



Clarification Question log - Call for Tender - N° 100000950 Online Publishing Platform to host the OECD's iLibrary

| Question de clarification No. Clarification Question No | Question de clarification Clarification Question | Réponse Response |
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| 1 | What is the desired timeline for the development from award of contract date to solution delivery date? | For the priority 1 elements, we are aiming for an 18 month delivery timeline after the signature of the contract. |
| 2 | What is the Budget you have set aside for this development? | The budget will not be disclosed at this stage. |
| 3 | Does the OECD have a preference on an OECD-hosted or a supplier-hosted solution? | We do not have any preference on hosting, bidders are expected to suggest solutions and the benefits of their proposals. It could be that bidders offer their own hosting services or alternative external hosting. |
| 4 | To ease working on our response with my colleagues could you send the PDF document in a Word format? | A word version document is available. In the event of a contradiction between the PDF document and the Word document, the published PDF document shall prevail over the Word document. |
| 5 | <p>On page 4 in 2.1 it says: The documentation relating to the Call for Tenders includes the following parts:</p> <ul style="list-style-type: none"> a) Instructions to Tenderers; b) Terms of Reference and its associated Annexes 1,2,3,4,5,6,7 and 8; c) Minimum General Conditions for OECD Contracts. <p>Where are the Terms of Reference? On page 7 it says that: "it is strongly recommended that Tenderers' response is structured very strictly in line with the Terms of Reference" but I can't find this document. Please explain.</p> | <p>The Terms of Reference (ToR) are included in the published document. They describe the purpose and structure of the project, and aim to develop a common understanding of the scope between the OECD and bidders.</p> <p>The ToR's Table of Contents start on page 9, Section A Background & Vision starts on page 14 and the ToR's and their annexes continue until page 63. You should be able to use the hyperlink within the PDF document to take you to the start of the ToR. In any case we will amend the document to include a title to clarify this.</p> <p>To ensure that bidders respond to all of the OECD's requirements it is recommended that your response is structured in accordance with the ToR, covering the appropriate sections in the same order in which they appear in the ToR, including the associated Annexes,</p> |



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| | | and following the instructions in Article 3 - Presentation, submission and contents of tenders. | | | | | | | | | | |
| 6 | Please indicate to which sections of the Call for Tender the bidder is to respond. For example, is an answer expected to all items in the Table of Contents? If not, please indicate for which items a vendor response is expected. | <p>Bidders are required to provide an offer in response to the Call for Tender.</p> <p>It is recommended that responses are structured in line with the Terms of Reference. Some sections, such as Section A Background & Vision and Section Q Evaluation criteria are for information only. Annex 6 outlines the associated priorities of the OECD's requirements, and Annex 7 allows bidders to outline the capability of their solution against OECD requirements.</p> | | | | | | | | | | |
| 7 | Does OECD prefer that vendors answer within the document, i.e. the Call for Tender, or do you prefer that the bidder create his/her own response document. | It is preferred that bidders create their own response document. | | | | | | | | | | |
| 8 | <p>On page 14, the Call for Tender says: OECD Publishing releases annually 500 books, 6 journal issues, 300 working papers, 150 indicators and 300 datasets and has a backlist comprising c.8000 books, journal issues and working papers.</p> <ul style="list-style-type: none"> Please supply the number of articles added each year (in the 6 journal issues); please provide more detail on the 300 datasets and on the 150 indicators to be added yearly Please supply the number of backfile articles and working papers | <p>OECD – The total number of items that are published on the OECD iLibrary is in the annex 1 of the document – 126.881 at the end of March 2014.</p> <p>This number is growing rapidly especially for the graphs and tables that we now publish systematically for each publication.</p> <p>In the year 2013 alone we published around 16.000 items for which the high level break-up is:</p> <table style="margin-left: 40px;"> <tr> <td>chapters</td> <td>6625</td> </tr> <tr> <td>books</td> <td>519</td> </tr> <tr> <td>tables and graphs</td> <td>8760</td> </tr> <tr> <td>journal articles</td> <td>68</td> </tr> <tr> <td>journal issues</td> <td>20</td> </tr> </table> | chapters | 6625 | books | 519 | tables and graphs | 8760 | journal articles | 68 | journal issues | 20 |
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| | | <p>The datasets can be found in left part of the statistics section of the OECD iLibrary. They have metadata descriptions and are organised by collections. The content of the datasets themselves is not hosted in the OECD iLibrary, but in the data repository of the OECD.</p> <p>The same applies to indicators that can now be discovered from the central section of the Statistics home page of the OECD iLibrary.</p> |
| 9 | When do you expect the contract to be signed as this will give us an idea of when we'd need to make available the resources for the development? | We anticipate the procurement process will be completed one year after the receipt of bids. |
| 10 | Are you able to at least tell me how many vendors apart have been shortlisted to receive this ITT (following the RFI last year)? | In accordance with the Financial Regulations of the OECD, this Call for Tender is published on the OECD Call for Tender website, available to all who wish to respond. |
| 11 | Please provide a functional architecture diagram or an architecture document that describes the current landscape of the OPP system and its interfacing systems. | N/A. Please refer to the OECD iLibrary itself. |
| 12 | <p>Pg. 16 and 17, "...it means that the e-commerce module currently available in the OECD online bookshop should be fully integrated in the new generation OPP"</p> <p>Please identify current components or modules you would like to retain in the new OPP system (for instance, the ecommerce module). Also provide their technology stack / product details.</p> | We are not looking at integrating the current ecommerce module in the new OPP but we want the new OPP to have its own e-commerce module. |
| 13 | Please state which of the following you would NOT prefer to have as part of the solution: 1. Commercial off-the-shelf (COTS), 2. Open source, | We are open to all types as long as they answer our requirements |



