UI/UX Services
Questions & Answers

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Questions and Answers

1. *You have provided URLs directing to the home pages of each site. Is your expectation that reviews will be of full sites or specific elements?*

   ANSWER: See the Deliverables section of the RFP.

2. *If the latter can you provide specific links to these elements? E.g. for the RFC Editor interaction model and user interfaces, are you referring to the whole site rfc-editor-org or just part of it?*

   ANSWER: See the Deliverables section of the RFP.

3. *You note "Some of these sites have been through a design refresh that incorporates user experience objectives, while others have grown entirely organically." When did these design refreshes take place and can you share the outcomes or any other UX research completed recently?*

   ANSWER: The refreshed www.ietf.org website launched in January 2018 and incorporated the [findings from a preceding user research](#) effort. No formal UX research has been completed since then.

4. *Are you open to other forms of software being loaded onto the sites such as eye tracking or heat map software?*

   ANSWER: In principle yes, but privacy considerations are critical to the IETF and each proposed application will need to be assessed on an individual basis.

5. *Do you have product owners for any of the listed sites/site functions and where are they located?*

   ANSWER: The IETF does not have a concept of 'product manager' but, as explained in the RFP, some of these sites are under autonomous or semi-autonomous control. The IETF is a global organization with staff and volunteers located in multiple countries.

6. *What is your existing Data Analytics Integration?*

   ANSWER: See the Web Analytics section of the RFP.

7. *Do you have user data ready for analyzing the user behaviors?*

   ANSWER: No.

8. *Do you have any specific accessibility compliances that you would want to meet?*

ANSWER: In general all projects delivered by the service provider should comply with current best practices in web accessibility. The specifics will be agreed on a project-by-project basis.

9. *Do you want to engage in icons and logo redesign as well?*

   ANSWER: No.

10. *How many hours of work per week or month is the IETF looking for from the vendor?*

    ANSWER: As set out in the Deliverables section, this RFP is for a service provider to work on a project basis. DIfferent projects will have different levels of time/resource requirements.

11. *Is there an incumbent vendor responding to this opportunity? If yes, will the incumbent be allowed to bid?*

    ANSWER: There is no incumbent service provider.

12. *Do you want the vendors to submit the proposed candidate references? If so, how many?*

    ANSWER: That is a decision for bidders.

13. *Considering current public health restrictions, can all user research and all meetings be done remotely?*

    ANSWER: Yes.

14. *Is there any previously conducted research, identified user groups, personas, etc?*

    ANSWER: See the answer to Question 3 above.

15. *Is there a standard branding set or is there rebranding that needs to be done (i.e. colors, fonts, etc.)?*

    ANSWER: The IETF has a professionally designed brand for its main website (www.ietf.org) but not its other web properties. Branding services are not included in this RFP, however the service provider will still be expected to advise on color and typography choices and how they impact on user interaction.

16. *Will the UX designer have access to the users for user interviews?*

    ANSWER: Yes.

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17. *Will the UX designer be able to propose a design strategy for the redesign or is there already a plan set in place?*

    ANSWER: It is not clear on what is meant by "design strategy" in this context. This RFP is for full UI/UX services including UIUX design but does not include any branding services such as logo design.

18. *How will the collaboration be with the team? Will there be an assigned point of contact?*

    ANSWER: Yes, there will be an assigned point of contact.

19. *Who will be providing project management responsibilities?*

    ANSWER: It is expected that the vendor will provide a vendor-side project manager who works alongside a client-side project manager.

20. *Who will be providing the engineering effort (internal, additional vendor, etc.)?*

    ANSWER: See the Requirements section of the RFP.

ENDS