



BID BULLETIN NO. 1

Request for Proposal Ref: UNDP/RFP/07/2017 – Mobile Data Platform for Closing the Feedback Loop for UNRCO

Date: 18 April 2017

UNDP Nepal received following questions from interested bidders for clarifications against its Request for Proposal Ref: UNDP/RFP/07/2016 for Mobile Data Platform for Closing the Feedback Loop for UNRCO. UNDP's responses to these questions are as follows:-

Question No. 1

In relation to the service provider for the mobile platform, are you looking at international or national gateway solution? Or is it up to us to choose the better option?

UNDP's response

It is up to the bidder to propose what they think is the best option; however, as all messages will be provided nationally, the national gateway is likely the most logical choice. We would be open to a compelling reason to select international though.

Question No. 2

If answer to 1 is national gateway, do you have any preference in terms of the service provider here in terms of NTC or NCell for the outbound calls?

UNDP's response

There is no preference for Ncell or NTC, but we would want to ensure that messages could be delivered to all mobile phone users.

Question No. 3

Who will be acquiring the mobile numbers from telecom provider? Will it be us or UNDP?

UNDP's response

Mobile phone numbers will be acquired through the community perception surveys, undertaken by the Common Feedback Project.

Question No. 4

How many number of lines/channels are we planning to have in the system to support parallel outbound calls?

UNDP's response

This is up to the suggestion of the vendor as well.

Question No. 5

Have you also thought about the possibilities of users calling to the given number and listen to those messages as well, instead of just outbound calls from our end?

UNDP's response

We have not planned for that, but would also be open to these types of suggestions that vendors feel could enhance the effectiveness of the service.

Question No. 6.

To further clarify on our understanding of the RFP requirements, we've been discussing Feedback Project extensively. As per our understanding we believe that CPF is seeking a system through which you can relay voice messages. Communication will be one way and will only generate from CPF end.

Provided CPF is willing to use Hunting lines from telecom provider, we can develop software to deliver voice message to customised targeted groups accordingly. The voice message and groups can be managed from web based software.

Reports will be like:

- Number of call made
- Number of delivered messages
- Average listening time of individual/groups etc.

Please let us know if our understanding of your project is in line with what you are looking for.

UNDP's response

Yes, you have understood the RFP correctly, however, it would be better to disaggregate the information in the reports somewhere, i.e. by age, gender and maybe district.

Please note that after completion of the mobile data platform, it is responsibility of the company/firm to provide the completed documentation of mobile data platform.

PLEASE BE INFORMED THAT THE DEADLINE FOR SUBMISSION OF PROPOSALS HAS BEEN EXTENDED UP TO 3:00PM ON 21 April 2017.