

## Clarifications 1.

### REQUEST FOR TENDER IN RELATION TO THE PROVISION OF SERVICES AS A WEBSITE MANAGED SERVICES PARTNER

Reference	QUESTION	CLARIFICATION
1.	What technology is used for the suggestion engine and is this in scope of the services required?	It may come into scope during the engagement. The suggestion engine technology is: .NET framework, Elastic search, .NET ML, Dgraph, REST API. If this comes in scope, would need to only manage our use of API.
2.	Is a response presentation planned, what dates?	Shortlisted tenderers may be required to deliver a presentation TBD.
3.	Is there an opportunity for dialogue during the procurement process?	Emailed questions will be answered and posted to the ACARA website to make sure that all tenderers have the same information.
4.	What Key performance Indicators would be used to measure value	Can demonstrate that both capability and availability to meet the SLAs can be met within the proposed cost structure.
5.	Are there any requirements or constrains on remote access and remote working from countries outside of Australia which exist?	There are no technical constraints. ACARA has from time to time worked with offshore teams.
6.	Sophia: <ul style="list-style-type: none"> <li>How is data uploaded, what volumes and types of data, how often does data change, what happens once the data is uploaded?</li> </ul> Is ACARA looking for services to manage and maintain Sophia, what services and responsibilities are required from the service provider in relation to Sophia?	Data in Sofia will be managed by ACARA's Curriculum team and is input via the Sofia front end. We are not looking for services to manage and maintain Sofia as part of this engagement.
7.	SOLR : <ul style="list-style-type: none"> <li>Is SOLR on separate servers?</li> </ul>	<ul style="list-style-type: none"> <li>Yes. It's an enterprise search service.</li> </ul>

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	<ul style="list-style-type: none"> <li>What support would ACARA be looking for the MSP service provider to manage and support and maintain SOLR?</li> </ul> <p>What services and responsibilities are required from the service provider in relation to SOLR?</p>	<ul style="list-style-type: none"> <li>ACARA uses Solr search for SOFIA and AEM content searches. If Sofia/AEM content changes, there will be a process to run to index files &amp; push into Solr. If there are issues, need to identify and fix.</li> <li>Need to know about Solr and have experience using SearchStax Solar services.</li> </ul>
8.	<p>There is a statement in section 8.1.6 (page 15) that states -</p> <p>“ACARA is seeking a proposal from the Department of Finance for the provision of a CMS. ACARA, at its sole discretion, may elect to not award any Tenderer and instead implement the CMS proposed by the Department of Finance.”</p> <p>Can you please elaborate on this? Is the idea to share the same platform between ACARA &amp; Department of Finance? Is the CMS being referred to Adobe Experience Manager or a different platform?</p>	<p>Please disregard section 8.1.6 (page 15). This statement is in error.</p> <p>The CMS is AEM.</p>