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| | 3. Custom development. | |
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| 14 | <p>Please mention the preferred technology standards at OECD for the below areas? Please provide versions as appropriate.</p> <ul style="list-style-type: none"> - Operating System (Ex: Windows, Unix, Linux) - Database (Oracle, SQL Server) - Web Server - Application Server - Java/J2EE, .Net, Open Source (If Java, which presentation frameworks - JSF, Struts 2.x, Spring MVC ?) - Integration Middleware - business and persistence tiers (business - EJB 3.x, Spring etc., persistence - JPA, Hibernate etc.) | <p>If OPP is hosted and maintained by bidder then we only have to look at the interfaces between OPP and our systems (API etc.), see third paragraph below, taken from CfT document.</p> <p>On the back-end and given the prevalence of XML for both metadata and content, the OECD anticipates an XML database to take care of storage, retrieval and search. On the front-end, it is expected to have an approach which takes into account responsive or adaptive design for a mobile-friendly service as an initial requirement. For information OECD currently owns a MarkLogic Essential Enterprise licence as well as licences for Microsoft SQL Server. Also, OECD uses .NET on most applications it develops in-house.</p> <p>Another important consideration when designing or adapting the technical architecture is to take into account the seamless exchange of information with related systems. There are systems providing data to the OPP, and there are systems consuming information from the OPP. To be future-proof, these exchanges should be possible via APIs, preferably RESTful APIs.</p> |
| 15 | <p>Has OECD selected or short listed any products for any of the features (such as web analytics, security, search) that are to be covered in the new OPP solution ? If so, please let us know.</p> | No |
| 16 | <p>Do you have any Document Management Solution such as FileNet and Documentum currently in place? If yes, please provide details.</p> | No |
| 17 | <p>Please indicate the high level project plan and release calendar for this engagement</p> | The release should be within 18 months of signature of contract. |
| 18 | <p>S. Project Management, Pg. 40</p> | Yes. |



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| | We understand that OECD would like to follow Agile development methodology. Please confirm. | |
| 19 | "Q. Evaluation Criteria Pricing Terms: ""License Cost and Models"" Pg. 39" Will there be any necessity for the provider to purchase software licenses or hardware infrastructure or would OECD take care of all the software licenses, hardware requirements, development and testing environments | We are expecting the provider to suggest solutions. |
| 20 | "Q. Evaluation Criteria, Pricing Terms: ""maintenance costs"" Pg. 39 " Pricing terms include maintenance costs. Please confirm if it is expected during the 2016 to 2020 time period? If not, please mention the period for which maintenance is expected from the vendors responding to this RfP. | 2016 to 2020 is a good basis. |
| 21 | Is supplier responsible for environment setup (access Management, product installation/configuration etc.) and code deployment? Or would this be taken care by OECD or the hosting vendor? | The supplier is responsible for all of these areas. |
| 22 | 11. Athens and Shibboleth, Page 21 Does OECD expect supplier to leverage existing Athens infrastructure for Single Sign On and Social authentication implementation? If not, can supplier propose a new technology solution for Single Sign On and Social authentication requirements? | The supplier can suggest any solution they believe suited to our requirements. |
| 23 | A. Background & Vision, Pg. 14 Scribd, Google Play, ebrary, and Proquest have been mentioned as examples of spokes. Could OECD provide a complete list of the spokes that need to be integrated with the OPP solution ? | These are just examples, and we cannot provide comprehensive list. |



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| 24 | Section F, Pg. 23, paragraphs 1 to 4 Please list all the social channels that the new OPP is expected to be interoperable with. | We do not have such list available as channels evolve. |
| 25 | Is there a process to setup test data? Do you use any internal tools to generate test data or do you have tools to scrub production data? Please specify the tools used and challenges, if any? | We can provide data for testing; this will be production data that is not confidential. |
| 26 | What tools does OECD have for test data management, defect management, performance testing, security testing, automation testing and other basic testing tools (QC, Load Runner, etc.)? Can the provider re-use these licenses for this engagement? | Most of our testing, project management, source control and deployment tools are open source (Jenkins, Redmine, SVN, Git ...). No specific licence or costs are associated with them. We would welcome using all or some of them for this project. |
| 27 | In addition to the extensive detail about the content types that was provided it would also be helpful to know how they are encoded. In other words, in what data formats would they be delivered to the platform? And for each content type (such as books) is there only a single data format or is it possible that some books will be in one format and others in another? | Currently full text is available in a multiple set of formats, such as Pdf, html, xls, epub, . We also provide links to sub-sites which deliver content in a number of other formats: oecd.stat, read, chart, etc. We also send code to the OPP for embedding purposes. Finally we are about to launch CSV as a new data format. More are expected to come in the future. This page gives a good view of the different formats available: http://www.oecd-ilibrary.org/content/datacollection/mei-data-en |
| 28 | Would OECD like to own the IP/Source code of the Publishing Platform? | No |
| 29 | Please provide a user name and pass word to the current OECD iLibrary that will be valid for multi-users and through the date of delivery of the proposal. | OECD – The following U/P will be valid until the end of October 2014: Username = sepoct2014 Password = 721923 |
| 30 | Can OECD supply the vendor with journal content XML to the JAT DTD? | No |
| 31 | Can OECD supply the vendor with book content | No |



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| | XML to the NCBI Books DTD v. 3.0? | |
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| 32 | Can you tell us how many institutional subscriptions there are to the current OPP? Can you share how the institutional subscriptions are priced? | Over 5.000. The price list is in the “About” section of the OECD iLibrary |
| 33 | <p>On page 15 of the Tender document it says that the current level of integration is poor and that the new OPP must improve on this. Several other websites are listed to which the new OPP must be better integrated:</p> <ul style="list-style-type: none"> • the ‘corporate’ web site, OECD.org (www.oecd.org) • the OECD Statistics platform OECD.Stat (http://stats.oecd.org) • a Data Portal (from June 30th) (http://data.oecd.org) • niche portals such as Education GPS (http://gpseducation.oecd.org) • OECD agency portals such as www.iea.org and www.internationaltransportforum.org. <p>With regard to these three levels of integration:</p> <ul style="list-style-type: none"> • Visitors to other OECD and its agency’s websites to discover, access and download publications hosted by OECD iLibrary without having to leave the other OECD or agency website – while still respecting access rights to the content according to the user’s Freemium status and recording the download within the Counter reporting system. • Integration of user registration data with | <p>1. Yes; the other sites do not host Publications, they host other types of content. What we are looking for is a search engine that would be able to crawl across web sites. 2: No, this information is currently stored within the OECD iLibrary. 3: Not at the moment. 4: We cannot provide metadata for oecd.org so another solution would need to be envisaged to crawl this web site.</p> |



