analytics and reporting capabilities are expected from the intranet, and are there any specific metrics or insights that the Commission wants to track?	Please refer to section 3.1.3 of the TOR: The intranet site should have ability to produce site analytics to provide insights on site usage.
14 Lot 2	Could you provide more information about the content migration process from the current Drupal-based intranet? Are there any specific requirements or considerations regarding the migration of texts, documents, links, and images?	There are no specific requirements to take into consideration.
15 Lot 2	Are there any specific testing requirements or quality assurance processes that the Contractor needs to follow for the deliverables?	Please refer to section 4.3 of the TOR.
16 Lot 1	The scope is only for SharePoint Online or also SharePoint On-Premises?	Only SharePoint online, please see the TOR.
17 Lot 1	In scope of work and for SharePoint, what type of customizations are needed? What external system needed to be integrated?	The Commission cannot provide specific requirements. There will be customisation of web parts and layout in SharePoint; integration with content coming from internal and external sources uses standard Microsoft API.
18 Lot 1	For Data analytics with Power Bi, what type of sources/databases needs to be analysed?	The objectives with Power Bi are to develop reports and dashboards as needed, based on specific requirements to be identified when needed.
19 Lot 1	Does Automation with Microsoft Power Platforms include Power Apps development?	The Commission cannot provide specific requirements at this stage.
20 Lot 1	What integration with Power Automate is needed?	Mostly with Microsoft forms and DocuSign. The Commission cannot provide more specific requirements at this stage.
21 Lot 1	Does Azure Logic require development of Apps, or only the infrastructure to deploy the Apps?	The Commission cannot provide specific requirements at this stage.

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22 Lot 1	For the support of Exchange Online, Microsoft Teams, Azure AD, what are the number of users, groups, teams and SharePoint Sites?	There are about 1000 users, groups, teams, and SharePoint sites. This number is indicative as it is not static. Please note that the daily administration of the services will not be transferred to the Contractor. The Contractor will only work on specific requests assigned.
23 Lot 1	For the support of Exchange Online, Microsoft Teams, Azure AD, what are the other M365 workloads? What security workloads are in use? Does Intune make part of the workloads to be supported? If so, what are the number and type of the managed endpoints (windows 10/11, Android, iOS or iPADs)?	The other M365 workloads can be found on Microsoft.com portal. This includes tools such as OneDrive, PowerApps, Microsoft Forms, M365 apps. MS Defender for endpoints, MS Defender for Microsoft 365 and Intune are also included in the scope. The endpoints include Windows 10, 11, Android, IOS and IPADOS devices. Please note that the Contractor will not be responsible for daily administration and management of the services. Based on needs, specific requests will be submitted to the Contractor for resolution, implementation, analysis, etc. After closure of the submitted case, the Contractor has no obligation until the next case.
24 Lot 1	Why the need for Node.js experience? Is there any software developed to be supported by the Contractor?	It is recommended to use SharePoint Framework (SPFx) and there are on-prem applications that are developed in NodeJS and may need to be integrated.
25 Lot 1	Is there any need to support Azure Features and workloads, besides Azure Active Directory?	The required features are all included in Microsoft Entra. The Contractor shall consider Microsoft Entra as the replacement of Azure AD, augmented with associated features.
26 Lot 1	Is there any need to support on-premises infrastructure?	There is no need to support on-premises infrastructure as the TOR refers only to SharePoint Online.
27	Please confirm if there are any response guidelines to be followed for LOT 1 like provided for LOT 2	The instructions are the same, please refer to the Instructions for Preparation and Submission of Proposal part of the RFP documents.
28 Lot 1	Please provide more details on the locations in scope for which the support is to be provided	There is no need to support on-premises infrastructure as the TOR refers only to SharePoint Online. Please see the TOR, section 3.
29 Lot 1	We understand that there is need for separate resources in SharePoint Online involving technical skills for SPFx, TypeScript, ReactJS, REST API. Please confirm. There will be no development in server-side SharePoint farm solution development in C# .NET	Only SharePoint online, please see the TOR, section 3.
30 Lot 1	We understand that there is need for separate resources in ASP .NET and C#. Please confirm if requirement is for legacy .NET Framework programming or latest .NET Core programming skills	It is confirmed that the requirements are not for legacy .NET framework. See TOR, section 5.

