Clarifications 2.

Request for Tender – AC Website Quarterly Releases

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| Reference | QUESTION | CLARIFICATION |
| 1 | What is the size and maturity (complete acceptance criteria, detailed sub-tasks etc) of the current product backlog? | Considering it is BAU – the priorities and work can vary and will go through the requisite agile definition and scoping. The backlog tends to be well defined 3 sprints out. |
| 2 | How will ACARA prioritise items in the product backlog? | ACARA has a product owner and Executive Director sponsor that will determine the prioritisation of the backlog |
| 3 | In the previous EOI, NAPLAN was a consideration for this RFT. Can you clarify if the successful vendor would be engaged to for this website? | No – this is independent |
| 4 | What is the process and events for product backlog grooming and prioritisation and the scope for partner input into the prioritisation? | We regularly perform backlog grooming as an ongoing practice to adapt to changes in business priorities. We also have a fortnightly review ceremony where sets of upcoming backlog tasks are discussed for consensus on detail and scope. |
| 5 | Are there specific design guidelines or standards that the successful Vendor needs to adhere to? | We use Scrum (Agile), AA (WCAG, Accessibility) with Mobile responsive designs (in the current backlog) |
| 6 | How complete is ACARA's common component library strategy, and how is it accessed? | Currently, we have AC V9.0 website is deployed in AEM. Moving forward, there should be a separate project dedicated to housing the common components. This project will be deployed across multiple channels. |
| 7 | How is the successful vendor expected to work with ACARA's existing architecture team and Adobe Managed Services to ensure alignment? | ACARA has an established project delivery methodology build around the AGILE framework (the vendor is expected to be embedded in the AGILE team processes) |
| 8 | Do you have key performance indicators and turnaround time expectations for unit testing and defect remediation? | Considering we work within sprints the deliverables need to be unit tested and peer approved and the bugs going through a prioritisation exercise (which will deem whether they are resolved within the sprint or will live as backlog items for future prioritisation). |
| 9 | What is the required format and audience for the detailed release notes? | These are currently documented on Confluence – reviewed by the scrum team and the business stakeholders. The expectation here will be to embrace and improve (if agreed) the current practice in this regard. |
| 10 | What support or access can the partner expect from ACARA during onboarding, beyond the initial information provided? | ACARA anticipates participating in structured onboarding sessions / meetings to assist the successful vendor. |
| 11 | Can you share the release management process? | ACARA uses the AGILE framework; releases are managed through this framework with ACARA supplying the bulk of the scrum team resources. Releases are managed through showcases and signoffs provided via the Executive sponsor |
| 12 | What are the key performance indicators (KPIs) that ACARA will use to evaluate the success of the project? | * The ability to engage, evolve, educate and elicit business needs * Delivering on these (and the agreed roadmap) - on time and on budget * Ensuring this is done with due cognizance to quality and maintainability of the Adobe platform and related infrastructure |
| 13 | How often will the backlog be-have reprioritised during a quarter? | Weekly |
| 14 | Will there be other activities that may impact the backlog priority once the engagement starts in July 2025 (i.e.. marketing campaigns, new website being developed, etc.)? | No |
| 15 | Would the backlog be refined directly by ACARA, or is the successful vendor expected to provide Business Analysis support to help ensure the tasks are ready to be developed? | ACARA will supply BA and Product owner resources to manage the backlog, there is no expectation of additional BA support required to redefine the backlog. |
| 16 | Are there any requirements for Data Analytics implementation or reporting? | Yes, all work will be done to meet the current analytics (AA) implementation and structure. |
| 17 | Would ACARA need to do user-testing on new features (i.e. wireframes or prototypes)? Would successful vendors be required to source the participants? | Possibly, depends on the nature of the priorities within the approved roadmap. |
| 18 | For option A - Is ACARA expecting the partner to provide full-time resources for development services and UX/UI design services? | This is an option for the RFT – ACARA currently has some UX/UI developer resources. The amount varies from time to time – we are seeking a unit per hour / unit rate for this resource requirement. |
| 19 | For Option B – which includes a full stack developer from ACARA, does this mean no development services will be needed from the partner? | No – Should ACARA seek to employ a FS developer then it is anticipated that approaching 40% of the remaining development work would be supplemented by the successful vendor |
| 20 | Can we get more clarity on ratio of AEM vs Frontend development requirements? For eg. AEM 60% - Frontend 40% | As mentioned in Reference Item 1, the priorities and workload may vary, with both Front-End Development (FED) and Back-End Development (BED) being aligned with Business-As-Usual (BAU) activities. |
| 21 | What is the technical resource mix of ACARA team who will be running the project? | ACARA has a Senior manager ICT responsible for the technical leadership, A Technology Development lead and will supply Executive Sponsorship, project management, BA and Product owner resources. |