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| | <p>OECD's central contact management system</p> <ul style="list-style-type: none"> • Integration with a cross-platform search solution (whereby users of other OECD websites can discover publications and users of OECD iLibrary can discover content hosted on other OECD websites) <p>Questions:</p> <ul style="list-style-type: none"> • (1) Are the publications on the other sites to be included in the OPP? • (2) Does the OECD's central contract management system include access data for users of the other databases? • (3) Is there currently a cross-platform search solution? • (4) To achieve this will the vendor be provided with metadata for the content to be searched on the other sites? | |
| 34 | <p>We were given a u/p to iLibrary but it does not allow access to data sets, as for example at http://www.oecd-ilibrary.org/energy/data/iea-coal-information-statistics_coal-data-en We would like to see those datasets, too. Can you provide access?</p> | <p>We cannot provide access to those datasets, but they are hosted in the same environment as the other datasets.</p> |
| 35 | <p>How would OECD like the bidder to present their pricing? I did not see any grid or template or instructions about this except in Q. Evaluation Criteria; Pricing Terms on page 40 in the attached. Do you want us to enter our pricing here?</p> | <p>There is no formal pricing structure to fill in. Please indicate clearly the price for essential and optional items. Pricing conditions must be sufficiently broken down to understand how the quote was put together.</p> |
| 36 | <p>Describe the flow of content (inbound and outbound) among OPP and its current ecosystem. For example, how is the content authored, imported to the iLibrary Repository and pushed to</p> | <p>Content and metadata are hosted in OECD internal database repositories from which they are exported to all relevant channels including the OPP.</p> |



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| | the end-user Portals? | |
| 37 | Please let us know the approximate number of workflows (or use cases) in the new OPP system that must be built and tested. | We are unable to provide this information at this time. |
| 38 | For all the functionalities provided in the RFP, please provide the use case details, workflows, user role matrix, and any other relevant information that you might have. | We do not wish to provide this detailed information at this time. |
| 39 | A Background and Vision (pg. 14) OECD iLibrary must exist in a wider OECD context in which multiple online websites are built and made available to the public. Are the below a comprehensive list of sites from which iLibrary will be accessed: www.oecd.org, http://stats.oecd.org, http://data.oecd.org, http://gpseducation.oecd.org, www.iea.org, www.internationaltransportforum.org ? If not, please provide the full list. | This is a comprehensive list. |
| 40 | Are there any online publisher's digital platform and channel that OECD would like to benchmark against for the future roadmap? | At this stage, none. |
| 41 | E-Commerce, C. The Freemium Model We understand that following groups of end - users exist: Anonymous free end-user, Registered free end-user, Anonymous institutional end-user, and Registered institutional end-user. Besides the end users, please list other users who shall be using the OPP and their roles. If additional type of users and roles exist, please provide details. | Indications of the other expected roles can be found in <i>Section J Publisher Functionalities</i> of the Terms of Reference. The roles cannot be more precisely defined at this time. |
| 42 | A. Background and Vision (pg. 14) | We do not have any volumetric projections at this stage. We would |



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| | <p>For the new OPP, please share the volumetric projections and their growth across 2016 to 2020. For instance, what would be the:</p> <p>(a) Peak concurrent user load on desktop and mobile platform.</p> <p>(b) Maximum concurrent size of content to be downloaded by / streamed to end-users on desktop and mobile platforms</p> <p>(c) Traffic, number of subscribers etc.</p> <p>(d) Content</p> | <p>expect the number of users who access the website via mobile devices to increase during this time period given the current external market trends and conditions.</p> |
| 43 | <p>"E Partner Brands Management through OPP Points 1. Partner Brand Management 2. Scalability, pg. 21</p> <p>The OPP should have the possibility to host partner-brand content which would have dedicated branding, such as a dedicated logo or a page colour scheme."</p> <p>In order to understand the scalability required, please outline the current number of partner brands and how they are expected to increase over 2016 to 2020.</p> | <p>The number of partner brands will equal a minimum of 5 and a maximum of 20, subject to our estimations.</p> |
| 44 | <p>"A - OECD Library and partnerships with other Intergovernmental Organizations</p> <p>"Each IGO iLibrary should be able to work as a stand-alone portal but there should also be an over-arching discovery layer."</p> <p>What are the number of IGOs under scope for this and how might it increase it over 2016 to 2020?</p> | <p>See answer to question 43.</p> |
| 45 | <p>What would be the frequency of update of the content in the repository?</p> | <p>Information about publication volumes is provided in <i>Section A Background and Vision</i> of the Terms of Reference. The repository will be up to date with all the latest publications available to customers.</p> |



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| 46 | What level of marketing features do you need in the new system? Would you like us to propose additional tools for personalized marketing, whereby customers can be offered personalized product offerings across channels in real time? | Bidders are encouraged to detail within their offer solutions they consider best meet the needs of the OECD. |
| 47 | How is the current pricing & inventory being managed? Is there any plan to retain those systems and have the ecommerce system integrate with them for pricing and inventory information? | The OECD does not consider this information to be relevant for the new solution. Bidders are encouraged to detail within their offer solutions they consider best meet the needs of the OECD. |
| 48 | How is the current product & catalogue being managed in the system? Do you want to retain the current Product management tool? | The OECD does not consider this information to be relevant for the new solution. |
| 49 | How are the order history being managed in the current system? | Currently all licences including updates are being exported every night from the fulfilment company to the OPP. |
| 50 | How are contracts with organizations being managed in the current system? | The OECD does not consider this information to be relevant for the new solution. |
| 51 | Is there any additional support/ re-design expected for the existing localization process (rendering the OPP in multiple languages)? If so, please explain the current localization process and its pain points. | There currently is a process in place to toggle between English, French, and Japanese interface, so that users can either view French content in English interface and vice-versa. |
| 52 | Please elaborate on the disaster recovery (DR) requirements for the new OPP system | For an outsourced solution, the OECD does not consider this information to be relevant for the new solution. For a solution under OECD technical responsibility: OECD has a highly reliable infrastructure and elements of a DP as part the crisis management function. The OECD expects bidders to suggest appropriate architecture. |
| 53 | Are there any regulatory compliance requirements for the application? | There is no regulatory compliance requirement of which the OECD is aware. |
| 54 | "For each of the service layer integrations that interfaces with existing OPP system (for ex. Contact Management System, e-commerce | The OECD does not consider this information to be relevant for the new solution. |



