Q&A ON OC-0003-MC RFP PIMCORE WEBSITE SUPPORT AND CONTINUOUS DEVELOPMENT FOR HELVETAS RECEIVED BY 6 MAY 2026 17:00HRS CET

Nr.	Questions	Answers
1	Ist es im Rahmen dieser Ausschreibung zulässig, ein Alternativangebot auf Basis von OpenDXP einzureichen – auch wenn wir aktuell keinen formalen «Pimcore Gold Partner»-Status mehr führen, sondern als Maintainer und Hauptentwickler der OpenDXP-Plattform auftreten, die technologisch auf Pimcore basiert?	Alternative proposals based on OpenDXP or other Pimcore-derived technologies may be submitted for consideration. However, the primary proposal must fully comply with the existing Pimcore-based architecture, ensuring compatibility, continuity, and operational stability of the current system landscape. Proven experience with Pimcore and the ability to support and further develop the existing implementation remain key evaluation criteria. A formal Pimcore partner status is not mandatory; however, demonstrable expertise in Pimcore-based environments is required. Any alternative approach (e.g. OpenDXP) must be clearly presented as a separate option, including a transparent assessment of implications regarding architecture, governance, long-term maintainability, and potential vendor dependency.
2	**SLA - "Urgent" definition, incident baseline, on-call model and excess pricing** The SLA specifies Urgent response within 1 hour including weekends. To accurately size our on-call setup and SLA pricing, could you clarify: a) The operational definition of "Urgent" used by Helvetas (e.g., complete site outage, donation form failure, payment processing failure, security incident, content publication blocker). b) The approximate number of Urgent-priority incidents experienced over the past 12 months, distributed by time of week (business hours, evenings, weekends), and typical resolution times achieved. c) Whether the Urgent 1-hour SLA implies a dedicated agency-side on-call rotation with guaranteed standby coverage 24/7/365, or whether a "best-effort" model is acceptable provided typical response time meets the target.	a) “Urgent” incidents are defined as critical issues directly impacting core business functions, e.g. payment failures, website availability (full or partial outages), or security-related incidents. b) The number of urgent incidents over the past 12 months has been low (approx. 6 per year). Incidents occur predominantly during business hours, with occasional occurrences outside business hours (evenings or weekends). Resolution times typically range within a few hours, depending on complexity and root cause. c) Helvetas requires a reliable response capability aligned with the defined SLA. The bidder is expected to propose an appropriate operating model (e.g. on-call or

	d) Whether Urgent incidents are detected and raised primarily via an automated monitoring system maintained by the agency, by Helvetas staff manually opening tickets, or by end-user reports forwarded by Helvetas; and whether the agency is expected to operate or interface with a specific monitoring stack. e) The expected communication channel for raising weekend or after-hours alerts (ticketing tool, dedicated phone hotline, email distribution group), and whether a Helvetas-side contact is reachable during weekends to coordinate resolution. f) Whether on-call standby capacity (passive availability outside business hours) is considered to be included within the 10h/month SLA lump sum, or remunerated through a separate retainer line. g) When monthly SLA effort exceeds the 10h/month allocation, whether excess hours are billed at the agreed standard hourly rates, or whether a premium multiplier applies for work performed outside business hours (weekday evenings, weekends, Swiss public holidays).	alternative setup) that ensures consistent compliance with response time requirements. A purely "best-effort" approach is not sufficient. d) Urgent incidents are identified through a combination of agency-side monitoring and manual reporting by Helvetas (via ticketing). In particular, critical issues such as website outages are often proactively detected through the monitoring systems operated by the web agency. While no specific monitoring stack is currently mandated, the selected agency is expected to propose and operate an appropriate monitoring approach and ensure effective integration with Helvetas' processes and escalation procedures. e) The primary communication channel for incident reporting is the ticketing system, supported by email escalation where required. For urgent incidents outside business hours, a clearly defined escalation mechanism (e.g. hotline or on-call contact) is expected. A Helvetas-side contact is available for coordination in business-critical cases. f) On-call standby capacity outside business hours is considered to be part of the SLA scope, given that urgent incidents outside business hours are expected to occur only occasionally. Bidders are therefore expected to include an appropriate level of standby readiness within their SLA model. g) Any effort exceeding the defined SLA allocation will be billed based on agreed hourly rates. Bidders may define applicable rate structures, including differentiated rates for work performed outside business hours (e.g. evenings, weekends, public holidays), provided these are clearly specified in the offer.
