# RFP/PBST/2022-01
# "E-LIBRARY SERVICES FOR THE WORLD TOURISM ORGANIZATION"
## QUESTIONS AND ANSWERS
## 5 April 2022

Question 1
Referring to Document III PBST2022-01, page number 4, section: Content migration and optimization process, Data validation cleaning and mapping. What type of data mapping would you like?

Answer 1

It is referring to XML mapping. Our current books and articles are submitted as PDF alongside a XML metadata file based on the "NCBI Book DTD Suite v3".

Question 2
Referring to Document III PBST2022-01, page number 5, section: Administration tool and content management, Session tokens. Please describe how they should work? Is this an access token with a time/usage limit?

Answer 2

"Access tokens" are used to allow the users to activate themselves their licenses to the whole or specific content (book, article, data set, etc) of the platform for a time. Once the users are registered and logged on the site, they have to go to their profile, add the "code" or "token" in a specific field and, the system automatically authorize them to get access to specific contents which were previously restricted.

Question 3
Referring to Document III PBST2022-01, page number 5, section: Authentication services, Device pairing. Is this for MOBI files only?

Answer 3
Device pairing is an authentication method which allows final users to pair a device with their institutional account to access subscription content in the publisher's site remotely. Therefore, it is for all type of contents.

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Question 4
Referring to Document III PBST2022-01, page number 6, section: License permissions. What is the difference between Download and Save Offline?

Answer 4
Download option allows the user to save the publication in a local storage. Whereas "Save Offline" option, allows final users to consult the publication even if they are not connected to Internet.

Question 5
Referring to Document III PBST2022-01, page number 8, section: Search. What is the difference between Advanced Search and Modify Search?

Answer 5
"Advance Search" enables the users to specify their search on multiple publication fields, such as Title, Author, Keywords, Abstract, etc.

Whereas "Modify Search" options enables the users to refine a result list by publications date, publication type, key words, etc.

Question 6
Referring to Document III PBST2022-01, page number 9, section: Content types, Databases. What is the format of the database, and what size?

Answer 6
Currently, there is no database hosted in E-Library. Nevertheless, it is required to know if the proposed offer include database, such as Excel (.xlsx), Access (.mdb), SQL, etc, as content type supported by your online publishing platform.

Tourism Statistics section https://www.e-unwto.org/toc/unwtotfb/current could be considered as a "database" since it is formed by around 1,700 files in Excel and PDF format and the average size of each files update is 125 MB.

Question 7
Referring to Document III PBST2022-01, page number 9, section: Content types, Statistical Indicators. What is the format of the Statistical Indicators?

Answer 7
It is Excel format (.xlsx) and Adobe Acrobat (.pdf)

Question 8
Referring to Document III PBST2022-01, page number 10, section: International Standards

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compliance and security, ISO 9001 compliance, and ISO 27001 compliance. Are you requesting the ISO 9001 and 27001 certifications at the delivery of the project (launch date)?

## Answer 8
The certificates are required to be provided together with the rest of the documentation needed to participate in the tender, that have to be submitted before 18:00 (Madrid, Spain, local time) of 26 April 2022.

## Question 9
When is the contract due to start?

## Answer 9
Currently we cannot set a specific date since it will depend on the time it takes to evaluate the proposals received and the rest of the internal procedures to award the contract. We estimate the contract will be signed during the month of June 2022 (tentative date).

## Question 10
What is the overall budget of this contract?

## Answer 10
There is not a closed budget for this service. The final budget will be determined once the evaluation of the offers received has been carried out, in accordance with the evaluation criteria established in the bidding documents.

## Question 11
Languages – Is language support required in the interface, the content, or both? The 3 main UN languages are noted, but later so is Arabic, Russian and Chinese. Are all 6 required?

## Answer 11
It is required a website interface which support English, French and Spanish version of the website. For the rest of languages we expect that the online publishing support hosting publications (books, articles, reports, etc.) written in Arabic, Russian and Chinese.

