

Clarifications 2.

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

Reference	QUESTION	CLARIFICATION
1.	What support is required for the other Adobe products? (Adobe Launch, Adobe Target and Adobe Analytics)	ACARA expects support for other Adobe products as per documented SLAs ie for Analytics from launch and for target when we launch personalisation
2.	Please confirm the 3 Non-Prod environments mentioned in the Provisioning section within the table in 2.2 within the Specifications are all to be provisioned within ACARA's Adobe Managed Services account by the MSP?	Prod, Staging, QA and Dev have already been provisioned. There is no requirement to provision new environments.
3.	What is the delineation of responsibility between the Functional Development Company and the MSP in terms of AMS DevOps pipeline tooling setup, configuration, management and support across both Production and Non Production environments?	MSP will responsible for release into all environments, Prod and non-Prod.
4.	Does ACARA have a preferred set of Load/Performance testing tools that you expect the MSP to utilise, or can the MSP bring and utilise it's own preferred tooling?	ACARA does not have a preference for a specific Load/ Performance testing tool however we expect that your testing tool will be enterprise grade and suitable for testing Adobe ecosystems.
5.	Is it expected that the MSP will also support and managed the CDN Service, Fastly?	CDN is already supported by Adobe, similar to ACARA's AEM infrastructure. It needs to be considered but not supported.