1. Can we replace *Section 8 – Contract*, including its Annexes, with our standard software and services agreements without being disqualified (see attachments)?

**Answer: UNDP cannot accept such replacement.**

1. If the answer to Question 1 is *No*, can we provide a list of exceptions to *Section 8 – Contract* without being disqualified?

**Answer: You can submit the list of exceptions, however, please note that major deviations may lead to disqualification.**

1. Will the UNDP consider Bids that take reasonable exceptions to a few terms and conditions that are outside our standard offering?

**Answer: Please submit those exceptions as part of your bid for UNDP’s review.**

1. Will the UNDP consider joining an existing Escrow program?

**Answer: Please submit detailed information about existing Escrow programme you have in place.**

1. In Section 5 of the UNDP ITB document, we have been asked to provide:

         Our countries of operation

         No. of staff in each country

         Years of operation in each country

Is this information mandatory for all Proposing vendors’ countries of operation or just for the US?  The ITB states USA we just want to clarify.  This information may be challenging to get considering we’ve had numerous acquisitions in multiple countries in the last 20 years.

**Answer: Please provide available information you can. It is not a pass/fail and need for general assessment.**

1. Page 26, Section 3 Cl. 1- In order to identify the geographic reach required for support to be provided, please confirm the locations of all the operational units

**Answer- 165+ countries globally**

1. Page 26, Sec 3 Cl. 2- Proposing vendor has the option of hosting the application on a cloud. In order to seamlessly integrate with SharePoint, please confirm whether SharePoint is also hosted on cloud or not. If not, please specify the preferred method of hosting for such seamless operations.

**Answer: SharePoint is currently hosted on-premise with intention to migrate to cloud over the next 2 years**

1. Page 27, Sec 3 Cl 2 -In order to better understand the potential complexities in data extraction, please confirm the number of characters per field of indexing.

**Answer: < 75 characters per index field**

1. Page 28, Sec 3 Cl. R02- As the various operational units would have differing roles to play in operations, please confirm whether there would be a need of role-based user profiles for different operational units (depending on the nature of work pertaining to the project).

**Answer: Role based profiles are not required but support for unique profiles are.**

1. Page 28, Sec 3 Cl R10-Please confirm whether there would be a manual notification received on an instance of upload which would trigger the Import action from the application

**Answer : No manual notification required, but there should be a log of all imported documents**.

1. Page 28, Sec 3 Cl R19-There would be specific business rules defining the triggers of limited page processing against any document class. Please confirm that the documents given would be configurable in such manner.

**Answer : Confirmed**

1. Page 28 Sec 3 R20-In order to improve the OCR / ICR extraction capabilities, please confirm whether the templates for document classes would be consistent for data extraction

**Answer: They will only be consistent for the minority of Document Classes**

1. Page 28 Sec 3 R20- In order to determine the need for manual intervention, please confirm the kickback process for unrecognizable characters while indexing

**Answer: This should be specific to the software behaviour. For example, the software could raise a flag to indicate that a document could not be OCR, or put it into a queue for manual validation.**

1. Page 28 Sec 3 Cl R21- Please confirm whether there would be a specific method of identifying various document classes. If yes, please provide the methods.

**Answer: The identification method would be based on either document layout and/or contextual information in the document.**

1. Page 30 Sec 3 Cl R34- "The software should have the ability to validate processing on the server via a remote client or web interface" - Please elaborate for better understanding.

**Answer: In relation to R20, if a document could not be recognized or OCR and is put into some sort of validation queue, then there would need to be a way for a user to remotely validate the document.**

1. Is there a deadline of delivery of application? If yes, please specify.

**Answer: Q1 2014**

1. What are the numbers of concurrent users for the application?

**Answer: The only concurrent users would be during some sort of validation which would only be approximately 20**

1. Please confirm whether there is a requirement of web-based User Interface or Terminal-based User Interface for optimal usage of resources.

**Answer: No requirement specified.**

1. The Price Schedule Form/Price Table contains 160 hours for Year 1 Services (Installation, Configuration and Training). Is this number the amount of hours that UNDP are asking vendors to quote the Services pricing for, regardless of the estimated effort to implement the specified requirements? If not then what is the purpose of this number of hours?

**Answer: Yes, is this number the amount of hours that UNDP are asking vendors to quote.**

1. In the Requirements section, Item 2.

The Requirements section is broader in scope than has been previously discussed in detail as a first stage with UNDP/Eklectiq, in order to be compliant with the ITB there appears to be an expectation to provide Services costs for all of the requirements. For vendor to provide Services costs for all of the requirements, more information about the specifics of the implementation will need to be discovered.

1. Is it the intention of UNDP for vendor to quote the Services costs for all of the requirements provided?

**Answer: It is the intention of UNDP for the Vendor to provide Services costs for 160 hours of effort that would include Installation, Configuration and Training(KT) such that UNDP can complete the full scope of requirements.  For instance, it is anticipated that the Configuration for Country Offices and HQ Units will be a repeatable process which can be defined and implemented by the Vendor for a fixed number of Country Office and HQ Units (as TBD in the SOW after vendor selection).**

i.      If Yes, then will the implementation be in one Project/Phase or multiple Projects/Phases?

1. If “Multiple Projects/Phases” then please provide details on how the requirements will break into Projects/Phases

2. If “Multiple Projects/Phases”  The requirements state “Country Offices (165+) and HQ Units (40+).” Is the first phase of the implementation intended to address the requirements of all Country Offices and HQ Units?

1. If No, then please specify the number of Country Offices and HQ Units by Project/Phase
2. If Yes, assuming that UNDP expect to implement some of the solution, please provide an exact number of Country Offices and HQ Units that UNDP are expecting Vendor to implement.
3. If “Multiple Projects/Phases” The requirements specify four Major Document Classes, is it UNDP’s intention to implement all four classes during the first phase of the implementation?

a.  If possible, please provide an exact list of sub-classes of the Major Document Classes that UNDP are looking for Vendor to implement.

b.      If No, then please specify which of Major Document Classes and all sub-classes by Project/Phase

  ii.      Is it UNDP’s intention to capture index fields manually or automatically?

**Answer: Automatically, please see the ITB for Major Document Classes.  It is the intention of UNDP that the Vendor provide Configuration and Training(KT) for Automatic Indexing for a fixed number of Major Document Classes and sub-classes (as TBD in the SOW after vendor selection) such that UNDP can configure Automatic Indexing for additional Document Classes as required.**

1. If Automatically, please provide details for each Major Document Class and all sub-classes. Examples of each would also be beneficial.
2. How many environments are required to be built (E.g. Development, Test, Sandbox, Pre-Production, Production)? Please specify.

**Answer: Production & Pre-Production.**

1. Regarding the attached RFP, is Requirement R51 on page 27 mandatory out of the box or is it acceptable to be developed by our Professional Services Team?

R51 Integration with Current Taxonomy Store The software should integrate with the native SharePoint Term Store so that

**Answer: No, it does not need to be out of the box and it can be developed by PS team however, the cost & duration (if any) of doing so should be itemised with the Services portion**.

1. Also RFP # 13498 and RFP # 13497 seem to have the same requirements. Can we combine our response for both or do we need to answer separately?

Answer: **Answers need to be responded separately however it is fine if the responses are the same across both RFP’s.**