



**REQUEST FOR PROPOSALS (RFP) N° PCD/07/022
FOR THE PROVISION OF IT CONSULTANCY SERVICES
TO THE PCT INFORMATION SYSTEMS DIVISION OF WIPO**

Consolidated List of Questions Received and WIPO Responses
May2 , 2007

No.	Questions Received	WIPO Answers
1	Please provide any available details on projects that are projected to occur in the timeline.	In general, the approach envisioned will involve several years of short term work packages (3 to 9 months) aimed at completing a tangible set of deliverables. In the majority of cases, contractors will work in a team environment, alongside and under the supervision of in house staff. There is a general need within the PCT Information Systems environment to merge the business processes housed in a multitude of systems into a more integrated Oracle and Java environment. Moreover, while a work package will have a very specified objective (a hypothetical example may be the development of an XML editor), the overall objective is the modernization of the systems used to support the PCT based on increasing use of automation to support the processing, publication and translation of international patent applications.
2	What is your budget?	Budget details will not be disclosed.
3	Can you tell me more about how you are likely to form “consultant assistance requests”? Will you be asking the awarded company to submit complete project teams and manage the work or are you more likely to be asking the awarded company to provide a number of people with the required skills to resource existing project teams?	See also WIPO’s response to Question 1. The first scenario of complete projects being managed by the awarded company is not foreseen, the focus will be on finding a number of people with the required skills to reinforce existing project teams. A consultant assistance request will involve a definition by WIPO of a work package (normally 3 to 9 months but it could be any period of time), with a request that the awarded company or companies may reply listing possible resources (along with any relevant details) that will address the assistance request. The consultant, their category of rate, and other logistics will require confirmation for each assistance request. Therefore, all requested services will be paid on a time and material basis.

No.	Questions Received	WIPO Answers
4	What is price range by consultant category (junior/standard/senior)?	WIPO has no predetermined price ranges for the consultant categories.
5	What is the maximum time delay acceptable to make a promised resource available? Is 2 weeks acceptable?	WIPO has no predetermined maximum time delay to make a resource available. However, the offered maximum time delay will be taken into account in the evaluation process.
6	What is the maximum time delay acceptable to offer a replacement for a given resource? Is 3 weeks acceptable?	WIPO has no predetermined maximum time delay to find a replacement for a given resource. However, the offered maximum time delay will be taken into account in the evaluation process.
7	Which type of skills you are using for short term assignments?	Short term assignments of three month or less could be in any of the skill sets listed in the terms of reference.
8	Do you have general conditions & terms we can follow?	Please see paragraph 2 of WIPO's invitation letter. Annex III contains WIPO's General Conditions for the Purchase of Services.
9	Part of your requirement is to have people onsite very quickly for a few days from time to time. Our company has very strong skills in the areas requested, and can provide them at very cost effective rates, however very short term/short notice type work is very difficult for us to provide - our real benefit comes with longer term assignments. Will this rule us out of being a potential option?	WIPO will evaluate all offers received from potential suppliers on the basis of the announced evaluation criteria. Items such as rates, timeliness and efficiency in providing resources, the profile of candidates and the range and quality of skills on offer will all be considered. It is envisaged that most assignments will be 3 to 9 months in duration, although they could be any length within the ranges mentioned in the terms of reference.
10	<p>Paraphrasing from Annex 1, Para 13: In light of the above, bidders are requested to provide to WIPO professional software development and maintenance consultants with skills in the following areas:</p> <ul style="list-style-type: none"> - Java/Perl language software development and maintenance. This includes software module documentation to standards set by WIPO. - Oracle/MySQL database software development and maintenance. - Skills and experience with the development and maintenance of XML/SGML processors in the above languages. 	The emphasis for WIPO is on developers who can program with Java/Perl/SQL/Oracle and XML skills. Nevertheless, bidders are expected to have access to a broad range of resources with adequate coverage in all of the skills listed in paragraph 13 of Annex I.