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| | <p>module, OECD public websites), please provide the following :</p> <ul style="list-style-type: none"> -- Mode of Integration - like API/Web Service/Batch(Real Time or not) -- Ways of Communication - One way or Two Way -- Asynchronous or Synchronous -- Reason for interfacing -- Special Support Requirements" | |
| 55 | <p>Q. Evaluation Criteria, Pricing Terms</p> <p>Pricing terms include training costs. Please mention details regarding training requirements. For ex., the number of people are to be covered, mode of training, time period training is expected to extend, geographical spread etc.</p> | <p>It is recommended that training requirements are based in one location, likely Paris. The number of people to be trained is difficult to estimate at this time. All training proposals should be sufficient to ensure that the relevant staffs are able to use the OPP as required.</p> |
| 56 | <p>Please provide details on the various environments that are managed by OECD? For example, Development, UAT, Production</p> | <p>The OECD does not consider this information to be relevant for this Call for Tender.</p> |
| 57 | <p>"11. Athens and Shibboleth, Page 21"</p> <p>Our understanding is that in the current system, authentication is implemented through Athens from EduServ. Please confirm and provide the version and technology stack details of Athens.</p> | <p>EduServ is indeed the implementer for Athens in the UK. We use OpenAthens v 1.2 SP Java libraries to establish a SAML 1.0/1.1 based communication with the IdPs and our technology stack is based on Java/J2EE.</p> |
| 58 | <p>L. Content Management</p> <p>Does a classification scheme exist for the content in the repository? For example - public/internal/restricted/secret etc.?</p> | <p>The OECD's requirements for content management are detailed in <i>Section L Content Management</i> of the Terms of Reference.</p> |
| 59 | <p>Please provide the SLAs expected for authentication response time.</p> | <p>The OECD encourages bidders to include SLAs they consider appropriate within their offer.</p> |
| 60 | <p>A. Background and Vision, Pg. 15</p> <p>"Please provide details on OECD's central contact management system. Is it a relational Database,</p> | <p>The current system uses an SQL Server database, however the OECD expects bidders to suggest architecture and solutions for the new OPP.</p> |



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| | LDAP (Active Directory), Mainframe DB2 store or any other? Does the central contact management system act as a centralised repository for all the users using the OECD sites?" | |
| 61 | a. What is the authentication mechanism implemented for OPP, OECD web sites, and OECD agency portals? Is it only User id/Password or other authentication mechanisms also exist? b. What is the current data store for user authentication? For e.g. Active Directory? | a) Authentication can be made either by username and password or by IP. b) The OECD does not consider this information to be relevant for the new solution. |
| 62 | Please describe the current user registration process for premium users. | There is no current registration process for premium users. This is a new feature. |
| 63 | a. How are the premium users currently authenticated? Is it via. User id/Password or other mechanisms? b. Our assumption is that all the premium users accessing the OECD content will be available in a single Centralized user repository data store. Please confirm. | See answer to question 62. |
| 64 | Page 21, Other authentication schemes In order to implement cookie based Single Sign On (SSO) between OPP (www.oecd-library.org) and the OECD websites, please list all such sites. The following have already been listed: www.oecd.org, http://stats.oecd.org, http://data.oecd.org, and http://gpseducation.oecd.org. | See answer to question 39. |
| 65 | Page 15, Page 32, Section 9 Two agency portals from a different domain are listed in the RFP: www.iea.org and www.internationaltransportforum.org. In the context of implementing SSO, please list all the other | It is recommended that bidders base their initial offers on the listed agency portals. |



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| | portals among whom cross - domain SSO is expected to be implemented. | |
| 66 | "Please confirm that SAML (Security Assertion Markup Language) is acceptable to implement cross - domain SSO. Also is a federated cross - domain SSO solution acceptable?" | Yes, it would be acceptable; the OECD relies on bidders to suggest solutions. |
| 67 | Page 19 For premium users, would social login credentials be sufficient to access the content of the iLibrary or would an additional iLibrary registration be required? | This is not something that has currently been considered, but could form part of the discussions with shortlisted bidders at a later stage. |
| 68 | Page 19, Section 1 Open Access Control - What is the access entitlement to be considered for controlling user access? Is it user Roles or Groups? | Access is currently controlled by licences that are allocated to accounts. An institution has rights to a defined list of products, and all its users have access rights to all the components of the products. The full list of products can be found in the "about" section of the current OECD iLibrary. |
| 69 | In the RFP document, there are no requirements outlined for managing user lifecycle (User updates, Password reset, Forgot password, Helpdesk admin support etc.). Presuming that existing user lifecycle process will be followed in the future state for managing users. Please validate and confirm. | This is described in <i>Section H.1 Account Administrator Back Office</i> of the Terms of Reference. |
| 70 | ANNEX 8. OECD Cyber Security Requirements We assume that the application must be tested against OWASP Top 10 - please confirm. | For an outsourced solution: We favour a structured approach to software security and OWASP could be one way for the supplier to structure its approach. OECD framework for secure development is SDL (see http://www.microsoft.com/security/sdl/default.aspx). The criteria for the security audit of the solution will not be made explicit ex ante; in case security breaches are identified as part of the solution reception or maintenance, the supplier will have to provide fixes. |