## Question 12
Can bids be made in USD, or only Euro?

## Answer 12
In order to compare the economic bids, it is required that all prices are in Euros (€).

## Question 13
We have noted the UNWTO contract is included, however SaaS contracts include many more sections covering important areas such as performance SLAs, included services, support processes and so forth. Would UNWTO be able to work with our contract documents instead?

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## Answer 13

In accordance with section 3.2.2 of the Document I: Bidding information it is established that "submitting a bid shall be evidence that the Bidder accepts in their entirety, should it be awarded the contract, the terms and conditions set out in the model contract included in the tender documents (Document II)." Therefore, non acceptance of said document may lead to disqualification. Please take into consideration that the UNWTO, as a specialized agency of the United Nations, has certain guarantees recognized in international treaties that must prevail over any bilateral contract.

In case you consider that it is necessary to include any complementary clauses, please submit its content in your proposal in order to assess whether they can be introduced as an annex to the contract, for its subsidiary application, if necessary. Kindly be informed that in no event such submission shall be deemed as any sort of tacit acceptance by UNWTO of said content. In any event, UNWTO terms and conditions shall prevail over any other document issued by the contractor.

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## Question 14

We have found better outcomes for library migrations of this size if plenty of time is allocated for content and functionality review by the client. Would a timeline longer than 6 months be acceptable?

## Answer 14

It is required that the migration is finished in 6 months. In any case, if it is impossible to fulfill this requirement, bidders may add a clarification in the corresponding field of "Document IV. Annex 5: Minimum general conditions and technical requirements template". The Evaluation Panel shall take this clarification into consideration.

## Question 15

Does the UNWTO want the different integrations to be built from the start, or is it looking for suppliers who have this system already in place?

## Answer 15

It is required that the bids include at least all essential third-party integrations for the satisfactory performance of the system, such as, eCommerce (PayPal), Crossref, Shibboleth Consortium, KBART holdings, COUNTER 5 reports, etc.

It is assumed that it is easier integrate some services from third-party.

For instance, the eCommerce service is highly reliable via the PayPal payment gateway. UNWTO has a PayPal account which is duly integrated in the current platform and manage all the electronic purchases run via E-Library website. UNWTO want to keep this PayPal account into force.

In relation to Crossref, it is an official digital object identifier (DOI) Registration Agency of the International DOI Foundation. UNWTO has signed a membership agreement with Crossref which UNWTO want to keep into force.

KBART (Knowledge Bases and Related Tools) is a NISO Recommendation which our online platform must comply as well as the COUNTER 5 reports and the Shibboleth Consortium integration.

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Question 16
What Content Management System (CMS) is currently used?

Answer 16
UNWTO E-Library is run by the Content Management System (CMS) powered by Atypon® Literatum


Question 17
Is development needed because of end-of-life of the current CMS?

Answer 17
No, it isn't. It is needed as a result of an internal procedure which demands the tender of the services provided by external providers.


Question 18
Concerning the 'access management', we have question related to the 'pay-per-view' model   Does the contractor need to provide this, or will the website need integrated external services providing this?

Answer 18
No, it is not compulsory. This service can be provided by a third-party. Currently, it is provided by PayPal.


Question 19
Do the different "Business models" need to be managed in the website or is there already an external tool/software in place which will need to be integrated in the website?

Answer 19
It is required that the variety of business models is managed by the online publishing platform, preferably via web-based administration tool.


Question 20
Is there more information available on the third party system integrations? Should these integrations be realised via embed, JavaScript, API?

Answer 20
There is no specific requirement on how these integrations should be developed. It will depend on the service. For instance, an Altmetric or Crossref integration will require an API. However, a Twitter integration could be embedded.

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## Question 21

Is it possible for the UNWTO to give any indication as to what kind of budget range it has foreseen for all the requested services: either in total, on a yearly basis or up until the launch?

