



RESPONSE TO BID CLARIFICATION
No. 01

Request for Proposal: MRC Website Maintenance
RFP2025-011

With reference to the above RFP, MRC Secretariat would like to respond to the below queries from bidder as follows:

No.	Question/ Clarification	Response
1	<p>Clarification on CMS Customization (TOR 4(b)) The TOR states: “Customize the CMS on WordPress as required by MRC.”</p> <p>Based on our previous experience maintaining the MRC website, CMS customization requests have included both minor adjustments and requests for entirely new features. To avoid ambiguity, we kindly request MRC to clarify which of the following interpretations applies under this contract:</p> <p>Option A – Fine-tuning within existing website framework (Maintenance scope):</p> <ul style="list-style-type: none">• Adjustments to existing page layouts• Publication formatting and presentation changes• Content structure alignment using existing templates, components, and plugins• UI/UX refinements without introducing new functional logic <p>OR</p> <p>Option B – New feature development (Development scope):</p> <ul style="list-style-type: none">• Introduction of new functional features or tools on pages	<p>“Customize the CMS on WordPress as required by MRC.” will include adding new features, dynamic web elements, or interactive features. Examples are:</p> <ul style="list-style-type: none">• progress bar• chronological timeline• dynamic content that changes based on time, user interaction, or other parameters• motion graphics or animated GIF• other dynamic elements or interactive features <p>Therefore, this ToR 4(b) will include both option A for regular maintenance and option B for new features development.</p>

No.	Question/ Clarification	Response
	<ul style="list-style-type: none"> • Custom development beyond existing WordPress theme and plugin capabilities • Functional redesign of existing sections into new workflows or logic <p>Kindly confirm whether CMS customization under this contract is intended to be limited to Option A, or if Option B is also expected to be included within the annual maintenance scope and request ticket limit.</p>	
2	<p>Clarification on API Scope (TOR 4(h))</p> <p>The TOR states: “Develop and maintain secure API connections (both existing and future APIs) to and from the website.”</p> <p>From our prior engagement with MRC:</p> <ul style="list-style-type: none"> • Some APIs were developed by other MRC-appointed consultants. • Changes in external datasets frequently required adjustments on the website side to maintain data format and display consistency. • Integration of a new system API required new development work on WordPress, including mapping, testing, and deployment. <p>To clearly distinguish maintenance from new development, we kindly request clarification on whether the API scope under this contract refers to:</p> <p>Option A – Existing API maintenance (Maintenance scope):</p> <ul style="list-style-type: none"> • Ongoing maintenance of currently integrated APIs • Periodic fine-tuning when datasets, fields, or formats change • Security updates and endpoint adjustments within the existing integration architecture <p>OR</p> <p>Option B – New API integration (Development scope):</p>	<p>MRCS does not expect to integrate “new” external system with the MRC website. “Develop and maintain secure API connections (both existing and future APIs) to and from the website.” includes ongoing maintenance of currently integrated API and fine-tuning when datasets, fields, or formats of the data coming from the integrated system change. Therefore, this TOR 4(h) will include only option A.</p>

No.	Question/ Clarification	Response
	<ul style="list-style-type: none"> Integration of new APIs from newly introduced external systems New data models, mapping logic, and functional integration on WordPress Custom development work beyond maintaining existing API connections <p>Given that new API integrations may require substantial development effort, we would appreciate confirmation on whether Option B is expected to be included within the lump sum contract and 60 annual request tickets, or whether such requests would be handled separately through contract variation or change order.</p>	
3	<p>Impact on Ticket Utilization and Cost Governance</p> <p>In order to prepare a realistic and compliant financial proposal, we kindly request confirmation on how requests involving new CMS features or new API integrations will be governed, particularly where a small number of such requests could consume a disproportionate amount of development effort relative to the annual ticket limit.</p>	<p>Based on our experience in 2025, the average number of request tickets per month is approximately five (5). Therefore, the estimated maximum number of request tickets per year is sixty (60).</p> <p>If bidders identify any additional activities related to the required scope of work, please include these in the technical proposal and reflect the associated costs in the financial proposal accordingly.</p> <p>Please note that the contract will be a lump-sum contract, and the financial evaluation will be based on the proposed lump-sum amount.</p>