



**REQUEST FOR PROPOSALS (RFP) N° PCD/07/049  
FOR THE PROVISION OF IT OPERATIONS SUPPORT FOR THE INTERNATIONAL PATENT CLASSIFICATION (IPC)**

**Consolidated List of Questions Received and WIPO Responses  
September 3, 2007**

No.	Questions Received	WIPO Answers
1	<p>Section 25 of the WIPO letter of invitation indicates that "WIPO estimates a total workload of 53 days per year of which approximately 6 days per year will be off-site."</p> <p>In Annex IV, footnote (b) it is stated "WIPO does not guarantee to meet or exceed the estimated total workload of 120 days." Can you please clarify these two statements and the apparent discrepancy between them?</p>	<p>120 is the estimated workload for a full year where 53 days corresponds to the estimated workload for what would be left from 2007.</p>
2	<p>We recognise that this tender is being issued simultaneously with RFP N° PCD/07/050 and that WIPO will not award both contracts to the same bidder.</p> <p>a) Please can you confirm however that a bidder may bid for both contracts without restriction?</p> <p>b) Should the bidder indicate in each proposal that he is also bidding for the other contract?</p>	<p>Yes a bidder may bid for both contracts but each bid must be self-sufficient as bids evaluation will be done independently for the two RFPs.</p> <p>Should the two bids of the same company be evaluated as the best, WIPO will award contract RFP N° PCD/07/050 as business priority to this company and the other contract to the second best company for RFP N° PCD/07/049.</p> <p>Indication that the bidder is also bidding for the other contract is not necessary.</p>
3	<p>Our understanding is that the bid must contain only:</p> <ul style="list-style-type: none"> <li>* our proposal, conforming to section II of the WIPO letter of invitation, and including our proposed prices using the form provided as Annex IV of the RFP</li> <li>* Annex VII - Officials Not To Benefit And Third-Party Declaration</li> </ul> <p>Please advise if our understanding is correct.</p>	<p>Proposals should be in conformity with <u>all</u> tender documents. The rest of your understanding is correct.</p>
4	<p>Our understanding is that only the following parts of the bid must be signed:</p> <ul style="list-style-type: none"> <li>* the covering letter</li> <li>* the financial proposal, using Annex IV</li> <li>* Annex VII - Officials Not To Benefit And Third-Party Declaration</li> </ul> <p>and that the technical proposal need not be signed.</p> <p>Is this correct?</p>	<p>Your understanding is correct.</p>

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5	<p>In Annex 1 Terms of Reference section 10, page 3, reference is made to an "attached MS project file". Is this file available to bidders?</p> <p>ANNEX I – Terms of Reference, page 2, point 5: "Perform all the operations related to the transformation of IPC XML master files...prepare action list and files for the translation of IPC revision changes into Spanish..."</p> <p><b>Question:</b></p> <p>a) Could you please specify which the specific tasks/operations to be performed by the Contractor are?</p> <p>b) Is the Contractor expected to assist with the development/customisation of the transformation tools?</p> <p>c) Is the Contractor expected to translate the IPC revision changes in Spanish?</p> <p>d) Could you please elaborate further on the terms "action list" and "files"? Which are the specific files that expected to be prepared by the Contractor?</p>	<p>Yes the file is available under <a href="http://www.wipo.int/classifications/ipc/en/ITsupport/CLAIMS_Presentations/AL_IPC_2007_V1_0.mpp">http://www.wipo.int/classifications/ipc/en/ITsupport/CLAIMS_Presentations/AL_IPC_2007_V1_0.mpp</a></p> <p>a) a list of tasks is required to transform the information in XML master file in various renditions: e.g. from Internet publication (e.g. from files under <a href="http://www.wipo.int/classifications/ipc/en/download_area/20070101/xml/index.html">http://www.wipo.int/classifications/ipc/en/download_area/20070101/xml/index.html</a> To internet publication under <a href="http://www.wipo.int/classifications/ipc/ipc8/?lang=en&amp;menulang=EN">http://www.wipo.int/classifications/ipc/ipc8/?lang=en&amp;menulang=EN</a> )</p> <p>The task list is a combination of executing programs and tools, checking log and error files produced. Tools can be common (e.g. MS Access or WIPO specific). Examples of the outputs are available under <a href="http://www.wipo.int/classifications/ipc/en/ITsupport/Version20060101/transformations/index.html">http://www.wipo.int/classifications/ipc/en/ITsupport/Version20060101/transformations/index.html</a></p> <p>b) The Contractor not expected to assist with the development/customization of the transformation tools through this contract as main activity (it is primarily for IT operations). However, beyond capacity to execute required IT operations in a professional manner, skills in software development and maintenance of the transformation tools will be considered as an advantage.</p> <p>c) No. Translation of the IPC revision changes in any language is not part of the requested tasks. Only IT operations assistance to translators and to translation administrators.</p> <p>d) Action lists and other files are produced automatically as the result of existing transformation tools. Contractor is expected to get familiarized with the procedure and to execute a predefined list of tasks. In the event of data errors or bugs, some investigations are expected to facilitate problem fixing either by the contractor or through other WIPO partners in charge of software maintenance.</p>
6	<p>Invitation Letter, point 19.1 – Technical Component - (a) (ii), page 5 "References to <u>recent experiences</u> on projects of similar nature..."</p> <p><b>Question:</b></p> <p>Could you please elaborate further on the term recent experiences? Is there a specific time threshold in which a project has to be completed in order to be considered as recent?</p>	<p>Project of similar nature should be interpreted as XML centric, where data structure and layout are clearly distinguished, including publication production activity and based on the execution of procedure within pre-established deadlines.</p> <p>Recent experience can be read as over the past year.</p>

