

RFP/IEI/2023-04
“Provision of digital design services for the UNWTO Education Toolkit”
QUESTIONS AND ANSWERS
29th May 2023

Question 1

What is the budget that will be available for this project?

Answer 1

There is not a closed budget for the project that can be shared. Please note that the maximum number of points for the price component (30 points) will be allotted to the lowest price proposal that is opened and compared among those invited firms which obtain the threshold points on the evaluation of the technical component.

Question 2

What is the accreditation process that the UNWTO carries out in the case of having a subcontractor? How long does the accreditation process take? When is the resolution of the process known?

Answer 2

In case a subcontractor is needed, that information shall be included in the proposal, in order for the Evaluation Panel to have it into consideration during the evaluation of the proposals. Please note that in case UNWTO approves the engagement of a subcontractor, said approval will not relieve the awarded bidder of any of its obligations under awarded contract or from its responsibility for the work or services performed by the subcontractor.

Question 3

Is there a pre-existing e-learning platform? If so, will it be outside of Drupal?

Answer 3

It is a website, not an e-learning platform.

Question 4

Is the goal of the project to replace the website <https://www.unwto-tourismacademy.ie.edu/> or to add the new website within this site?

Answer 4

No, that is not the goal of the project. The goal is design, development and maintenance of the website for the Education Digital Toolkit in accordance with the Terms of Reference.

Question 5

Regarding the three profiles required for the project, Analyst and/or professional profile equivalent with a minimum of 5 years of experience, Drupal Developer/Layout Artist and/or professional with a minimum of 3 years of experience, and Drupal web designer or

professional equivalent with a minimum of 2 years of experience, is it necessary to have a specific percentage of in-house staff to participate in this project?

Answer 5

It is necessary that the profiles are assigned to the project, as staff or subcontractors.

Question 6

Could you kindly specify the target audience for the website? Are faculty members, students, professionals, or a combination of these groups the intended users? Furthermore, it would be greatly appreciated if you could provide an overview of the primary requirements unique to each user category.

Answer 6

The target audience are policy makers

Question 7

Regarding the tourism education program, I would like to inquire if there is a provision for submitting program applications through the website. Could you please confirm if this functionality is available or if there is an alternative process for submitting applications?

Answer 7

This platform will not need a functionality for submitting applications

Question 8

Could you kindly clarify whether there is a user registration feature on the website?

Answer 8

Yes, a user registration feature is needed on the website.

Question 9

Regarding the website, could you please provide information on the languages it supports?

Answer 9

All content to be produced in English at first, however, the platform should be multilingual.