3	**Framework agreement - historic volume baseline and operational mechanics** The contract is structured as a 4-year framework + SLA agreement. To accurately calibrate our team allocation, hourly rates, and reserved capacity, could you clarify: a) Historic volume baseline. To allow realistic sizing, could you share the historic volume of work performed by the incumbent agency over the past 2-3 years, ideally with the following granularity: - Total hours billed per calendar year (2023, 2024, 2025) for further development beyond the 80h/year. - Total hours billed per calendar year for SLA-priority work beyond the 10h/month. - Approximate distribution of hourly work across roles (Project Manager, Senior Developer, Developer, UX, SEO, QA), even at category level. - Any pronounced monthly or quarterly seasonality (e.g., year-end fundraising peaks, Q1/Q4 campaign waves).	a) Helvetas does not provide detailed historic volume figures in this context. The overall workload for hours exceeding the SLA and further development is estimated at approximately 80 hours per year as a planning baseline. Workload is subject to seasonal variation, with peak demand typically occurring in September and October in preparation for the main fundraising period (November–December). During peak fundraising months, the focus is primarily on maintaining stability rather than implementing new developments. b) Work is generally managed via a ticket-based process. Smaller tasks (typically up to approximately 4 hours) can be implemented directly without additional approval. For larger tasks, Helvetas expects a prior effort estimation, which must be approved via ticket before implementation.

	- Any one-time peaks driven by larger initiatives (e.g., domain migration, integration upgrade) that should be excluded from the steady-state baseline. If exact figures cannot be shared, directional ranges would substantially help us calibrate a fair and competitive offer. b) The expected process for hourly work orders beyond the lump sums: whether tickets are approved by Helvetas as they arise without further authorization, whether they require a formal purchase order or quote-and-approval process, and whether there is a value or hour threshold above which advance approval is mandatory. c) Whether Helvetas anticipates a regular cadence (e.g., quarterly capacity planning meeting) where expected hourly work volume for the upcoming period is shared with the agency. d) Whether there is a soft monthly or quarterly cap above which additional orders require advance scheduling (e.g., orders exceeding 50h in a single month require 10 working days notice). e) Whether hourly rates are fixed for the full 4-year duration, or whether annual indexation (e.g., based on Swiss or Polish HICP inflation) is anticipated.	c) Helvetas aims to work with a structured annual planning approach, consolidating and prioritising further development requirements in advance. Larger initiatives are typically communicated and planned several months ahead. In addition, a short coordination and planning call is expected on a quarterly basis. Day-to-day communication is handled primarily via ticketing. d) While most development work is planned, Helvetas requires sufficient flexibility to address ad hoc issues, including during peak periods. In particular, if critical functionalities (e.g. donation processes) are affected, the agency is expected to provide timely support even during high-demand phases. e) Hourly rates should be proposed in a way that ensures transparency and consistency over the contract duration. Specific commercial conditions (e.g. indexation) may be addressed in the bidder's proposal.
4	**MS Dynamics 365 integration scope** Could you clarify whether the integration is limited to forms submission to Dynamics, or whether it includes bidirectional data exchange (contact enrichment, segment sync, real-time scoring)? Also, who owns Dynamics 365 administration: an internal team, an external Dynamics partner, or the website agency?	The responsibility of the website agency is limited to the implementation, visual presentation, and technical embedding of forms on the website (e.g. front-end integration, styling, and user experience) Dynamics 365 administration and configuration are managed outside of the website scope, by Helvetas and a dedicated external Dynamics partner.
