



UNITED NATIONS DEVELOPMENT PROGRAMME

CLARIFICATION #1

REF.: 16116 RSC 2019 – DLI Technology and Innovation Consultancy

Date: August 19, 2019

The following inquiries have been received in relation to the above-mentioned process:

Question #1: What does DLI stand for?

Answer to question #1: Digital Lighthouse Initiative.

Question #2: The estimated working days for "developer" is mentioned as 15 working days. We feel it's too low even when the static is developed by Web Designer. Can we increase the number of days?

Answer to question #2: Yes, you can assign a different number of days, but the deadline of the project cannot be changed (late December).

Question #3: Further, it is difficult to share any reasonable estimates considering the scope and its detailed requirements are not clear. Can we propose a T&M model (Time and Material) where we will bill on the actual time spent?

Answer to question #3: Yes.

Question #4: The scope is to develop a prototype for 2 pilot municipalities. Is the same prototype planned to be put in Production or this will be used only for learning /blueprinting?

Answer to question #4: The prototype will be used in 1 pilot municipality but needs to be adaptable to other contexts.

Question #5: Are we required to interact with the local government /municipality or only with UNDP (SDG Technical Advisor)?

Answer to question #5: You will be working directly with the UNDP team. Local government meetings are not a requirement.

Question #6: Is the project coordinator expected to interact with citizens considering the requirement of the Spanish language?

Answer to question #6: The project coordinator will need to travel to the pilot country where field work and citizen consultation is expected, thus the need for Spanish language skills.

Question #7: What is the expected duration of mission travel?

Answer to question #7: At least 2-3 days during the Discovery Phase, 3-5 days during the Definition and Development phase, and 3-5 days during the Delivery phase.

Question #8: Is fluency in Spanish for project coordinator a mandatory requirement?

Answer to question #8: Yes.

Question #9: Will the language in documents and in general, in delivery of the application be in English or Spanish?

Answer to question #9: English is mandatory for the documentation process and deliverables. Some meetings will be held in Spanish in the pilot country.

Question #10: How many roles are anticipated in the system?

Answer to question #10: TBD when developing the project.

Question #11: From the document, the functions in the application are identified are creating polls to capture surveys, requests from citizens based on the right to information and its workflow. What are the targeted systems for information delivery - web-based browsers on PC /mobile browsers /mobile app /SMS /USSD?

Answer to question #11: Mobile app and /or web browser.

Question #12: In Discovery (Phase 1) - for rapid assumption testing, is the client expecting a prototype to validate assumptions or just carry out surveys based on concepts? If the latter is the vendor responsible to carry out surveys?

Answer to question #12: Carry out surveys. Yes, the vendor is responsible for the surveys.

Question #13: Are any third-party integration anticipated in the scope of work?

Answer to question #13: No.

Question #14: We sell annually licenses of our software. does this model work or it should be only one payment?

Answer to question #14: One payment.

Question #15: If you develop an app or software, but you do not offer support to users, to citizens, updates on the software for working with new mobile phones, and new versions of them, the service will fail.

Answer to question #15: The previous is not a question; those details can be discussed during the deliverable phase.

Question #16: Is there any references for the pricing?

Answer to question #16: The available budget for the corresponding consultancy cannot be revealed.

Question #17: What is the country? Is not the same working with a 4M population country than with a 130M people country.

Answer to question #17: The first pilot is expected to be developed in a 1M population city.

End of the clarification