



**REQUEST FOR PROPOSALS (RFP) N° PCD/07/050
FOR THE PROVISION OF IT OPERATIONS SUPPORT FOR THE INTERNATIONAL PATENT CLASSIFICATION (IPC)**

**Consolidated List of Questions Received and WIPO Responses
September 5, 2007**

No.	Questions Received	WIPO Answers
1	Pcd_07_050_rfp_a1, Section 1, PG No. 1 Please elaborate on the specific IT operations required for the RIPCIS system.	To get a feeling about the IT operations for RIPCIS, its users manuals are made available at the URL address http://www.wipo.int/procurement/en/notices/2007/pcd07050/index.html
2	Pcd_07_050_rfp_a1, Section 3, PG No. 1 Please let us know the number of servers in scope and the Operating system of the servers for the RIPCIS production system.	2 database Oracle servers under AIX, 2 HTTP servers under Windows
3	Pcd_07_050_rfp_a1, Section 3, PG No. 1 Please let us know what are the environments hosted for the RIPCIS system (Production, QA, Test, Staging, etc). Also please let us know what the environments in scope for this engagement are.	4 environments are available and in the scope of the contract: <ul style="list-style-type: none">- RIPCIS Development environment is hosted by the company in charge of RIPCIS software maintenance- RIPCIS Staging environment (sometime abusively referred to as development environment) hosted by WIPO- RIPCIS Production environment- A fourth environment should also be considered for QA procedures to be run on IPC master files (175 procedures independent from the RIPCIS system)

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4	Pcd_07_050_rfp_a1, Section 5, PG No.2 Please elaborate on the IT operations required for the 'Generation of IPC master files'.	IPC master files include 9 different XML files to be produced from RIPCIS on the basis of its above mentioned users manuals.
5	Pcd_07_050_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, manual adjustment in IPC master files through XML editing, assistance to users for clear and informative description of bugs,...)
6	Pcd_07_050_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, modification of software delivery means is not in the scope of the contract. Software delivery activities to be considered as in the scope are limited to communication with software maintenance partner, cooperation with other parts of WIPO IT (i.e. Oracle DBA, system administrators, IT security,...) and coordination with business representatives. Although virtualization is considered by WIPO, no specific choice was made at this stage about products.
7	Pcd_07_050_rfp_a1, Section 6, PG No. 2 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 Week-ends). Daily rate for week-end work should be indicated.
8	Pcd_07_050_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 IPC revision cycles, each including at least two iterations are foreseen in 2007. The IT operations in the scope of this contract include all RIPCIS data capture and operations required for the IPC revision and production of master files. It includes data capture under the supervision of IPC business representatives, production of IPC master files communication with DBAs, and other IT support staff for the transfer or publication of these files, QA procedures and analysis of possible errors and can be extended to transformation of IPC master files as required.
9	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.
10	Generic. What is the estimated workload per year? Please provide details.	The estimated workload per year in indicated under Paragraph 25 of the letter of invitation. For the distribution of tasks over time, please consult the draft of a typical IPC Advanced level revision cycle (MS project file) available under: http://www.wipo.int/classifications/ipc/en/ITsupport/CLAIMS_Presentations/AL_IPC_2007_V1_0.mpp

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11	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?	The two contracts will be run concurrently. WIPO does not want to have monopoly situation and will keep the possibility to assign tasks to the other contractor if services of the first are not satisfactory.
12	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?	Some of these documents are WIPO confidential. Some information is available under http://www.wipo.int/edocs/mdocs/classifications/en/ipc_f_ge_06/ipc_f_ge_06_www_56914.ppt
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 born by WIPO. As the duration will vary with proposed staff's profiles, WIPO will try to minimize the required amount of familiarization through selection of candidates with the highest potential to become quickly operational. In term of schedule, the familiarization should start immediately after the notice of award.
14	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?	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.
15	<p>Section 25 of the WIPO letter of invitation indicates that "WIPO estimates a total workload of 40 days per year of which approximately 4 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 159 days."</p> <p>Can you please clarify these two statements and the apparent discrepancy between them?</p>	160 is the estimated workload for a full year where 40 days corresponds to the estimated workload left for the last quarter of 2007. Please also see the content of Amendment 1 to this RFP.

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16	<p>We recognise that this tender is being issued simultaneously with RFP N° PCD/07/049 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 company that has submitted the second best ranked proposal in response to RFP N° PCD/07/049.</p> <p>Indication that the bidder is also bidding for the other contract is not necessary.</p>
17	<p>Our understanding is that the bid must contain only:</p> <ul style="list-style-type: none"> * 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 * Annex VII - Officials Not To Benefit And Third-Party Declaration. <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>
18	<p>Our understanding is that only the following parts of the bid must be signed:</p> <ul style="list-style-type: none"> * the covering letter * the financial proposal, using Annex IV * Annex VII - Officials Not To Benefit And Third-Party Declaration <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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19	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?	Yes the file is available under http://www.wipo.int/classifications/ipc/en/ITsupport/CLAIMS Presentations/AL_IPC_2007_V1_0.mpp
20	RFP – Organisational. Could you, please, provide the estimated first day of work (start date)?	Please refer to paragraph 13 of the letterof invitation.
21	#25: You estimates a total workload of 40 days per year and in your Annex IV - Price Schedule you estimates a total workoad of 159 days. Could you please explain?	Please see answer to question 15.
22	RFP, page 7 – Organisational. #26: The minimum number of consecutive days will be three (3) days per year for on-site work, and only one (1) day for remote work. What does that mean? Can a team member work only 3 days per year on this contract?	Please note that we are indicating a <u>MINIMUM</u> and not <u>MAXIMUM</u> length of each individual assignment for on-site and off-site work.
23	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 19. The work assignment will start with familiarization and will be followed by typical work for advanced level IPC revision cycles. As the date of the notice of award is not known, and workload varies over IPC revision cycle, it is not yet possible to provide more detail than the future dates of “entry into force” (see corresponding milestone in MS project file) for the next two IPC revisions. These are October 1, 2007, and January 1, 2008.
24	While tenderers can only be retained for one of the two tenders, are there any restrictions on submitting a Tender both for this RFP, and for RFP PCD/07/049?	Please see answer to question 16.

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25	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?	Some are described under TOR #8. Effort and plans have been established by the concerned IT area, to strengthen IT governance and in particular monitoring outsourcing (e.g. using COBIT, CAST...) but they are not yet in place. At this stage it will be appreciated if Contractor can implement also, reporting procedures compatible with industry best practices.
26	Can you make any information available concerning the technical design and implementation characteristics of the RIPCIS system?	Such documents are WIPO confidential and cannot be made public for IT security reasons. However, WIPO does not consider this knowledge as essential for the purpose of this contract.
27	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?	Please see answer to question 19.

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