5	**Handover with the incumbent agency** What is Helvetas's preferred handover model between contract award and framework start (1 January 2027)? a) Is there a planned overlap period? b) Will the incumbent provide structured documentation handover, and what is the current state of technical documentation (architecture, deployment runbooks, integration specifications)? c) Is paid handover engagement expected from the new agency during Q4 2026?	a) A structured transition phase prior to the contract start (01 January 2027) is expected and considered a key success factor. An overlap period between the incumbent and the selected agency is foreseen to ensure continuity and minimise operational risks. b) Documentation is available but not fully standardised or comprehensive across all areas. The incumbent agency is expected to provide relevant documentation (e.g. architecture, deployment processes, integrations) and actively support knowledge transfer. The selected agency is expected to validate the existing documentation, identify gaps if necessary, and consolidate documentation as part of the onboarding process. c) Involvement of the selected agency during the transition phase (e.g. onboarding, knowledge transfer, and potential audit activities in Q4 2026) is expected. Commercial conditions for this phase may be proposed by the bidder and will be agreed as part of the contracting process.

6	**Pimcore edition and license** Could you confirm the Pimcore edition currently in use?	Helvetas is currently operating on Pimcore version 10.5.15, based on a paid Pimcore Commercial License.
7	**Repository, hosting and deployment access** Where is the source code repository hosted (GitHub, GitLab, Bitbucket, self-hosted), and what is the expected onboarding process and timeline for granting the new agency access to the repository, Infomaniak hosting environments (production, staging, QA), and CI/CD pipelines?	The source code repository is currently managed within the existing setup operated by the incumbent agency. Details regarding the repository hosting platform and access structure will be clarified and made available to the selected agency during the onboarding process. Hosting is currently provided via Infomaniak, covering production, staging and QA environments. Access to all relevant environments, as well as CI/CD processes, will be granted during onboarding in a structured and coordinated manner.
8	**RaiseNow Tamaro - upgrade ownership and customizations** Regarding the Tamaro widget (around 3 upgrades per year per Annex 1): which party is responsible for upgrades - the agency, RaiseNow directly, or shared? Are widget customizations (functionality and CSS) expected to be part of the 80h lump sum, the SLA, or treated as separate change requests?	Updates and upgrades of the Tamaro widget are managed and implemented directly by RaiseNow. For this purpose, a dedicated test widget is provided alongside the live widget, allowing upgrades to be tested prior to rollout. The website agency is responsible for the correct implementation, presentation, and functionality of the widget within the front end. This includes, but is not limited to, ensuring that: • the correct fields are displayed, • form behaviour and user experience function as intended, • linked elements such as thank-you pages are triggered correctly, and • campaign-related metadata (e.g. campaign IDs) are accurately transmitted. In some cases, coordination between RaiseNow and the website agency is required as part of the upgrade process, particularly where integration or front-end adjustments are affected. In general, upgrade-related work can be covered within the SLA. Where additional effort is required, this will be estimated in advance and billed accordingly based on agreed hourly rates.
9	Sonstiges - Die Übernahme eines bestehenden Systems führen wir grundsätzlich nur auf Basis eines vorgelagerten Audits durch. Ist ein solches Vorgehen im Rahmen der Ausschreibung zulässig oder stellt dies ein Ausschlusskriterium dar? Comment - Onboarding-Audit muss vor 01.01.2027 abgeschlossen sein, sonst SLA ab Tag 1 nicht möglich.	An onboarding audit is explicitly encouraged and considered a key prerequisite for a successful transition. The audit must be completed prior to contract start to ensure full operational readiness and SLA compliance from day one.
10	Sonstiges - Ist eine Übergabephase vor dem offiziellen Vertragsbeginn am 01.01.2027 vorgesehen, in der die ausgewählte Agentur Audit, Code-Sichtung und Knowledge Transfer mit der bestehenden Agentur durchführen kann? Falls ja, in welchem zeitlichen Umfang und unter welchen kommerziellen Bedingungen (separat vergütet, Teil des Jahresbudgets)?	A transition phase prior to 01 January 2027 is mandatory. The scope, duration, and commercial conditions will be agreed jointly with the selected agency.

11	Sonstiges - Welche Übergabeleistung ist die bestehende Agentur vertraglich verpflichtet zu erbringen (Code-Doku, Architektur-Diagramme, Knowledge-Transfer-Sessions, Repo-Handover)?	The incumbent agency is expected to support the transition by providing access to source code, available documentation, and structured knowledge transfer sessions.
