

## **RFP FOR MOBILE APPLICATION**

### **UNDP CLARIFICATIONS TO QUERIES RECEIVED**

*List of queries that have been sent to [cpu.bids@undp.org](mailto:cpu.bids@undp.org)*

#### **DOCUMENTATION RELATED QUERIES**

1. **Do we need to fill and send the complete ‘Annex IV’ along with answers to the questions asked in ‘Annex IV’ separately or we only need to fill up the location, date, name, signature, designation, etc. without answering the questions in the ‘Annex IV’ document and then the questions asked in ‘Annex IV’ can be added into the “Technical Proposal” response and answered there, since questions asked in ‘Annex IV’ and Page 10, point J – ‘Recommended Presentation of Proposal’ of RFP document are similar?**

A: Yes, either option is acceptable. Vendors can address questions raised in Annex IV either through their Technical Proposal or through the Annex IV template.

2. **Since in the RFP document, it is mentioned that ‘Technical’ and ‘Financial’ proposal should be sent separately, For the costing part: Do we need to fill the costing in ‘Annex IV’ under ‘cost breakdown per deliverable’ table or it is for our reference which is to be used under the ‘Financial proposal’ that we will send. Or we need to respond to both (‘Annex IV’ & ‘Financial Proposal’) and send separately.**

A: The financial proposal should indeed be sent separately, and the template in Annex IV is meant to serve as a guidance/reference. The financial proposal shall consist of the breakdown per deliverable (Section D. of Annex IV) as well as the cost breakdown by cost component (Section E. of Annex IV).

#### **TECHNICAL QUERIES**

3. **Will it be possible to deploy custom SharePoint solutions to the farm in which POPP site is deployed?**

A: It is not possible to deploy custom solution to SharePoint. All work related to SharePoint is out of scope of this service work. However, if any work/changes are expected in the current SharePoint site, please include them as pre-requirement for the proposal.

4. **Should the app user be authenticated to use the app data? Or, should the API fetch the data on receiving the App Id alone?**

A: The App does not require authentication. API fetch the data upon request with App ID alone.

5. **If user login is required, will the data shown to all users be the same in the app?**

A: No user login is needed.

6. **Push notifications - For which all data and operations push notification to be sent to the users?**

A: User notification need to rely on the “What’s new?”  
App data updates need to rely on SharePoint content updated date.

**7. Do we need to stream all data initially? Can we do it on a demand by demand basis?**

A: The expectation is that app data updates need to be processed in the beginning if connectivity is available, however it is possible to do it at the sub level when each sub area is loading (when user try to read the policy, ensure they have the latest content) or on demand.

**8. All the uploaded documents are in the format that can be converted to text and no OCR is involved?**

A: OCR process is not in scope; any scanned document is expected to be already OCR and searchable.

**9. Ability to notify user on new announcement based on user preference of area of interest - Are these preferences already available in the SharePoint site or should they be added from the mobile app through APIs? In that case a HTTP POST api will have to be used (Requirement document mentions only HTTP GET)**

A: The information is already available as part of "What's new" where announcements are made with associated policy area tags. With the app, it does not require authentication, user preference is only persistent within device, no server post back is needed.

**10. Page 8 Point C – 'Scope of Work' of RFP document says Review POPP content (<https://popp.undp.org>) specifically:**

POPP by policy areas: <https://popp.undp.org/SitePages/POPPHome.aspx?Menu=BusinessUnit>

Indexes - <https://popp.undp.org/SitePages/POPPIIndex.aspx>

What's New (<https://popp.undp.org/SitePages/POPP%20Recent%20Changes.aspx>)

Please suggest do we need to develop the iOS/Android application for the specifically provided 3 links above (POPP by policy areas, Indexes and What's New) or for the complete site (<https://popp.undp.org>).

A: Only these 3 content areas are needed in the app.

**11. What do we need to translate? The content coming from the API or the UI language of the app? In the document says something about multilingual UI, but can we get confirmation from UNDP? Also, who will provide the translations, UNDP or Vendor**

A: The app label will need to be translated by contractor. POPP content needs to collect the result from that specific language selected. If it is not available, English will be default result.

**12. Which exactly do we need to show in the app? Documents?**

A: Documents are the key contents and they should be organized by area and indexes referencing. However, it is expected that Contractor offers the approach and UI that can deliver the information to their best ability to present them to end user in an easy to find and read.

**13. When we clicked on the other languages (Spanish/French on the website). We can't see any information translated. Is this updated on the site?**

A: Most areas have not yet been translated and in that case English should be presented.

- 14. "Taking consideration of disability accessibility by taking advantage of existing OS provided accessibility function". What does this statement mean?**

A: This is optional request, it is a feature that may help hearing aid or color-blind user it is the accessibility that has been embed part of the IOS and Android.

- 15. "Apply the UI Design and deliver native experience without the need of internet for regular usage". Does this mean that the app should work as offline? If not please provide a clearer explanation.**

A: The App needs to function offline, connection should be needed for content updating/sync only.

- 16. "Keep track of clearly present the Policy version and last successfully updated/synced". What does this mean? Do we need to have a history log?**

A: Each policy has its last updated date, version, and effective date. This information should be presented to the user when reading the policy information.

- 17. Ability to switch on/off to either stream file from SharePoint libraries to mobile app via the API. Need more information or clarification.**

A: API should have option to switch either:

-Proxy all files download to the app through API directly; or

-Deliver the direct URL to the app and the app download file using the URL

- 18. Page 9 Point F - Duration of the Work, says the duration of work is estimated for 5 Weeks. If we think that it is not possible to create the application in 5 weeks' time, we provide our actual estimates in the proposal. Is it acceptable?**

A: It is acceptable that the duration could exceed the estimated, however as much as possible do try to keep it close to the estimate.