

Clarifications 1.

REQUEST FOR TENDER IN RELATION TO THE PROVISION OF SERVICE AS A WEBSITE MANAGED SERVICES PARTNER RFT 6-22

| Reference | Question | Clarification |
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| 1. | Will the MSP vendor be responsible for just Support and Maintenance activity? And then New Enhancements and projects will be taken care of by ACARA? | Enhancements, projects, Severity 3 & 4 issues will be taken care of by ACARA. |
| 2. | Is ACARA using AEM as a cloud Service? Are we correct in understanding that Dev, QA, and Staging environment is provisioned in AEM as a cloud service via cloud Manager? | Yes - those environments in addition to Production are hosted in AEM Cloud. |
| 3. | Do you need the vendor to support the testing process for Support and maintenance activity alone? or would you require testing activity on the New enhancements and Projects? | Support testing process of production support for Severity 1 & 2 issues and maintenance alone. |
| 4. | Will Automated/Manual Regression script be owned by the vendor as the MSP or ACARA/Vendor team ? Also will the sanity and regression checks will be held by the MSP vendor on Prod and non-prod servers? | ACARA does not have automated test scripts. ACARA is responsible for smoke testing and regression testing. |
| 5. | Managed Service is mentioned for AEM and SOLR platforms? Do any other Adobe Solutions like Adobe Target, Adobe Analytics, or Adobe launch require the Managed Service? | No |
| 6. | P1 and P2 Bugs, do these involve code-level issues? | P1 and P2 bugs may involve code issues. |
| 7. | What version of Solr server is used, is it Solr On-prem or the cloud version, and how is the index pool created in Solr for each environment dev, QA, Stage, and Prod respectively? how is the TCP port open from Production to Solr installed boxes? | ACARA uses SearchStax Managed Solr Cloud & Solar version is 8.8.2. Search Index pool is created separately for each environment (DEV, QA, Stage & Prod) and deployed to Managed Solr Cloud. |

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| | | ACARA uses Solr HTTP Endpoint with credentials to connect to SearchStax Managed Solr. |
| 8. | Is release management is expected on only Support and Maintenance activity? or is it required for New Enhancement and Project Activity as well? | Release management is for all releases whether support and maintenance, new enhancements or projects. |
| 9. | For the transition process in the last quarter, what resource model do you have and what skillset, and what level of transition is required for the Team? | ACARA has a small internal ICT team who works on a mix of support and maintenance, and projects. The support and development team would take on MSP duties. AEM and SOLR are new platforms at ACARA. While we have been working closely with our partners during implementation, we are not yet confident to take on support ourselves. Our developers are skilled on other platforms. |
| 10. | When you save severity 3 and 4 bug fixes are you referring to P3 and P4 bugs? Do you want the MSP vendor to own P1 and P2 bugs only? P3 and P4 bugs to be handled by the ACARA team/Vendors or all P1-P4 bugs owned by MSP vendor? | Only P1 and P2 bugs will be owned by the MSP. |
| 11. | What is the complexity of content authoring done on the website? also, how many content authors are in the AEM ecosystem? | Core curriculum content is held in Sofia and integrated to the website. Approx 30% of website functionality uses OOTB AEM components. We currently have 5 content authors. |
| 12. | Is any authenticated flow part of the support maintenance scope? | Yes, ACARA uses the AEM content authoring workflow with minor enhancements. |
| 13. | Are Digital assets stored in AEM DAM? Can you please provide details on the number of pages across all sites? What is the size of the assets stored in DAM including images, pdf, doc, etc. | ACARA uses AEM Media Library not AEM DAM. Currently, we have images (mix of png, jpg) = 211 docx = 154 pdf = 1 in the Media Library. |

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| 14. | Are any Adobe forms licence and implementation being done on the website? Any form (HTML or Adobe present) data stored, at AEM level, or sent to downstream via API? | ACARA does not use Adobe Forms. Internal APIs are used to transform curriculum data from Sofia for AEM consumption. |
| 15. | How frequent will the release cycle be on prod and non-prod servers? | <p>ACARA product releases:</p> <ul style="list-style-type: none"> At least one ACARA non-prod release cycle per sprint One prod release cycle per quarter. <p>Adobe AEM releases</p> <ul style="list-style-type: none"> Monthly to non-prod as per Adobe AEM release schedule. |
| 16. | In general, what kind of issues has been encountered in the past by ACARA while transferring data from Sophia (infra related/code)? | Since we have launched the website, we have not encountered any issues transferring data from Sofia. |
| 17. | What is the current content volume (AEM pages, Experience fragments, content fragments, Assets) | <p>AEM pages: 175</p> <p>SPA pages: 4</p> <p>Experience fragments: 0</p> <p>Content fragments: 0</p> <p>Assets: 366</p> |
| 18. | The author to access the AEM instance will be managed at the AEM user management console or organization Active directory level, will the MSP Vendor be Governing this activity or not? | Permissions for access to AEM will be managed by ACARA. |
| 19. | Can you clarify what you mean by 'schedule' in Performing CMS platform maintenance schedule including security access reviews; log reviews; maintenance reviews; platform health checks? Is this just putting together a regular cadence of this activities? | Yes, this is part of ACARA's audit activity. |
| 20. | Can you confirm whether S3 / S4 resolution is required within this agreement? | Only S1 and S2 are required in this agreement. |

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| 23. | Is support for Adobe Launch, Adobe Analytics and Adobe Target required as part of Managed Services? | This is a repeat of Q5. |
| 24. | Transition to ACARA team – Can we assume that this work will only be limited to the support tickets & issues faced and fixed by managed service team & not knowledge transfer of the websites that the team supports? | Yes. |