12	Sonstiges - Welche Bedeutung hat nachgewiesene Erfahrung im NGO Umfeld im Rahmen der Ausschreibung? Ist diese Voraussetzung oder ein Bewertungskriterium?	Experience in the NGO or non-profit sector is considered a relevant evaluation criterion, particularly regarding fundraising processes, stakeholder expectations, and compliance requirements. It is not defined as a mandatory eligibility requirement.
13	Sonstiges - Es wird auf Optimierungspotenziale im Content-Bereich sowie auf unterschiedliche Kenntnisstände der Nutzer hingewiesen. Ist in diesem Zusammenhang eine Konsolidierung der Inhalte sowie Schulung, Aufräumen von Strukturen und Optimierung der Redaktions-Workflows Bestandteil der ausgeschriebenen Leistungen?	Helvetas manages the training of internal website users directly. A limited number of designated “power users” (approximately 3–4) act as primary points of contact for the website and are responsible for creating and managing tickets towards the agency. These power users are expected to receive targeted training where relevant and to transfer knowledge internally in an adapted manner to broader user groups. The selected agency is expected to support this setup by providing guidance, technical input, and targeted enablement for key users where required, but does not assume responsibility for organisation-wide training. At the same time, the agency is expected to proactively identify opportunities for improving content structures, information architecture, and editorial workflows, and to propose corresponding optimisation measures where appropriate.
14	Financial Offer - Mit einem Audit kommen zusätzlich zu den 8 Financial-Offer-Zeilen weitere Kosten in Frage, die wir abbilden müssen. Kann die Tabelle entsprechend erweitert werden?	Additional cost items (e.g. onboarding audit) may be presented separately in the financial offer, provided they are clearly described and justified.
15	Financial Offer - Wie sind die Lump Sums in den Financial-Offer-Zeilen 1 und 2 (80h/Jahr Further Website Development bzw. 10h/Monat SLA-Support) zu verstehen: als garantierter Mindestabruf seitens Helvetas (Agentur kann die Stunden in jedem Fall fakturieren, unabhängig von Abruf) oder als verfügbares Kontingent, das nur bei tatsächlichem Abruf zu fakturieren ist?	The SLA-related hours (10h/month) are considered a fixed component and can be invoiced accordingly. At the same time, Helvetas values a pragmatic and flexible approach, for example allowing unused SLA hours to be carried over within a reasonable timeframe. Bidders are encouraged to outline how such flexibility can be incorporated into their SLA model. The allocated hours for further development (80h/year) are to be understood as a planning and calculation baseline and do not constitute a guaranteed minimum volume.
16	Technik - Bestehen aktuell etablierte Deployment-Prozesse sowie automatisierte Pipelines für die verschiedenen Umgebungen, insbesondere Staging und Produktion?	Deployment processes and related pipelines are currently defined and operated by the incumbent agency. As such, Helvetas does not prescribe a specific setup at this stage. The selected agency is expected to propose an appropriate deployment and pipeline setup, aligned with best practices and ensuring reliability, transparency, and efficiency across environments (e.g. staging and production).

17	Technik - Wie ist der Deployment-Prozess derzeit organisatorisch geregelt und wer trägt aktuell die Verantwortung dafür?	The overall responsibility for the deployment process currently lies with the website agency. Deployment timings are coordinated in advance with Helvetas to ensure alignment with business priorities and operational requirements. Helvetas performs timely validation and testing following deployments. In case of issues, the agency is expected to ensure system stability, including the availability of a reliable rollback mechanism to restore the previous state if required.
18	Technik - Gibt es konkrete Planungen oder eine Roadmap für ein Upgrade der derzeit eingesetzten Pimcore-Version 10.5?	There is currently no fixed upgrade roadmap. System upgrades will be jointly assessed, prioritised, and planned with the selected agency.
19	Technik - Wird aktuell die Pimcore Enterprise Edition oder die Community Edition eingesetzt?	Helvetas is currently operating on Pimcore based on a paid Commercial License, corresponding to an enterprise setup rather than the Community Edition.