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7	<p>Invitation Letter, point 21 – Evaluation Criteria</p> <p><b>Question:</b> In order for Tenderers to better assess the exact evaluation process of their offer and understand the exact weight of each key criterion, we would highly appreciate it if you could provide us with this additional information (i.e. points to be obtained per each key evaluation criterion)?</p>	<p>According to WIPO Financial Rules and Regulations:</p> <p>(a) the list of the evaluation criteria is published as part of the tender; and (b) the weight of each criteria is internally approved before the opening of the tenders and can not be changed once said tenders are opened. However, this information is not disclosed to the bidders.</p>
8	<p>ANNEX I – Terms of Reference, page 1, point 1: “Some actions in relation with the <u>preparation of other translation of the IPC master files</u> can also be considered as part of these IT operations”</p> <p><b>Question:</b> Could you please define what tasks/activities does the “preparation of other translation of the IPC master files” include? Does it mean that the Contractor will have to translate the master files in other languages than the authentic (e.g. Spanish, German, Japanese and Russian) or is it expected that the Contractor will provide assistance with the preparation of the system that will perform these translations? Please elaborate.</p>	<p>See above answer to question 5.c</p>
9	<p>ANNEX IV – Price Schedule – “Profiles Description”</p> <p><b>Question:</b> Could you please define if there is a specific number of CVs of experts required to be submitted for every profile defined in this section?</p>	<p>2 CVs deemed by bidder as the most appropriate would be enough.</p>
10	<p>ANNEX I – Terms of Reference, page 3, point 10: “...Each of them should require 4 iterations detailed in the <u>attached MS Project file</u> describing a typical IPC Advanced level revision cycle...”</p> <p><b>Question:</b> We have not been provided with the attached MS Project file referred in this point. We would highly appreciate it if you could send it to us.</p>	<p>Please see answer to question 5.</p>
11	<p>What is the reasoning behind expressly selecting a different supplier for both contracts that seem so similar thus preventing economies of scale to be realised?</p>	<p>The two contracts will be run concurrently. WIPO does not want to have monopoly situation.</p>
12	<p>Annex I, page 3, point 12. Is more detail available as to the architecture, software components (versions), interfaces and workflows within the WIPO IT Infrastructure and the relevant applications?</p>	<p>Some of these documents are WIPO confidential. Some information is available under <a href="http://www.wipo.int/edocs/mdocs/classifications/en/ipc_f_ge_06/ipc_f_ge_06_www_56914.ppt">http://www.wipo.int/edocs/mdocs/classifications/en/ipc_f_ge_06/ipc_f_ge_06_www_56914.ppt</a></p>