## Answer 21

There is not a closed budget for this service. The final budget will be determined once the evaluation of the offers received has been carried out, in accordance with the evaluation criteria established in the bidding documents.

## Question 22

We have a product that partially meets the requirements. By developing on this product, we can meet the requirements. Is there a development time for this? If yes, what will be the total time allocated for the development process? Or is it desirable for you to start with a fully finished product and immediately perform data migration?

## Answer 22

All tasks related to content migration, platform customization and platform deploy must be finished in 6 months. If a participant has a product which comply with most the technical requirements, it is presumed that the migration stage until the platform is on live will be shorter.

## Question 23

We have one question – what is your delivery period to go-live?"

## Answer 23

The platform must be go-live in 6 months as of the contract signing date.

## Question 24

Referring to General. Please provide an indicative timeline for the project kickoff and expected launch of the new solution.

## Answer 24

The platform must be go-live in 6 months as of the contract signing date. We estimate the contract will be signed during the month of June 2022 (tentative).

## Question 25

Referring to Document III. General. Are all the requirements mentioned in the RFP must have requirements or is there any priority? If yes, kindly categorize the feature list mentioned in the RFP as must have, could have & good to have to help vendors have a better understanding on the requirements of UN WTO.

## Answer 25

Bids must comply with all minimum general conditions which are specified in Document I PBST2022-01 page 8 and Document III PBST2022-01 page 4. Only proposals which comply with all minimum general conditions shall be considered for the technical evaluation and further.

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Document III Terms & Conditions PBST2022-01 will be included as an Annex in the contract. Therefore, the Terms & Conditions can be considered as priority and bidders must comply with them.

Question 26
Referring to Document III PBST2022-01. Minimum general conditions.
Technical support for two to three automatic updates per year of around 1,700 files (PDF and Excel files) of the Tourism Statistics. Please elaborate on this requirement. Does the update require upload of new version or will any editing be required on the platform? Will the platform be required to maintain multiple versions or the latest version only?

Answer 26
Tourism Statistics' section https://www.e-unwto.org/toc/unwtotfb/current includes around 1,700 files which are replaced by updates two or three times per year. Therefore, it is required technical support for getting update all files in a reasonable period of time (2 or 3 days) in which case it shouldn't be last more than a week.
We assume that it will require editing tasks since the files are named differently in each update.
It is not required to maintain multiple versions, only the latest version.

Question 27
Referring to Document III PBST2022-01. Content migration and optimization process. Content Format Conversion. Please specify the formats of the legacy document and the formats after conversion.

Answer 27
There is no a required format. We assume that a migration from an online publishing system to another will required some content conversion to adapt the current content to the new one.

Question 28
Referring to Document III PBST2022-01. Hosting services. Storage capacity: – Books: (2,750 documents, 300,000 – 400,000 pages), Journals: (40 journals, 350,000 – 400,000 pages), Two to three automatic update per year of around 1,700 files (PDF and Excel files) of the Tourism Statistics. Please provide the volume (in GB) of the data that needs to be migrated from the existing solution.

Answer 28
In this table you can consult the current data of E-Library storage:

| Books | Chapters | Book pages | Issues | Articles | Articles pages |
|-------|----------|------------|--------|----------|----------------|
| 1.483 | 573 | 164,196 | 898 | 11,991 | 161,832 |

In relation to the volume in GB, it is quite difficult to define. According to the storage of our institutional network, it is 167 GB. However, this amount is probably inaccurate and, it is overestimated.

Question 29
Referring to Document III PBST2022-01. Hosting service. Kindly mention the total no. of individual users & intitutions registered in the existing solution. Also, provide the YoY% increase in the no. of individual users & institutions.

Answer 29
Unfortunately, that information is not available. Our usage reports only provide up to 500 data rows.