20	Technik - Die aktuellen Performance-Werte der Website weichen von üblichen Zielwerten ab, z. B.: Largest Contentful Paint: Ist 4,1 Sekunden Soll 2,5 Sekunden Cumulative Layout Shift: Ist 0,233 Soll 0,1 Ist die Verbesserung der Performance Bestandteil der ausgeschriebenen Leistungen? Aus unserer Erfahrung lassen sich konkrete Maßnahmen und Aufwände hierfür am besten auf Basis einer vorgelagerten Analyse des bestehenden Systems einschätzen. Wie ist dies im Rahmen der Ausschreibung vorgesehen?	Performance optimisation is considered part of the continuous development scope, with a clear expectation of measurable improvements over time. Given the current setup, Helvetas expects the selected agency to identify and prioritise optimisation measures in a structured and data-driven manner. Bidders are welcome to propose a dedicated audit of the existing system to assess performance issues, technical debt, and optimisation potential. Such an audit can be addressed either within the further development budget or as part of the onboarding phase, provided it is clearly outlined in the proposal.
21	Betrieb / Support - Wie ist der Wochenend-Support für „Urgent“-Incidents konkret ausgestaltet und welcher Umfang wird hierbei erwartet?	See answer to question no. 2 above.
22	Betrieb / Support - Wie sind die Prioritätsstufen Urgent / High / Normal / Low definiert? Gibt es eine Klassifikationsmatrix	The definition of “Urgent” can be referenced in the response to question 2. The classification of all other priority levels (High, Normal, Low) is defined by Helvetas based on business relevance and operational impact. • **High** is used in selected cases for time-sensitive issues that require prompt attention, for example minor fixes during active fundraising campaigns or other business-critical periods. • **Normal** represents the default priority level and is used for most requests and development tasks. • **Low** is applied to non-urgent items such as optional optimisations, “nice-to-have” improvements, or initial clarifications and exploratory requests.

		This approach ensures that prioritisation remains aligned with business needs, while maintaining a pragmatic and efficient ticket management process.
23	Betrieb / Support - Wie viele Urgent-Incidents pro Jahr sind historisch in den letzten 24 Monaten aufgetreten?	Based on recent experience, Helvetas estimates approximately 6 urgent incidents per year. These incidents are typically related to website outages or similar critical issues and are usually resolved within a short timeframe.
24	Betrieb / Support - Über welchen Kanal werden Urgent-Tickets am Wochenende gemeldet (E-Mail, Telefon, Pager-System, Ticketsystem mit Eskalation)?	Urgent incidents are currently reported via the ticketing system. In many cases, such issues – particularly website outages – are already identified through the monitoring systems operated by the web agency. The selected agency is expected to propose a suitable and structured approach for handling and communicating urgent incidents, including escalation channels for cases outside business hours.
25	Betrieb / Support - Sind die genannten Zeiten als verbindliche SLA-Vorgaben zu verstehen oder im Angebot zu konkretisieren bzw anzupassen?	Bidders are invited to propose response times per priority level as part of their SLA model. At the same time, the response time expectations defined in the tender documentation are considered appropriate and remain the reference framework for Helvetas.
26	UX / Design - Gbt es ein bestehendes Designsystem bzw. Figma/Sketch Files als Basis für künftige Featureentwicklungen?	Helvetas does not currently operate a fully established or centrally managed design system. Design assets (e.g. Figma files) have been developed in collaboration with external design agencies and are available in selected cases. However, in practice, requirements and inputs are often provided directly by Helvetas in a pragmatic manner, for example via screenshots, annotations, or written descriptions. Helvetas is open to more structured and scalable approaches to design system management. The selected agency is encouraged to propose improvements in this area, including the use of design systems or tools, where this adds value in terms of consistency, efficiency, and usability.
27	UX / Design - Gibt es auf Kundenseite einen zentralen Ansprechpartner/in / Verantwortliche/n zu allen Themen UX/UI betreffend?	A central point of contact for UX/UI topics is established within Helvetas.