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| | | <p>For a solution under OECD technical responsibility: OECD framework for secure development is SDL (http://www.microsoft.com/security/sdl/default.aspx). OWASP could however be an alternative approach that OECD is ready to explore. The criteria for the security audit of the solution will not be made explicit ex ante; in case security breaches are identified as part of the solution reception or maintenance, the supplier will have to provide fixes."</p> |
| 71 | <p>ANNEX 8. OECD Cyber Security Requirements Please mention any security standards that the implementation must be tested against, especially any country-specific regulations.</p> | <p>The OECD Cyber Security requirements are outlined in Annex 8 of the Terms of Reference.</p> |
| 72 | <p>O. Search and discoverability Are there any existing tools getting used for semantic tagging in the existing application?</p> | <p>No. This is a new feature.</p> |
| 73 | <p>O. Search and discoverability, point 7 'Advanced Search' : "The dimensions offered should maximise the benefits of the detailed metadata provided by the OECD, including full text search in any given language." How many languages are currently supported by existing Search functionality? What are the languages planned to be supported in Search in the new system?</p> | <p>At least 30 languages are covered. These include the major languages of European, BRIC and OECD partner countries.</p> |
| 74 | <p>F. Social Publishing Is the new portal expected to have functionalities such as allowing its end users to upload user generated content and sharing them with their user network?</p> | <p>The portal is not expected to allow end users to upload user generated content. The portal is expected to allow end users to share content with their networks.</p> |
| 75 | <p>F. Social Publishing Please elaborate on the Virtual Librarian feature</p> | <p>This is a new requirement. The OECD is open to suggestions on this feature.</p> |



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| 76 | Section F, Pg. 23, paragraph 2 When users access OPP through their social network credentials would contacts in the users' social network automatically get added to their OPP network? | This level of detailed is not expected in the initial bid. Rather it could be a feature discussed at a later stage of the process. |
| 77 | "Section F, Pg. 23, paragraph 4, Reference to hotline services for Virtual Librarian" Is sending data files (.ppt. pdf etc.) within the scope of messaging or mailing through the hotline services? | See answer to question 75. |
| 78 | I. End-user functionalities, Pg. 25 One of the key asks is to provide a responsive web design (RWD) solution to support seamless user experience across devices. Assumed devices are iPhone 4+, iPad (IOS 5+), Android(4+). Are there additional devices for which RWD needs to be supported? | The OECD would expect that all major devices are supported. |
| 79 | I. End-user functionalities, Pg. 25 Are leveraging mobile native gestures (such as swipe navigation, zooming, flip, Geolocation, Orientation Sensor), localization and personalization areas of interest to OECD for mobile adoption and enablement ? | The OECD is open to the suggestions of bidders in this area. |
| 80 | Are there specific networks for which the mobile functionalities need to be built and tested? If yes please specify (2G, 3G, 4G, only Wi-Fi, etc.) | The OECD is open to the suggestions of bidders in this area. |
| 81 | What would be the target customer base and the geographies targeted for mobile functionalities? This is to understand the network carriers involved, localization needs etc. | The OPP should be available on a global scale. |
| 82 | A - Background and Vision (pg. 14) "OECD iLibrary must exist in a wider OECD context | The OECD does not consider this information to be relevant for this Call for Tender. |

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| | <p>in which multiple online websites are built and made available to the public." "Would redesign changes be required for portals such as below to enable quick and intuitive access to iLibrary? www.oecd.org, http://stats.oecd.org, http://data.oecd.org, http://gpseducation.oecd.org, www.iea.org, www.internationaltransportforum.org?"</p> | |
| 83 | <p>Web accessibility allows people with disabilities to use the Web without any barrier. Do you wish to make your website accessibility compliant? If so, are you looking to adhere to any industry guidelines (such as the W3C guidelines)?</p> | <p>This is not a mandatory requirement, but the OECD welcomes suggestions from bidders.</p> |
| 84 | <p>Does OECD have accessibility testing tools? If yes, please share high-level details.</p> | <p>No.</p> |
| 85 | <p>Are there any existing branding guidelines/style guides which has to be followed for the visual design (look and feel aspects like logo, colours, fonts etc.) of the new application?</p> | <p>These will be agreed at a later stage.</p> |
| 86 | <p>I. End-user functionalities, Interface languages, pg. 26 How is the language translation executed in the current application? Is it through APIs or localized resource files?</p> | <p>There is no language translation feature in the application. Different language content is made available via separate documents.</p> |
| 87 | <p>I. End-user functionalities, Interface languages, pg. 26 Please provide a comprehensive list of languages that needs to be supported in the new system and also the phases in which they shall be implemented.</p> | <p>See answer to question 73.</p> |
| 88 | <p>Pg. 29, "It is anticipated that new types of component will emerge, such as "related material",</p> | <p>The OECD is open to the suggestions of bidders in this area.</p> |



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| | <p>as well as new content types such as video or PowerPoint presentations."</p> <p>In case there are video and audio books or media that would be rendered through the application, what are the media players that have to be supported and tested?</p> | |
| 89 | <p>Is the test environment going to be shared or dedicated?</p> | <p>This information is not relevant to this stage of the process.</p> |
| 90 | <p>Would OECD be OK with cloud implementation for the testing environment? Are there any security concerns?</p> | <p>For an outsourced solution: The OECD does not consider this information to be relevant. It would be important for that part to understand whether is solution is based on a Public Cloud infrastructure.</p> <p>For a solution under OECD technical responsibility: the testing environment should not be in the cloud, but hosted on OECD premises and under OECD technical infrastructure.</p> |
| 91 | <p>We assume that OECD will provide the necessary mobile devices for performance testing. Please confirm.</p> | <p>This information is not relevant to this stage of the process.</p> |
| 92 | <p>Do we have a continuous integration tool like Jenkins or Hudson currently in use at OECD?</p> | <p>For an outsourced solution: we are not sure of the relevance of the question.</p> <p>For a solution under OECD technical responsibility: No, Jenkins and Hudson are not currently used widely. OECD would however welcome experimenting the approach with the supplier as this is an area of improvement identified.</p> |
| 93 | <p>Do we need to test any third party software or site? If yes, request to provide the details</p> | <p>No.</p> |
| 94 | <p>Do you have test cases that cover all existing functionalities? If yes, please provide the following details: total count, complexity categorization, count of functional requirements that these test cases</p> | <p>No.</p> |