	<p>- Skills and experience in the development and maintenance of network information and communications systems in the above languages.</p> <p>Question: Do you require the above skills & experience only in Java/Perl?</p>	
11	<p>Tender Specifications, Evaluation criteria. Could you please provide us with the exact weighting of the evaluation criteria stated on pages 6 and 7 of the letter of invitation?</p>	<p>The rating system is a WIPO internal policy and it is not subject to disclosure.</p>
	<p>Tender Specifications, Section VI. Disqualification of Proposals. It is stated that proposals may be disqualified, if these are not signed. Could you please inform us what exactly is being meant by this phrase? Shall each page of the proposal be signed, or is it sufficient if only the cover letter of our offer is signed as well as our financial proposal and the relevant declarations? Please elaborate.</p>	<p>Signature of the cover letter and/or the financial proposal is sufficient.</p>
12	<p>Could you please provide us with a maximum number of bidders that may be awarded the contract?</p>	<p>WIPO reserves the right to award contracts to any number of companies that it may deem to be in its best interest.</p>
13	<p>In case more than one Bidders are awarded the contract, could you please inform us about the exact process in case WIPO initiates a request for a service?</p> <p>Will WIPO send this request to all winning bidders? Please elaborate on this issue, and if possible explain the exact procedure that will be followed.</p> <p>Who will finally win the assignment?</p>	<p>In the event that more than one bidders are awarded the contract, WIPO reserves the right to send the actual request for service to any awarded firms that would best meet the exigencies of the project.</p>
14	<p>Could you please provide us of an estimation as regards the percentage of services that will be carried out on-site and those that will be carried our off-site?</p>	<p>It is estimated that approximately 90% of services would be carried out on-site.</p>

15	<p>Could you please specify the type of requests that will be made by WIPO? Will WIPO request just IT professionals for on-site or off-site work (i.e. CVs) or will WIPO also request for the delivery of a specific assignment (e.g. development of a specific software module), where the Contractor(s) will have to prepare a full quotation with their approach to this particular assignment?</p>	<p>See also WIPO's response to Question 3. The scenario of complete projects being managed by the awarded company is not foreseen, the focus will be on finding a number of people with the required skills to reinforce existing project teams. A consultant assistance request will involve a definition by WIPO of a work package (normally 3 to 9 months but it could be any period of time), with a request that the awarded company or companies may reply listing possible resources (along with any relevant details) that will address the assistance request. The consultant, their category of rate, and other logistics will require confirmation for each assistance request. Therefore, all requested services will be paid on a time and material basis.</p>
16	<p>Annex I to RFP, page 6, point 27. It is stated that consultants must be equipped with a laptop computer with the accompanied software licenses. Could you please specify: Does this phrase refer also to on-site assignments? If so, could you please explain what type of facilities will be provided by WIPO to the Contractors' Consultants?</p>	<p>This phrase includes on-site assignments. WIPO would provide a working area to consultants. On occasions, a WIPO workstation may also be made available.</p>
17	<p>Which software licenses are considered to be absolute mandatory?</p>	<p>This would depend on the nature of the work being undertaken by the consultant. In general, it would include developer tool software licenses, Microsoft Windows, Microsoft Office. For non standard cases, the licenses provided by the bidder could be confirmed as part of a request for service.</p>
18	<p>Could you please specify how many CVs shall the Bidders include in their offer per profile?</p>	<p>Bidders are requested to include CVs that accurately portray the resources, skill sets and profiles covered by the bidders. Emphasis on software developers with Java/XML/Oracle skills is encouraged.</p>