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31 Lot 2	Which version of Drupal CMS is currently used?	Drupal 9.
32 Lot 2	Is the Drupal CMS hosted on-premises or on some cloud platform?	This is not specified in the TOR - it does not make any difference for the scope of these TOR.
33 Lot 2	Are there any redundant documents, contents or cleaning, structuring process (department wise) expected to be done by CTBTO before migration from Drupal CMS to new SharePoint Online? Is it already done or to be done by CTBTO ?	See sections 3.2 and 4.1.2 of the TOR. Content migration is one of the deliverables.
34 Lot 2	Is the current intranet having multi-lingual content?	Since it is not differently specified in the TOR, the content is only in English.
35 Lot 2	Is the new intranet expected to have multi-lingual content?	The content is only in English.
36 Lot 2	What is the current size of content to be migrated from Drupal CMS to new SP Online?	See section 3.1.2 of the TOR.
37 Lot 2	Does CTBTO already have SharePoint Online tenant? If yes, how many and is there a separate one for UAT? Is the AD already synchronized with Azure AD?	Yes, CTBTO has already a SharePoint Online tenant and is already synchronised with Azure AD. Specific requirements will be identified when needed. The Commission provided a list of possible functionalities in section 3.1.2 of the TOR.
38 Lot 2	Does the organization have any license tool like ShareGate already available?	No, but the Commission is opened to suggestions for improvement. However, the offer should not be built under the assumption that the Commission has this.
39 Lot 2	Is MS Stream also used by CTBTO for videos and streaming purpose?	No, only to record Teams meetings. See section 3.1.2 of the TOR.
40 Lot 2	How are the document created and is there a life cycle process set in CTBTO organization?	Specific requirements will be identified when needed. The Commission provided a list of possible functionalities in section 3.1.2 of the TOR.
41 Lot 2	Does the organization have a naming convention for documents already in place?	Specific requirements will be identified when needed. The Commission provided a list of possible functionalities in section 3.1.2 of the TOR.
42 Lot 2	If the organization has a naming convention already in place, is it across all departments?	Specific requirements will be identified when needed. The Commission provided a list of possible functionalities in section 3.1.2 of the TOR.
43 Lot 2	Do you want to maintain a specific naming convention / structure for DMS entities (Folders, Files etc)?	Specific requirements will be identified when needed. The Commission provided a list of possible functionalities in section 3.1.2 of the TOR.
44 Lot 2	Who will define and approve the same? Is there any document approval process?	Specific requirements will be identified when needed. The Commission provided a list of possible functionalities in section 3.1.2 of the TOR.
45 Lot 2	What is typical document retention schedule? Is there any retention policy for documents?	Specific requirements will be identified when needed. The Commission provided a list of possible functionalities in section 3.1.2 of the TOR.
46 Lot 2	Is there any auditing feature enabled for documents?	Specific requirements will be identified when needed. The Commission provided a list of possible functionalities in section 3.1.2 of the TOR.
47 Lot 2	Are there any documents which need to support compliance with industry standards	No. However, the Commission has its internal information security which aligns in most part with

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		and regulations such as ISO 9001, DA 21 CFR Part 11, EU GMP, Annex 11, Sarbanes-Oxley, GDPR compliant?	ISO27001. The Commission also adopts best practices where justified In any case, specific requirements will be identified when needed. We provided a list of possible functionalities in section 3.1.2 of the TOR.
48 Lot 2	How is metadata associated with document files and folders currently managed?		Specific requirements will be identified when needed. The Commission provided a list of possible functionalities in section 3.1.2 of the TOR.
49 Lot 2	Is there a taxonomy definition available in the CTBTO for tagging documents?		Specific requirements will be identified when needed. We provided a list of possible functionalities in section 3.1.2 of the TOR.
50 Lot 2	Is there any digital signature generated in documents ? Which software used for digital signature and adding in documents?		See section 1.1 of the TOR: only DocuSign.
51 Lot 2	Who will provide APIs for integration with 3rd party sites securely such as banks, health insurance sites, internal sites within Vienna based organizations? We assume that it will be provided CTBTO only		Specific requirements will be identified when needed. We provided a list of possible functionalities in section 3.1.2 of the TOR.
52 Lot 2	SharePoint Online provides OOB site analytics at tenant, site collection and site level, Are there any additional site analytics expected to be provided over and above it ?		Specific requirements will be identified when needed. We provided a list of possible functionalities in section 3.1.2 of the TOR.
53 Lot 2	Which are the different roles, permission level and groups created for document access?		Specific requirements will be identified when needed. We provided a list of possible functionalities in section 3.1.2 of the TOR.
54 Lot 2	Are there any existing AD groups for permission management for documents access depart wise?		This will be managed by CTBTO, however, if required, the Commission is opened to create new security groups.
55 Lot 2	How do you keep track of confidential documents? Is there any policy set for organization?		The Commission has Microsoft Information protection deployed and in use. However, specific requirements will be identified when needed. We provided a list of possible functionalities in section 3.1.2 of the TOR.
56 Lot 2	Is there any external sharing of documents currently done in CTBTO? Any process or workflow for it?		Specific requirements will be identified when needed. We provided a list of possible functionalities in section 3.1.2 of the TOR.
57 Lot 2	How is single document level permissions handled in current system if it needs to be shared to a single department user or group?		This will be managed by CTBTO.
58 Lot 2	How is the document collaboration currently done ?		This is not specified in the TOR as it does not make any difference for the scope of these TOR.
59 Lot 2	How is the document archival process currently done?		This is not specified in the TOR as it does not make any difference for the scope of these TOR.
60 Lot 2	How is the co-authoring of documents handled?		This is not specified in the TOR as it does not make any difference for the scope of these TOR.
61 Lot 2	How is the versioning history of documents and final version currently managed before publishing for entire organization?		This is not specified in the TOR as it does not make any difference for the scope of these TOR.

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62 Lot 2	How is the intra-department collaboration of document currently done?	This is not specified in the TOR as it does not make any difference for the scope of these TOR.
63 Lot 2	Are there any documents dynamically generated, integrated with some process, code, service, scheduler or 3rd party software and stored in the network path ?	Specific requirements will be identified when needed. We provided a list of possible functionalities in section 3.1.2 of the TOR.
64 Lot 2	How many workflows expected to be implemented based on contract management system?	Specific requirements will be identified when needed. Please see sections 2 and 6.2 of the TOR.
65 Lot 2	How is the current business process workflow managed and any 3rd party tool used for it?	Specific requirements will be identified when needed. The Commission provided a list of possible functionalities in section 3.1.2 of the TOR.