Frequently Asked Questions

In section 1.3.3. Language, it indicates the portal must be tri-lingual. Can you clarify more specifically, what that means? This refers to the application and reporting components. It means that some calls for proposals will be issued in 3 languages (EN, FR, ES) and therefore application templates should be made available in those 3 languages. In addition, the reporting templates need to be made available in 3 languages. The M&E component is only in English.

Does that mean you would like the applicant account on the portal to be configurable by the user to use one of the three languages for the displays, listings, buttons, instructions, links, etc. that the applicant uses? The applicant account should be configured in English only as not all the calls for proposals will be published in FR or ES, (they all will be in English).

Does that mean you want the application instructions to be configurable to be one of 3 languages? Yes, for those calls for proposals that we will issue besides in English in French and/or Spanish, the application instructions will be available in all those languages.

If so, that would imply the grant maker would then have to configure the applications and their instructions in the three different languages. Would the applicant then select which language they would like to see for the application instructions? Yes

Does this mean you would like the grant maker side of the portal to be configurable by the user (e.g. reviewers, auditors, administrators) to use one of the three languages for the displays, listings, buttons, instructions, links, etc. that the grant maker user uses? Administrators will use the English version of the portal. For Reviewers and Auditors, the English version will be the default version; they will only use the French or Spanish versions if the applicant has submitted their proposal in one of those languages.

We assume that some form of automatic translation of the application answers/responses is not performed into the language either the applicant user or grantmaker user configures for their specific account (i.e. the application answers/responses stay in their entered language). Is that correct? Yes, there is no automated translation (e.g. reviewers will evaluate the applications in the language as submitted by the applicants)

In section 1.3.2, Server and SSL (digital certification): Proposers should include details on the hosting solutions required by their proposal, as well as a non-binding hosting proposal. About hosting the portal, do we have to provide an ad hoc stand-alone solution, or you provide a server within your infrastructure and we can work on it? The hosting proposal should be a complete solution. IUCN will not provide the server nor housing for the server.
As far we understand, the portal will be open to public, meaning to users outside IUCN. An exception could be for "ADMINISTRATORS" that could have power rights for the portal. Our question is if ADMINS are still outside IUCN or they must be picked up from your Active Directory? Or a mix? The admins are IUCN staff.