19	<p>Shall the CVs that will be presented in the Tenderers offer be indicative CVs, or shall the Tenderer provide the CVs of the persons that will actually carry out the work in case of contract award? Will the CVs be binding?</p>	<p>Bidders are requested to include CVs of persons that will actually carry out the work in the case of a contract being awarded. Emphasis on software developers with Java/XML/Oracle skills is encouraged. CVs are not binding, but the unavailability of a proposed resource could lead to the service request in question being awarded to another bidder (in the case where a contract has been awarded to more than one bidder).</p>
20	<p>Does WIPO have a specific template for the preparation of the candidates' CVs?</p>	<p>WIPO does not require a specific template for the CVs.</p>
	<p>Tender Specifications, page 5, section "II. Content of the Proposal and Evaluation Criteria", point (a). It is stated that Bidders "must include a summary financial position of their firm over the last three years". Could you please indicate if it is sufficient if Tenderers provide their balance sheets and profit and loss accounts for the last 3 years? If not please elaborate further.</p>	<p>Balance sheets and profit and loss accounts for the last 3 years are likely to be sufficient, but bidders are encouraged to furnish as much information as possible (in summary form) to support their bids.</p>
21	<p>Tender Specifications, page 8, section "Additional Information", points 28 – 30. Could you please elaborate further as regards the working permit arrangements? Is it possible that Bidders from an EU Member State will face problems and/or delays as regards the working permission of its Consultants and/or the issuance of a VISA? Please provide us with further information on this from your experience with other WIPO Contractors.</p>	<p>WIPO is not in a position to assist with this question, as the logistics around working permit arrangements for private companies are different to the arrangements WIPO itself works under.</p>
22	<p>Could WIPO provide Tenderers with any additional information and/or documentation as regards the PCT system?</p>	<p>Please see http://www.wipo.int/pct/en/index.html</p>
23	<p>What type of activities are you planning to do remotely (from the list point 13 of Annex 1).</p>	<p>It is likely that the majority of work will be done on-site at WIPO headquarters. Nevertheless, there may be occasions where it is considered beneficial to WIPO for some work to be performed remotely. As a consequence, any of the activities listed in point 13 of Annex 1 might be performed remotely.</p>

24	Which versions of software are currently used, and are there plans for upgrading any of the existing software versions in the short/medium term?	Various software products are used in the PCT environment, including Java, Oracle 9, eclipse, CVS, HP UX 11xx. There is no plan to upgrade these products for the time being.
25	Do WIPO use standard licensed development environment tools and if so what are the tools?	The main tools WIPO uses are CVs, eclipse and tomcat. A variety of other smaller products are used in specialized cases.
26	<p>A. Skills/Delivery. The skills required are described in rather general terms. Are there more detailed job specifications available?</p> <p>- For example Java/Perl – does that mean both, which environment e.g. Eclipse?</p> <p>- Other example Software Testing – what methodology e.g. TMAP, any tools?</p>	<p>See also WIPO's response to Question 10. The emphasis for WIPO is on developers who can program with Java/Perl/SQL/Oracle and XML skills. Nevertheless, bidders are expected to have access to a broad range of resources with adequate coverage in all of the skills listed in paragraph 13 on Annex 1.</p>
27	<p>A. Skills/Delivery. Are there any projects scheduled already that make some of the required skills more urgent than others? If so, can WIPO provide details of those projects?</p>	<p>See also WIPO's responses to Questions 1 and 3. Emphasis on software developers with Java/XML/Oracle skills is encouraged.</p>
28	<p>Are there any skills or combinations thereof that are critical to the success of the projected resource fulfilment? If so, please elaborate.</p>	<p>Emphasis on software developers with Java/XML/Oracle skills is encouraged.</p>
29	<p>How will the consultants be deployed – expanding existing project teams or creating new teams to deliver a work package?</p>	<p>See WIPO's response to Question 3.</p>
30	<p>The RFP states that the initial volume is likely to be around 11 people – what will be the key criteria for these initial people?</p>	<p>The majority of the initial 11 consultants will be software developers with Java/XML/Oracle skills. In addition, it is likely that some of the work packages and roles would require other skills in the areas of data analysis and modeling, web based development, software testing, and information systems security.</p>

31	The RFP states more than one supplier may be appointed. In that case, how will work be requested from or allocated between the chosen suppliers? I.e. will suppliers be in a competitive situation for every request?	In the event that more than one bidders are awarded the contract, WIPO would reserve the right to decide which bidder or bidders may be invited to nominate services in a request for service.
32	We are requested to indicate lead time to place people on site once a request is received. What is WIPO's target lead time?	Two weeks would be acceptable to WIPO.
33	What is WIPO's target date for the initial engagement of its selected supplier(s)?	WIPO expects to start the initial engagement in July.
34	What account management model does WIPO operate for its suppliers – is there a preferred service management model WIPO operates?	There is no preferred service management model.
35	Knowledge Management – does WIPO operate systems and processes for knowledge management of the areas sought of the supplier? If so, are these systems and processes available to the supplier and what skills would be required to operate them effectively?	WIPO does not expect knowledge management systems or processes to play a significant role with the supplier. In the event that work packages do require expertise in this area it would be clarified with the supplier during the initiation of a work package.
36	Knowledge Retention – does WIPO see a value in retention of some of the existing resources undertaking activities that will be sought from the selected supplier(s)? If yes, is WIPO in a position to facilitate transferral of resource management to the selected supplier(s)?	WIPO does not expect the matter of transferring existing resources management to the selected supplier(s) to become a requirement.
37	B. General. Will WIPO be providing a liaison between it select supplier(s) about future projected demands so as to optimise the resource management process, particularly in securing “named” consultants?	WIPO would expect to work closely with selected bidder(s) in planning the resources including named consultants, for WIPO's work package assignments.

