

Clarifications 2.

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

Reference	Question	Clarification
1.	What is the current number count of P1 and P2 tickets on Monthly/Quarterly basis? Do you have some examples you could share?	We have not had any P1 or P2 issues in Production since the AC Channel was launched in May 2022.
2.	When you say “resolution time”, is it resolution or restoration time? This is with context to P1 and P2 issue where its say’s resolution time for P1 as 24 hours, is ACARA meaning it to be resolution or restoration?	Yes, resolution time is restoration of service.
3.	For 24/7 support, does Adobe support over the weekend for the P1 and P2 issue to triage and deploy the code as hotfix? Also does ACARA provide support owned by them, over the weekend?	Yes – Adobe provides 24x7 support. The ACARA team provide 8x5 support as standard.
4.	Is there any authenticated flow, where we login to the portal and navigate to content for V9.australiancurriculum.edu.au and www.acara.edu.au ?	No, there is no gated content on the AC Channel or the ACARA Channel.