Below you will find usage data which will be helpful.

| Year | Authetications outcomes |
|------|-------------------------|
| 2020 | 5.902.080 |
| 2021 | 5.656.231 |
| 2022 (Q1) | 1.730.581 |

| Year | Registrations |
|------|---------------|
| 2020 | 6.981 |
| 2021 | 4.250 |
| 2022 (Q1) | 772 |

| Year | Page views |
|------|-----------|
| 03/2022 | 303,807 |
| 02/2022 | 262,678 |
| 01/2022 | 274,742 |
| 12/2021 | 265,673 |
| 11/2022 | 347,628 |
| 10/2021 | 364,316 |

Question 30
Referring to Document III PBST2022-01. Authentication services. Other related features. Please provide the list of all the authentication services and other related features by UNWTO.

Answer 30
Wording "other related services" has been included not to exclude any other featured which is could be provided by the bidders and, is not listed in the "Authentication services" section. Please find below the list of authentication services also included in "Document III. PBST2022-01. Terms of Reference":
– IP address/range
– Username and password
– Access tokens
– EZProxy autheticationSingle Sign-on (SSO)
– Device pairing
– Off-campus access (Shibboleth, OpenAthens, etc.)
– Social Sign-on via: Facebook, Twitter, LinkedIn, etc.
– Shibboleth federations integration

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Question 31
Referring to Document III PBST2022-01. Administration tool and content management. Abuse monitoring options. Kindly elaborate on the Abuse Monitoring Options functionality.

Answer 31
It is referring an IP blocking and the IP blocking mechanism used for handling suspected abuse. IP addresses are blocked automatically according to configured rules, and can also be blocked and unblocked manually by publisher administrators.

Question 32
Referring to Document III PBST2022-01. Content types. We understand that for the below content types: Spreadsheets, Figures and tables, Databases, Statistical Indicators, Other content types: e.g. blogs, interactive HTML, images, etc. mentioned in the RFP, the platform will only store & allow download of these file types. Kindly state if any additional features are required.

Answer 32
No additional features is required

Question 33
Referring to Document III PBST2022-01. Formats and metadata standard. Kindly provide the must have metadata formats and usage.

Answer 33
The current submission process of books and articles requires a XML metadata file on the standard "NCBI Book DTD Suite v3". We also request an option to download the platform holdings in MARC format (.mrc). In relation to MOBI format, currently we are not publishing books in this format but, it is a publishing improvement which we would like to dealt with in the future.

Question 34
Document III PBST2022-01. Third party systems integration. Other third party integrations. Please specify the names of the system that needs to be integrated with the new solution.

Answer 34
Wording "other third party integrations" has been included not to exclude any other featured which is could be provided by the bidders and, is not listed in the "Third party systems integration" section. Please find below the list of third party systems integrations, also included in "Document III. PBST2022-01. Terms of Reference":
– Crossref services
– Social networks. E.g. Google, Twitter, LinkedIn, Facebook, etc.
– eCommerce integration. Paypal.
– Remote access and authentication solutions integration. Shibboleth and/or OpenAthens
– Email delivery service. E.g. SendGrid.

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Question 35
Referring to Content format conversion - Could you provide some information on the content conversion services required?

Answer 35
If migration requires some kind of "conversion" to adapt our current content to a new system, the bidder should offer this service. Those services cannot be defined since they are unknown UNWTO.

Question 36
Referring to Administration tools - Could you confirm if you will manage user accounts and licenses solely through the site administration tools or if you will also send through account / license files for automated processing? If account / license files will also be sent, could you please provide information about the file formats and fields?

Answer 36
It is mainly referring to the administration tool allows the publisher to manage user accounts and licenses by the publisher. Currently, our system allows to submit accounts files, license files, IP ranges files, etc., automatically although it is a feature rarely used.

Question 37
Referring to Administration options - Session tokens - Could you please provide more information about this requirement?