28	UX / Design - Gibt es entspr. insights zu übergeordneten UX Themen wie etwa: Personas, User Journey Maps, User Testings, AB Tests, Heatmaps etc.	Helvetas has an established Google Analytics setup in place and conducts selected UX-related activities on a case-by-case basis, including A/B testing and the use of a heatmap tool. However, these insights are not currently consolidated into a comprehensive or centrally documented UX framework (e.g. personas, user journey maps, or systematic testing strategy).

		The selected agency is expected to build on the existing data sources and contribute to a more structured, data-driven approach to UX, where appropriate.
29	UX / Design - Werden für die Helvetas-Websites bestimmte Accessibility-Standards eingehalten oder angestrebt (z.B. WCAG 2.1 Level AA, WCAG 2.2, eCH-0059 Schweiz, Anforderungen aus dem European Accessibility Act EAA)? Liegt ein aktueller Accessibility-Audit oder eine Konformitätserklärung vor? Sind Accessibility-Verbesserungen Teil der ausgeschriebenen Leistungen?	Accessibility has not been addressed in a fully structured or systematic manner to date, and no formal accessibility audit or certification is currently in place. However, Helvetas considers accessibility an important topic and is interested in improving accessibility over time. The organisation is open to receiving recommendations and guidance from the selected agency in this area. While no specific accessibility standard or certification (e.g. WCAG level) is currently mandated, the application of recognised best practices is expected.
30	SEO - Liegt ein aktueller technischer SEO-Audit (z.B. Sitebulb, Screaming Frog, Audisto) für die drei Domains helvetas.org, helvetas.de und helvetasusa.org vor, der den Bietern zur Verfügung gestellt werden kann? Falls nein, wie viele bekannte SEO-Issues (Indexierung, Canonicals, Hreflang, Duplicate Content) existieren aktuell aus Helvetas-Sicht?	Helvetas conducted a technical SEO review approximately two years ago, based on which several improvements have been implemented. Selected SEO aspects are monitored on an ongoing basis (e.g. broken links), and Semrush is used as a central tool for SEO analysis and monitoring. However, certain known issues remain, including the incorrect implementation of hreflang tags. Helvetas has strong in-house SEO expertise; however, resources are limited, and SEO activities are therefore not always pursued in a fully systematic or comprehensive manner. The selected agency is expected to support further development and prioritisation of SEO initiatives where appropriate.
31	SEO - Im Annex 1 wird beschrieben, dass die Geo-basierten Auto-Redirects 2024 wegen Problemen in Google SERPs deaktiviert wurden. Können Sie kurz beschreiben, welche konkreten SERP-Probleme aufgetreten waren (z.B. falsche Country-Page-Indexierung, Cloaking-Warnungen, Ranking-Verluste in Zielmärkten)?	Geo-based redirects previously led to incorrect indexing and assignment of website content in search engines. In particular, the website was incorrectly associated with the US market, resulting in pages – including Swiss pages – being indexed with metadata such as “Helvetas USA” in Swiss search results. Various corrective measures were implemented; however, these did not resolve the issue. The problem was only effectively mitigated after the deactivation of geo-based redirects.
32	SEO - Welche SEO-Monitoring-Tools sind aktuell im Einsatz (z.B. Google Search Console, Sistrix, Semrush, Ahrefs, ContentKing)? Werden diese durch die bestehende Agentur betreut, oder direkt durch Helvetas? Existieren bestehende SEO-Reports (monatlich, quartalsweise) als Referenzformat?	Helvetas currently uses Google Search Console and Semrush as primary SEO monitoring tools, complemented by Screaming Frog for technical analysis. All tools and related activities are managed internally, supported by strong in-house SEO expertise. While regular keyword tracking is in place within Semrush, SEO reporting is not currently structured in a fully systematic or standardised manner. Access to relevant tools (e.g. Semrush) can be provided to the selected agency where appropriate. The agency is expected to build on the existing setup and support a more structured and scalable SEO monitoring and reporting approach if required.