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| | map to and if they can be reused for this engagement. | |
| 95 | Would OECD be interested in building an automation testing suite for mobile devices? | The OECD is open to the suggestions of bidders in this area. |
| 96 | Does OECD currently uses any mobile automation tool, or does it have preference for any specific tool? Please share the details. | The OECD is open to the suggestions of bidders in this area. |
| 97 | Does the customer have necessary infrastructure in terms of mobile testing which can be leveraged for this engagement? E.g. lab infrastructure, devices, emulators, SIM support, network simulators etc.? | For a solution under OECD technical responsibility: an infrastructure for mobile delivery is in place which could be used in the context of this project. Details will be provided only when the nature of the integration with the project will be clarified. |
| 98 | Is there a separate performance testing environment which mimics production like hardware? | This information is not relevant to this stage of the process. |
| 99 | Is there any Test Automation Framework currently being used. Example: Keyword or Data driven? | The OECD is open to the suggestions of bidders in this area. |
| 100 | What is the approximate effort (in terms of %) spent on regression testing, out of overall development lifecycle effort at OECD? | The OECD is open to the suggestions of bidders in this area |
| 101 | Has crowd testing (testing by a small target audience to collect user feedback) approach been used? Is OECD open to that idea? | No. The OECD is open to the suggestions of bidders in this area. |
| 102 | Is there a disaster recovery site setup currently, which needs to be tested? | See answer to question 52. |
| 103 | What are the types of production data (for ex. user profiles, search metadata) that would have to be migrated from the existing system to the new system ? | The two main components would be the content itself as well as all the licences for subscribers and registered institutions. |
| 104 | Section L. Content Management, point 14.2, page 33 Post launch of the new OPP site, would you have a need for ongoing reporting and analysis on website | Yes. |



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| | analytics in areas such as SEO, targeting, and optimization? | |
| 105 | <p>Section J. Publisher Functionalities, point 10, Page 28</p> <p>We understand that A/B testing is to be used for testing live labels and contents.</p> <p>In addition, do you envisage using A/B and Multi-variate testing (MVT) in areas such as below?</p> <p>a. A/B testing & MVT for marketing content (banners)</p> <p>b. A/B testing & MVT for designing campaigns using one-on-one targeting or segment based targeting</p> <p>c. A/B testing & MVT for designing campaigns by mapping user behaviour and product profitability/hierarchy</p> | In response to a), b) and c). Not at this moment. |
| 106 | <p>Section O. Search and discoverability, point 16</p> <p>Have you already defined KPIs and metrics for your online search performance? If no, would you like us to define these for you?</p> | The OECD is open to the proposed solutions of bidders in this area. |
| 107 | <p>Section O. Search and discoverability, point 16</p> <p>"What Search Engine Optimisation (SEO) tools are being currently used?</p> <p>Are you open to consider enterprise-level SEO such as BrightEdge or Conductor to be implemented in the new system?"</p> | The OECD is open to the proposed solutions of bidders in this area. |
| 108 | <p>Request you to share the details related to current Content Management System (CMS) , Digital Assets Management (DAM), workflow, database, storage, application server and search ecosystems. This would help us understand the existing OECD systems set up and see if they can be reused</p> | This information is not available to share. |



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| | existing architecture setup to plan for the target system architecture while making changes in the areas of Authentication/Access, Federated Search and 3rd party system Integration. | |
| 109 | Request you to share the current system Integration details especially In terms of metadata exchanged with 3rd party systems and industry metadata stores. If yes, do you currently follow any metadata standards as part of this metadata exchange? | This information is not available to share. |
| 110 | Does OECD currently use any LDAP or AD system for Authentication? If yes, request you to share the details. | If the question is about federated authentication: the interface will be under SAML protocol. For a solution under OECD technical responsibility: the OECD has an IAM/SSO infrastructure that could be leveraged for the project, and which includes LDAP, AD and other services. Details will be provided when the nature of the integration with the project will be clarified. |
| 111 | Does OECD currently use any DAM to manage the assets and a DRM to manage the related rights? if yes, request you to share the details. | No, we do not use such systems. |
| 112 | Does OECD currently use any Domain Vocabulary/Thesaurus to support any Search features? Request you to share the details. | No, we do not currently use such features. |
| 113 | We know that World Bank publishes some of its data as Linked Open Data with the help of Vocabulary Tool vendors such as PoolParty. Is OECD group aware of this activity? If yes, can we use a similar approach for Linked Open Data publishing. | We are not aware of these activities. The OECD encourages you to propose all features which you consider to be appropriate for your solution. |
| 114 | Is OpenAthens currently used to implement Athens / Shibboleth standards in OECD ? | Yes, OpenAthens v 1.2 SP Java libraries to establish a SAML 1.0/1.1 based communication with the IdPs. |



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| 115 | Does the current Athens / Shibboleth implementation in OECD cater to SAML ? | Yes. |
| 116 | Describe how the current content in various forms (images, documents, digital assets etc) is stored in the existing repositories | The OECD does not consider this information to be relevant for the new solution. |
| 117 | What would be the average size and volume of Documents to be stored in the repository? What would be volume growth per year? | The current content is around 150.000 items which can be from 15 KB to 15 MB each. Total annual growth could be from 10% per year to 50%. |
| 118 | In the current infrastructure, please share the list of applications integrated using Athens and Shibboleth specifications. This question is to understand the number of applications and for factoring this into the new solution considerations. | Only the OPP is expected to have Athens and Shibboleth integration. |
| 119 | <p>"The OPP should be built using a responsive or adaptive mobile-first design approach that allows easy navigation on any device, adapting to screen resolutions and operating systems. The current OECD iLibrary was not designed to be responsive and the current mobile traffic is very low compared to other information services (8%). A key feature of the new OPP will be to deliver value-added services specifically for mobile users."</p> <p>(a) Would the referred statement meant that the current OECD iLibrary interaces need to be revamped completely as per Mobile usability? (b)The exisitng verson of iLibrary will remain operational or will it be decommissioned ?</p> | <p>(a) Yes. (b) The current version of iLibrary will be decommissioned.</p> |
| 120 | <p>Pg. 30, "The OPP should be dynamically fed from the internal content management system of the OECD..."</p> <p>Our understanding is that the current iLibrary and OPP already have document management system</p> | Your understanding is correct. The OECD will not comment on your proposed approach to the solution, this is for the bidder to define. |