Answer 37
"Access tokens" are used to allow the users to activate themselves their licenses to the whole or specific content (book, article, data set, etc) of the platform for a time. Once the users are registered and logged on the site, they have to go to their profile, add the "code" or "token" in a specific field and, the system automatically authorize them to get access to specific contents which were previously restricted.
Session token feature defines the token name, a password, activation date, licenses, publications, etc.

Question 38
Referring to Metadata options - Deposit publications option - Could you confirm if this relates to setting up deposits of publication content to third parties?

Answer 38
 Yes, it is referring to deposit publications metadata in Crossref.

Question 39
Referring to Backstage content management system – View and manage bookmarked scopes – Could you please provide more information about this requirement?

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This refers to the Web Content Management System and, namely, to save a specific website scope to be able to customize its layout as needed.

Question 40
Referring to Identity services / Authentication management - Single Sign-On (SSO) - Could you please confirm if this refers to the UNWTO E-Library site integrating with an SSO system? Could you provide more information about the system and the supported integration protocols?

Answer 40
Yes, this refers to integrate UNWTO E-Library a SSO system. At this stage, no further information is available about the supported integrations protocols.

Question 41
Referring to Identity services / Authentication management - Share groups - Could you please describe more information about this functionality?

Answer 41
This refers to the ability to define groups of users and assign access rights to these users.

Question 42
Referring to 8.5 - Business models - Copyright license - Could you please provide some information about the envisioned functionality for this license?

Answer 42
This refers to the option to include a copyright license statement at the content (books, articles, reports, etc.).

Question 43
Referring to 8.10 Business models – First click free license – Could you please provide more information regarding this business model? Additionally, is the item first first clicked freely available for the lifetime of the license or only for a configurable period?

Answer 43
"First click free license" allow user to consult a publication once for free. If the user wants to consult or download it, he/she should purchase it.

Question 44
Referring to 9.4 - License permissions - Save offline - Could you please clarify the expected functionality for this option and how it differs from the user downloading the full text?

Answer 44
Download option allows the user to save the publication in a local storage. Whereas "Save

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Offline" option, allows final users to consult the publication even if they are not connected to Internet.

Question 45
Referring to 10.1 - Discovery - Data visualization tool for the Tourism Statistics data sets - Could you provide some more detail about this requirement and if possible, provide a link to an example?

Answer 45
This refers to a tool that allows the data, namely the Tourism Statistics spreadsheets, are customized and visualized as tables, charts, line graphs, column graphs, bar graphs, etc.

Question 46
Referring to 14.6 - eReader - DRM - Could you please clarify the extent of DRM required?

Answer 46
This refers to the integration at the eReader tool of Digital Rights management policies to avoid digital piracy of our publications.

Question 47
Referring to 14.9 eReader - Usage rights: Share, Save Offline, Print, Download - Could you please confirm if the usage rights will be uniformly set across all the content items available or could items have different usage rights? If it is the latter, how would information on the rights for each item be communicated to the UNWTO E-Library?

Answer 47
Currently, the usage rights are set across all the content items. Nevertheless, every time that a new content is uploaded, those rights should be defined individually.
Yes, that information will be communicated accordingly.

Question 48
Referring to 9.17 Mobile reports - Could you please provide more information on the information to be gathered and provided in this report?

Answer 48
This refers to run reports to see statistics on mobile customers, including the type of device, number of sessions, number of accesses, registrations, and purchases.

Question 49
Referring to Content supply - Could you confirm the XML formats that you will provide for metadata of the content types to be included in the site? Will the content consist of full text XML as well as headers-only XML? If possible, some sample XML files of each type will be very useful.