33	SEO - Existiert eine dokumentierte SEO-Strategie mit Ranking-Zielen, Fokus-Keywords oder strategischen Themenclustern (z.B. Spenden-Keywords, Country-bezogene Themen, Fundraising-Kampagnen)? Gibt es Keyword-Sets pro Country-Subseite, die priorisiert werden, oder ist die SEO-Arbeit bisher reaktiv-redaktionell organisiert?	Helvetas has defined a content audit and a structured set of focus keywords and priority pages for the Swiss website (German language). To date, SEO activities have primarily focused on the Swiss market, which represents the main target audience. In addition to German, French is considered a relevant language. Country-specific pages and additional language versions have not yet been systematically addressed from an SEO perspective.
34	**SLA / Support:** Eine Reaktionszeit von 1h können wir nicht anbieten. Auch bieten wir keinen regulären Abenddienst und keinen Support am Wochenende über das ganze Jahr hinweg an. Sind dies für euch zwingende Anforderungen für eine mögliche Zusammenarbeit? Wir können jedoch explizit geplante Pikett-Tage, z. B. für Events, Kampagnen oder grössere Rollouts, nach vorgängiger Rücksprache und gemeinsamer Planung anbieten.	SLA requirements are defined in the tender documentation and are considered mandatory. Alternative approaches may be proposed, provided they meet Helvetas' operational and business requirements.
35	**Lizenz:** Welche Pimcore-Lizenz habt ihr aktuell im Einsatz? Gibt es Funktionen der Lizenzversion, die ihr zwingend benötigt? Wenn ihr dazu keine Angaben habt, wäre es spannend, wenn ihr dies über die aktuelle Agentur in Erfahrung bringen könntet.	See answer to question 6 above. Specific requirements regarding individual licence features cannot be detailed at this stage. The upgrade to the current Pimcore version and the adoption of the commercial licence were primarily driven by the objective of ensuring a secure, stable, and sustainable operation of the website.
36	**Technisches Setup:** Gibt es eine aktuelle Dokumentation zu Architektur, Hosting, Deployment, Integrationen und technischen Sonderheiten? Welche Agentur betreut eure Pimcore-Lösung bisher?	Technical documentation is available but not fully standardised. Key system knowledge currently resides with the incumbent agency (Valantic).
37	**Technologie:** Wir haben in den letzten 10 Jahren sehr viele Pimcore-Projekte umgesetzt und verfügen entsprechend über umfassendes Know-How bis und mit Pimcore Version 11. Je nach strategischer Ausrichtung könnte es für euch allenfalls auch spannend sein, OpenDXP ergänzend zu prüfen. OpenDXP basiert technologisch auf Pimcore 11 und weist daher viele Parallelen auf. Gleichzeitig verfolgt OpenDXP als Open-Source-Lösung einen etwas anderen Ansatz, der je nach Anforderungen, Governance und Betriebsmodell interessant sein kann. Habt ihr euch dazu bereits einmal Gedanken gemacht?	No evaluation of OpenDXP has been made to date. Helvetas remains open to evaluating alternative approaches where appropriate. See answer to question 1 above.
38	**Vertrag:** Wie ist der 4-Jahresvertrag zu verstehen? Würden sich beide Seiten dazu verpflichten oder wollt ihr das einfach von der Agentur einfordern? Und wie ist in diesem Zusammenhang die Kündigungsfrist von 12 Monaten zu verstehen?	Both parties commit to a contractual collaboration of four years, with a termination period of 12 months.
39	**Volumen:** Sind die genannten 80h / Jahr Weiterentwicklung plus 10h / Monat Support, also 200h / Jahr, eine garantierte Mindestannahme oder lediglich eine Kalkulationsbasis?	See answer to question 15 above.

40	**Sustainability and Quality Assurance:** Was sind die konkreten Anforderungen bezüglich Nachhaltigkeit und Qualitätssicherung? Gibt es bestimmte Zertifikate, die ihr hierfür explizit fordert?	Helvetas expects suppliers to apply recognised best practices in quality assurance, documentation, and sustainable digital operations. Structured QA processes, transparency, and long-term maintainability are considered key evaluation criteria. While no specific certifications are mandated, bidders may refer to established frameworks and standards (e.g. WCAG for accessibility, recognised web quality assurance frameworks, or relevant sustainability guidelines) to demonstrate their approach. Helvetas remains open to best-practice recommendations in these areas but does not require compliance with a specific certification standard.