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| | <p>and content management system in place. Our approach would be to reuse the existing document management and content management systems. Please validate our understanding and approach.</p> | |
| 121 | <p>"Page 30 , The OPP should be dynamically fed from the internal content management system of the OECD, delivering metadata and full-text items through either export or APIs, in real time or, at the minimum, in pre-defined frequencies (hourly, twice-daily, daily)." What is the Internal content management system (CMS) in place currently? What are the sort of APIs the CMS exposes ?</p> | <p>See the response to question 116.</p> |
| 122 | <p>"Page 33 , Format management The OPP should have the capacity to store and deliver access to content in any available format, for example PDF, HTML, Excel, CSV, EPUB, XML, and any other format that may emerge. These could include audio files as well as videos, even though it is not expected for the OPP to host video material but rather to link or embed videos that would be hosted on specialised platforms." How does the current system store the different file formats? Are they stored as BLOB or CLOB in RDBMS system ?</p> | <p>OECD has requested more information from bidder,</p> |
| 123 | <p>Page 32 , Content versions per end-user type How long do the content of different version need to be retained?</p> | <p>The content will need to be maintained permanently.</p> |
| 124 | <p>How is the existing published content types being stored? How is the content versioning currently managed?</p> | <p>There is not currently any content versioning. As per the Terms of Reference this is a newly requested feature. The OECD encourages bidders to suggest appropriate solutions.</p> |



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| 125 | (a) What is the process for content authoring & approval? (b) Would it be outside the OPP? | (a) This is an internal process and not relevant to the Call for Tender. (b) Yes. |
| 126 | As stated in [insert question number], OECD would like to follow an Agile development methodology. Can we treat the Terms of Reference + Annexes as the User Epics list / Product Backlog? | The ToR is the starting point but full development plan and user stories will be deployed as part of the project. |
| 127 | The flexibility of an agile development methodology offers either means a fixed budget with a flexible scope or a fixed scope with a flexible budget. Is a flexible budget or a flexible scope contract acceptable for OECD? | The OECD prefers to have an agreed budget and scope in place for contracts upon signature. Bidders can propose to have modules defined with associated budgets in line with OECD classification of priorities, but again these should be clearly defined at the point of contract signature. |
| 128 | What is OECD's plan for the route from the current Terms of Reference list to a completely detailed design / Product Backlog? | This will be reviewed after this initial phase of the procurement process. |
| 129 | Could you elaborate on the requirements for A/B testing? Is A/B testing required for UI variants, variants of business rules or even different content sets? | It is expected to be required for variants of business rules, but the OECD is open to various options. |
| 130 | N1: Linked data Can you please provide details of the semantic tagging involved and whether this data will be provided by OECD. What kind of navigation are OECD expecting as a result of this semantic tagging? | Information is provided in <i>Section N. Semantic Enrichment, 2. Taxonomies/ terminology</i> of the Terms of Reference. Just for indication, one use case could be: 1. Taxonomies (related to several concepts e.g. authors, topics, geographical areas, content type, etc.) will be exposed by OECD to OPP in the appropriate format 2. Rich metadata (including links to concepts) and/or full-text content tagged with taxonomies' concepts (topics, geographical areas, content type, etc.) will be exposed by OECD to OPP in the appropriate format 3. Both (1) and (2) should allow faceting and filtering by |

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| | | <p>taxonomies concepts, but also providing to the end-user a visual/graphical way to see under which concepts there is most content (see example below where bigger terms correspond to most important volume of information)</p>  <p>Another use case could be:</p> <ol style="list-style-type: none"> 1. OECD has a terminology portal (a glossary of OECD analysis and research terms) 2. OECD could expose its content in a structured form (XML) 3. When displaying a full text content OPP could provide concepts highlighting using OECD terminology database. |
| 131 | <p>N1: Linked data How are OECD expecting the user to receive the option to get the RDF format - are they expecting to see this as another full text item options or is there some other means where the user will be able to open this?</p> | <p>One possibility could be that OECD expose RDF format to the OPP as another full text item for each content, and the OPP would give the user the ability to download the RDF file for each content (from the content homepage). OECD is open to other possibilities proposed by bidders.</p> |
| 132 | <p>N1: Linked data Are the OECD already working with a partner to semantically tag the content or are they expecting the vendor to propose a solution?</p> | <p>The OECD envisages both possibilities, so bidders are encouraged to propose a solution if it is included in its services portfolio.</p> |

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| <p>133</p> | <p>C2 The Freemium model, It is particularly important that the OPP architecture be sufficiently open and responsive to adapt quickly to changing user demand, with the ability to test new models prior to implementation. Please can you provide an example of what you mean by “open and responsive to adapt quickly to changing user demand, with the ability to test new models prior to implementation”?</p> | <p>One example is to give access to a certain quota of PDF downloads every month against a registration. We should be able to change the quota very easily depending on the success of the formula and the threat on subscription business.</p> <p>Another example may be to test a service in a limited region before deploying it on the global service.</p> <p>Another example might be to grant access to all HTML format but restrict access to the other formats available to premium users. Another example could be to have advertising displayed for free users while premium users do not have advertising displayed.</p> <p>The OECD would like to be able to test and modify some elements of its freemium policy without having to go through a very long development process each time.</p> <p>Those examples are only given as examples and bidders can suggest others.</p> |
| <p>134</p> | <p>Section D 1. This system in turn should be connected with the COUNTER analytics module as to correctly tally the accesses to OECD resources, whatever the platform. If a user comes from another OECD hosted platform is the expectation to feed that usage (i.e. Completely external to the iLibrary) into the OPP COUNTER statistics holdings to create an aggregate of usage from multiple sites?</p> | <p>Yes, that is the intention. The OECD does not expect to receive provide more than one COUNTER report, but we expect to be able to link to the content from a third party web site, allocate to the appropriate licence, and aggregate usage from multiple sites.</p> |
| <p>135</p> | <p>How will the IGO (Publishing partner) contacts be managed on the publishing platform? We are assuming they will be stored centrally. Will there be any access restrictions around these?</p> | <p>The “contact” page is different for each IGO platform.</p> |