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13	Annex I, page 3, point 13. What is WIPO's current view on familiarisation in terms of when scheduled, resources, duration and effort required?	Familiarization costs will be borne by WIPO. As the duration will vary with proposed staff's profiles, WIPO will try to minimize the required amount of familiarization through the selection of candidates with the highest potential to become quickly operational. In terms of schedule, the familiarization should start immediately after the notice of award.
14	<p>Annex II, page 2, point 2.2 Given the value of domain knowledge, what is WIPO's support for the selected supplier to develop a broader set of skills within the named personnel during the tenure of the contract such that a named person could substitute in a specialist area that they initially were not identified – expansion of specializations rather than substitutions?</p> <p>1) Are all standard documentary procedures in place for reporting and monitoring Contractor activity (cf TOR § 13), or is it the intention that the Contractor should implement also, his own reporting procedures?</p> <p>2) Can you make any information available concerning the technical design and implementation characteristics of the IPCPUBREP systems?</p> <p>3) Can you indicate which of the systems listed at <a href="http://www.wipo.int/classifications/ipc/en/ITsupport/links.html">http://www.wipo.int/classifications/ipc/en/ITsupport/links.html</a> will require support by the Contractor within the context of this RFP?</p> <p>4) We have not seen an access point for downloading the MS Project file referred to at § 10 of the TOR. Can you make this available?</p>	<p>WIPO supports the idea that person could substitute in a specialist area that they initially were not identified as the targeted team potentially provides IT Operations and Support to other business area within the service but WIPO's current organization does not allow for expansion of the activity outside of this service.</p> <p>1) No effort and plans have been established for future to strengthen these aspects (e.g. using COBIT, CAST...) but they are not yet in place. At this stage it will be appreciated if Contractor can implement also, his own reporting procedures.</p> <p>2) IPCPUBPREP refers to a predefined set of actions performed through a toolkit made of several tools (e.g. some under <a href="http://www.wipo.int/classifications/ipc/en/ITsupport/versions.html">http://www.wipo.int/classifications/ipc/en/ITsupport/versions.html</a>) documentation will be made available during familiarization.</p> <p>3) All systems indicated except RIPICIS.</p> <p>4) See question No 5 above.</p>
15	Pcd_07_049_rfp_a1, Section 1, PG No. 1 Please elaborate if management of the IPC servers part of the scope of engagement.	In some cases, the expected management of the IPC servers is limited to installation of files received from companies in charge of the software maintenance. Support for operating systems and for most of the off-the shelves software packages is out of scope.
16	Pcd_07_049_rfp_a1, Section 1, PG No. 1 Please let us know the number of servers in scope and the Operating system of the servers.	6 servers running under Windows XP and Linux.
17	Pcd_07_049_rfp_a1, Section 1, PG No.1 Please elaborate on the tools currently being used.	Beyond answer provided for question 14.3 the list of tools potentially used by the staff includes Altova enterprise, JDK, MS Access.
18	Pcd_07_049_rfp_a1, Section 1, PG No. 1 What is the support coverage required for this engagement ( For ex. 24 x7 meaning support for 24 hours across 7 days a week)	Although most of the time coverage should be limited to 5 working days, the support coverage required for this engagement should be considered on the basis of 8 hours across 7 days (i.e. exceptionally extended to Weekends). Daily rate for Weekend work should be indicated.
19	Pcd_07_049_rfp_a1, Section 3, PG No. 1 Please elaborate what are the IT operations which need to be performed from within the WIPO premises.	As access to WIPO internal network will not be considered from outside, most of the operations should be considered as to be performed on-site using reference WIPO specific data and tools. There should not be any overhead associated to the use of this contract (e.g. to make copies of the tools or to ensure that tools or data are up to date).
20	Pcd_07_049_rfp_a1, Section 5, PG No. 2 Please elaborate what are the 'Other IT Operations' to be performed for WIPO.	Other IT operations includes any assistance that professional IT staff could provide to non-IT professional staff in WIPO (e.g. in the context of the WIPO recent migration to Windows XP, expert use of MS office tools, management of login access,...)

21	Pcd_07_049_rfp_a1, Section 5, PG No. 2 Please elaborate if there is a requirement for patch updates and remote software delivery to WIPO systems. If yes are there any existing tools ( Like Microsoft SMS, Altiris, Marimba, etc.) being used?	No tool is currently being used for what is considered as in the scope of this contract (IPC support). Software delivery is through the use of communication tools, email, download from FTP site, SSH access, Rsync, publisher, etc...
22	Pcd_07_049_rfp_a1, Section 5, PG No. 2 Please elaborate on activities to be performed for IPC reclassification monitoring.	The IPC reclassification was recently automated and automatically generates email, errors and possible messages sent by IPC offices. The well functioning and possible problem should be monitored and if appropriate actions performed manually.
23	Pcd_07_049_rfp_a1, Section 10, PG No. 3 Please elaborate what are the IT operations envisaged during the IPC Advanced Revision Cycle scheduled during 2007.	Two more IPC revision cycles are planned for 2007. Please see the high level list of actions planned for one of them under <a href="http://www.wipo.int/classifications/ipc/en/ITsupport/CLAIMS_Presentations/AL_IPC_2007_V1_0.mpp">http://www.wipo.int/classifications/ipc/en/ITsupport/CLAIMS_Presentations/AL_IPC_2007_V1_0.mpp</a>  Please see answer to question 5.a
24	Generic. Is there any defined Service Level Agreement (SLA) by WIPO for this engagement? If Yes, please provide the details.	According to paragraph 19(c) of the letter of invitation, potential companies should provide details of their own approach and methodology for carrying out the tasks related to WIPO requirements. Additionally, said tasks are described in the Annex I – Terms of Reference of the tender. Potential companies are free to attach samples of their standard SLA to their offer.
25	Generic. What is the estimated workload per year? Please provide details	Please see answer to question 1.
26	RFP, page 7 - Organisational. Could you, please, provide the estimated first day of work ?	Please refer to paragraph 13 of the letter of invitation.
27	RFP – Organisational. #25: You estimates a total workload of 53 days per year and in your Annex IV - Price Schedule you estimates a total workload of 120 days. Could you please explain?	Please see answer to question 1.
28	Annex I, page 3 - Organisational. #10: No MS project file is attached as described in this paragraph. It will be appreciate if you could inform us of the detailed workload estimation of the first weeks with the requested skills.	Please see answer to question 5.

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