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It is based on the standard Books and Collection Tag Library version 3.0: https://dtd.nlm.nih.gov/book/tag-library/3.0/index.html

Full text XML is not available. Please find below the basic metadata schema:

```
<?xml version="1.0" encoding="UTF-8"?>
<!DOCTYPE book PUBLIC "-//Atypon//DTD Atypon Systems NCBI Book DTD Suite v3.0.8
20140909//EN" "atypon_book-dtd3.0.8/atypon-book3.dtd">
<book>
      <book-series-meta>
            <book-id pub-id-type="doi">
            <book-id pub-id-type="publisher-id">
      <book-title-group>
            <book-title>
            <publisher>
                  <publisher-name>
                  <publisher-loc>
            <book-meta>
                  <book-id pub-id-type="doi">
            <book-id pub-id-type="other">
            <book-categories>
                  <subj-group>
                        <subject code>
            <book-title-group>
                  <book-title>
                  <publisher>
                        <publisher-name>
                        <publisher-loc>
                  <isbn pub-type="epub">
                  <isbn pub-type="ppub">
                  <pub-date>
                        <month>
                        <year>
                        <history>
                              <date date-type="online">
                                    <day>
                                    <month>
                                    <year>
            <permissions>
                  <copyright-year>
                  <alternate-form alternate-form-type="pdf" xlink:href="">
            <abstract>
            <kwd-group>
                  <kwd>
            <counts>
                  <page-count count=""/>
```

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Question 50
Referring to: What is the disk space requirement for journals and ebooks?

Answer 50
There is no disk space defined for ebooks. Our books and articles are published in PDF and, the eReader tool allows end users to read your content on a browser without having to download it or navigate away from our site.

Question 51
Please define what is meant by Realtime update?

Answer 51
This refers to all editing changes of the website interface and the content submissions must be available to be published automatically.

Question 52
Referring to content site supporting Video and Audio files. What is the total disk space needed? What are expected growth estimates?

Answer 52
There is no disk space defined for video and audio files. Currently, there are no video and audio files loaded in UNWTO E-Library. Nevertheless, we would like to extend the content typologies publishing videos and audios.

Question 53
Referring to: 10.1 Can you provide more detail for the types of data visualization that you are looking for?

Answer 53
This refers to a tool that allows the data, namely the Tourism Statistics spreadsheets (Excel files) https://www.e-unwto.org/toc/unwtotfb/current , are customized and visualized as tables, charts, line graphs, column graphs, bar graphs, etc.
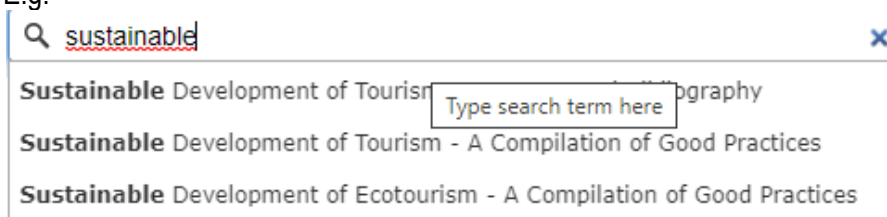
Question 54
12.1 Can you explain predictive & adaptive search in more detail?

Answer 54
This refers an online search approach that aims at anticipating the search needs of a user, by making suggestions related to their queries as they type in a search bar.

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E.g.



Question 55
Referring to: 18.2 Can you provide more detail on the use case for 3DS authentication?

Answer 55
This refers to the extra security layer for online purchases. https://en.wikipedia.org/wiki/3-D_Secure

If the eCommerce service is run a third-party service, like PayPal, we assume that the 3DS authentication will be tackled through the third-party.

Question 56
Referring to: Can you provide the number of books, journal articles, and other content published annually moving forward?  Do you expect this number to increase year over year and if so by how much?

Answer 57
Yes, the number of books, articles, etc. increase annual.

Please find below the number of new content uploaded in E-Library in 2021 and the 2022 estimation.

| Year | Books | Journal Articles | Tourism Statistics files (Excel files and PDF) |
|------|-------|-----------------|-----------------------------------------------|
| 2021 | 37 | 205 articles | 1,700 files approx. (updated two times per year) |
| 2022 | around 50 | 200 articles approx. | 1,700 files approx. (updated two times per year) |

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Question 58
Referring to: Can you provide monthly usage statistics for 2021?