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| 136 | We suggest a phased deployment of the solution. Will that be acceptable, if yes what areas will be priority for first phase? | Yes, this would be acceptable. The order of priority is stated in the Annex 6 of the Terms of Reference. |
| 137 | What will be the payment modes for registrations and subscriptions? | Subscriptions are handled via fulfilment partner. Registrations are not paid. |
| 138 | What are the pain points in the current ecommerce system? | The OECD wants to integrate on a single site in order to maximise traffic currently coming on the OPP. |
| 139 | Please explain – Details of existing institutional users should not be over-written by feeds from fulfilment partners | The registered institutions have direct access to a back-office to maintain details such as IP addresses, contact details, branding etc. These should not be over-written by information provided by trade partners, such as IP addresses for example. |
| 140 | Please provide feeds that are received? In what format are they received and what data is updated by these? | Trade partners send orders to fulfilment company in various formats. Then the information is gathered and there is a unique communication between fulfilment company and OPP on all details about the institution subscribing as well as the products being subscribed in order to build the licences (access rights). |
| 141 | Is partner brand content being handled on the i-library platform? | Yes. |
| 142 | Considering that the same product platform and features will be used across all publishing partners, can we assume that the same payment methods will be used by all? What are these payment methods and how will payments be segregated by partner for financial reporting? | Yes the same methods will be used by all, segregated by product codes |
| 143 | As mentioned, both OECD and partners will be selling products on the platform, will there be any preference on either? Will these be displayed together at any place? | Only the OECD sells on the platform, on behalf of the OECD or on behalf of others. Otherwise the OECD would link to e-commerce modules of partners. |
| 144 | Access rights can be assigned on certain parts of publication. Please give examples | For example, a summary of a publication, or specific chapter, can be free to all, while the rest of the publication is under access control. |
| 145 | What content can be posted and shared on social | All content can be shared via the dedicated “read” service. |



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| | networks? | |
| 146 | What information will be exchanged with fulfilment partners once an order is placed? How will this information be shared? Is it in current solution purview | All the necessary information for the order to be fulfilled. |
| 147 | Will fulfilment be required for digital products too? | Yes, because the fulfilment partner will be consolidating all customer and financial information. |
| 148 | Please list the reports required from financial transactions | Reports will be required, however it is considered too early at this stage to precise which reports will be required. |
| 149 | How will various usage reports be made available to institutional account managers. Will they be provided limited access to the main admin or do you want to provide an separate login protected console for them? | COUNTER is the requirement. |
| 150 | How will the publishing partner site and content configuration be managed? | Centrally. |
| 151 | How will theme and country information be derived from the content? | This information will be provided by metadata. |
| 152 | How is meta data being managed currently? Any methodology being used for semantic web enrichment? | It is currently managed by the OECD in the internal database. Semantic enrichment is currently on project mode. |
| 153 | Please provide details on existing taxonomy and metadata DB | The metadata DB is internal. There is no taxonomy in place beyond what can be seen on current OPP (OECD iLibrary). |
| 154 | What is the concurrent user traffic expected on the system? | Currently around 20 to 25 visits per day, this is expected to continue to grow rapidly. |
| 155 | What is the traffic scaling need that you anticipate? | This is difficult to anticipate. Bidder's solutions should be able to provide scaling proposals. |
| 156 | What the maximum possible concurrent users? (Not concurrently logged in, but rather, how many concurrent active (i.e - doing something users?) | The OECD does not wish to set a maximum. |
| 157 | Will you have mostly anonymous (unauthenticated) access? | Currently 85% of users are anonymous, but the expectation is to reduce that proportion. |



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| 158 | Do you have a requirement of 24/7 uptime? | Yes. |
| 159 | Do you want Disaster Recovery? Cold, Warm, Hot? | The OECD is open to proposed solutions from bidders in this area. See answer to Question 52. |
| 160 | Do you have a hardware (physical or virtual) platform that you want to use to run Portal? If so, what are the specs? | No. The OECD is open to proposed solutions from bidders in this area. |
| 161 | Please describe current production/ non production environment | The OECD does not consider this information to be relevant for the new solution. |
| 162 | For above question how many cores and JVM do each of your servers have? | This information is not available at this time. |
| 163 | Is high availability environment required (Cluster, load balancing configuration) YES / NO | The OECD is open to the proposed solutions from bidders in this area |
| 164 | "What would be the maximum number of active users in 30 min timeframes at any given point in time (concurrent users) a. At the start of the project b. After 2 years (i.e. expected growth)" | See answer to Question 154. We do not have more specific data available at this time. |
| 165 | Approximate number of documents to be handled by the system during a period of time (average, maximum)(day, hour) | This information is not available at this time. |
| 166 | Approximate Number of documents handled by a user during a period of time (e.g. 50 documents a day) | This information is not available at this time. |
| 167 | Size of existing content that needs to be moved | See Annex 1 of the Terms of Reference for details on the number of published items. |
| 168 | Total size of the repository expected (Existing and new) in the first year. Please indicate size and number of objects expected | See answer to Question 8, 117 and Annex 1 of the Terms of Reference. |
| 169 | Average expected increase in size of repository in % every year | This is difficult to anticipate. See answer to Question 8. Bidder's solutions should provide scaling proposals. |
| 170 | What is the timeframe that the sizing needs to be done for? For Example will it be 1 year or 2 year or | If we understand correctly you are referring to the length of the contract. It is likely to be for a period of 1 year, plus two-to-four |



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| | 3 years? | renewals. This is to be confirmed. |
| 171 | What is the percentage distribution for document reads vs. writes with document handling as described above. (% of read write in the system - example 40% writes and 60% reads) | We do not have “write” documents. |
| 172 | Indicative list of document types, sizes and ratio (e.g. PDF (scanned) 100k, Word 200k, Tiff images 300k, Drawings 50M, Charts 20M) | See answer to Question 117. |
| 173 | Number of Websites and stores that will be in the same production environment? | OECD has requested more information from bidder, |
| 174 | Projected growth of domestic and international Websites? | Do you refer to partner websites? The number of partner brands will equal a minimum of 5 and a maximum of 20, subject to our estimations. |
| 175 | Current catalog size (number of SKUs)? | See answer to Question 117. |
| 176 | How often is the catalog updated? | Currently daily, could be turned into hourly. |
| 177 | What percentage of the catalog changes during each update? | Variable, could be from 0.005%to 5%. |
| 178 | Types of products? (For example: Simple, Configurable, Grouped, Virtual, Downloadable) | This information is included in Section C: Freemium Model of the Terms of Reference. |
| 179 | Number of categories? | The OECD does not consider this information to be relevant for the new solution. |
| | | |