38	Is WIPO seeking its supplier(s) to provide services beyond the provision of consultants to join its internal team(s) in delivering and supporting IT systems? If yes, what other services does WIPO foresee it may require?	WIPO expects the occasional ad hoc work package to arise that would require specialised skills (e.g. for an architectural review of a system, for technical recommendations etc).
39	What aspects of the services and contracts does WIPO foresee as being reviewed at the annual renewals?	WIPO does not foresee any systematic annual review of the contract.
40	Does WIPO have any service audit processes and systems? If yes, are there any documents from reviews or audits of past IT supplier services that could be shared – obviously with the supplier’s names removed and if need be the functional area within WIPO (this would give an opportunity for the tendering suppliers to identify key service areas)?	There is no documentation available at the moment that would be useful in identifying key service areas.
41	I would like to know if there is any possibility to combine on shore in Geneva and off shore in our office in India - as there is no commitment from your side in terms of duration of the project and the size of the team?	Please see WIPO’s response to Question 1: In addition, it should be noted that it is foreseen that the majority of work will be performed on-site at WIPO headquarters.
42	Annex I – paragraph 12 Please provide a list of WIPO offices where development and maintenance services may be required.	In general, the possible offices where development and maintenance services may be required are based in WIPO’s headquarters in Geneva. Potential parts of WIPO which may require development and maintenance services include, Patent Information and IP Statistics, IT services, Madrid (Trade Marks), but the scope of the terms of reference remain open so that any of the services operating at WIPO could take advantage of the contract if the need were to arise.
43	Annex I – paragraph 13 Software Documentation Standards – Could WIPO share this?	WIPO prefers to keep its software module documentation standards internal to WIPO.

44	<p>See Annex I – paragraph 17 “... the bidder should consider a minimum of zero to a maximum of 15 concurrent consultants at any given time...” Please advise whether this number reflects only onsite FTE or combination of onsite and offsite FTE.</p>	<p>This number covers the combined on-site and off-site resources.</p>
45	<p>Annex I – paragraph 24 Please describe the expected volume of part-time work (number of working hours / days) and the typical number of hours per day required in support of part-time assistance requests.</p>	<p>In general, full time work is expected and part time is included in the terms of reference as an option that could be tailored to WIPO’s specific business needs on a case by case basis.</p>
46	<p>What does off-site refer to? Does this refer to locations within Europe or anywhere across the world?</p>	<p>Off-site could be anywhere in the world, it may be a consultant’s home or a premises made available by a selected bidder. It is estimated that approximately 90% of services would be carried out on-site.</p>
47	<p>Please advise whether access will be given to WIPO network in instances where the work will be carried out from off-site.</p>	<p>It is possible that limited access to parts of WIPO’s network would be made available for certain off-site work, if the scenario requires such access, and if security issues can be adequately dealt with.</p>
48	<p>We assume that access will be given to test and development environments for developing/maintaining and deploying applications. Please advise whether WIPO will also provide production environment access to the consultants.</p>	<p>In general, production access would not be made available to consultants, there may however be exceptions to this case, if a certain scenario requires such access, and if security issues can be adequately dealt with.</p>
49	<p>Does Maintenance support services include help desk/ production support? If Maintenance support doesn’t include help desk / production support services, do we exclude help desk / production support from scope?</p>	<p>It is possible that some work assignments may involve Help desk and or production support, but the emphasis as it is planned today will be on software development using Oracle, Java, XML, web development etc.</p>

[End of document]