Answer 58

Please find below some usage statistics for 2021:

| Date | Downloads |
|---|---|
| 01/2021 | 106,884 |
| 02/21 | 101,92 |
| 03/21 | 123,103 |
| 04/2021 | 106,155 |
| 05/2021 | 103,997 |
| 06/2021 | 81,77 |
| 07/2021 | 69,792 |
| 08/2021 | 73,225 |
| 09/2021 | 99,354 |
| 10/2021 | 121,694 |
| 11/2021 | 116,744 |
| 12/2021 | 91,195 |

| Year | Page views |
|---|---|
| 03/2022 | 303,807 |
| 02/2022 | 262,678 |
| 01/2022 | 274,742 |
| 12/2021 | 265,673 |
| 11/2022 | 347,628 |
| 10/2021 | 364,316 |

| Date | Searches |
|---|---|
| 2022-03-04 | 1,864 |
| 2022-03-05 | 1,221 |
| 2022-03-06 | 1,728 |
| 2022-03-07 | 2,463 |
| 2022-03-08 | 2,188 |
| 2022-03-09 | 2,278 |
| 2022-03-10 | 2,076 |
| 2022-03-11 | 1,389 |
| 2022-03-12 | 1,238 |
| 2022-03-13 | 1,590 |
| 2022-03-14 | 2,383 |
| 2022-03-15 | 2,274 |
| 2022-03-16 | 2,182 |
| 2022-03-17 | 2,212 |
| 2022-03-18 | 1,966 |

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| | |
|---|---|
| 2022-03-19 | 1,380 |
| 2022-03-20 | 1,660 |
| 2022-03-21 | 1,853 |
| 2022-03-22 | 2,155 |
| 2022-03-23 | 1,884 |
| 2022-03-24 | 1,549 |
| 2022-03-25 | 1,878 |
| 2022-03-26 | 1,224 |
| 2022-03-27 | 1,578 |
| 2022-03-28 | 2,115 |
| 2022-03-29 | 1,856 |
| 2022-03-30 | 2,465 |
| 2022-03-31 | 1,432 |

Question 59

Can you provide a full list of downstream partners/services to whom we will need to provide metadata or full text content. For instance, discovery services, archiving services, A&I services, etc.

Answer 59

Currently, we have a metadata delivery agreement with EBSCO Industries Inc. for its EBSCO Discovery Service which it is signed in 2019 and renewed in 2021.

Question 60

Would it be possible to provide an editable document version (Word or Excel for example) of the requirements checklist?

Answer 60

Please go to Document IV PBST 2022-01. Annex 5: Minimum general conditions and technical requirements template (pp. 7-21). This annex includes and editable checklist which you have to complete.

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Annex 5: Minimum general conditions and technical requirements template

| Item | Minimum general conditions | Included in the proposal | |
|---|---|---|---|
| | | YES | NO |
| I | Online publishing platform that guide the Publisher through the content lifecycle which do not require technical staff. | ☒ | ☐ |
| II | SaaS (Software as a Service) Platform Architecture | ☒ | ☐ |
| III | Compliancy with international standards | ☐ | ☐ |
| IV | Third-party integration | ☐ | ☐ |
| V | Support of a great variety of publishing and metadata formats and content types | ☐ | ☐ |
| VI | Technical support for two to three automatic updates per year of around 1,700 files (PDF and Excel files) of the Tourism Statistics. | ☐ | ☐ |
| VII | Modern, multilingual and responsive web design, including the main official UNWTO languages English, French and Spanish. | ☐ | ☐ |
| VIII | Proven experience in content migration. | ☐ | ☐ |
| IX | Content migration finished in less than six (6) months. | ☐ | ☐ |
| X | Technical support services and project manager. | ☐ | ☐ |
| Comments: Please include your comments stating before the number of the corresponding point. | | | |