

UNDP's Response to Proposers' Question
RFP/UNDP/003/2014/DOCO for the Development & Implementation of the Country
Coordination Reporting System – Round 1

1	Q	In the point 26 of Data sheet, it said that supplier have to provide documents in "Certified True Copy". Could you clarify what does it mean? Who should put the seal? Should it be in English or any other language?
	A	Certified True Copy is referring to an endorsement that the document is a true copy of the primary document. It could be certified by an authorized person from the bidder's company. The best one is to have the seal in English. However, if it is not available, it could be in other languages.
2	Q	Among the list of documents that we should provide there are Latest Audited Financial Statement (Income Statement and Balance Sheet) including Auditor's Report for the past 2 years. What if we do not have such reports? We have our internal auditor's report that we provide to revenue authorities/ unaudited financial statements. Does it fit?
	A	Bidder can provide a D&B Report as a substitute to the Audited Financial Statement. Bidder's internal auditor's report or an Audited Financial Statement could still be submitted for DOCO/UNDP consideration. Please be informed, however, the independency and strength of the Financial Statement submitted will affect the evaluation scoring. Please do explain the reason in your submission the reason for not being able to submit an Audited Financial Statement. The evaluation team will deliberate further during the evaluation process.
3	Q	Could you clarify how many scores will be lost in case if we submit our internal auditors report?
		The Financial Stability is assessed under the General Organizational Capability. Please refer to page 25 and Technical Proposal Evaluation Criteria Number 1.4 of the RFP document for more detail on the scoring.
4	Q	Among qualification requirements for personnel it is said that staff should have bachelor degree. However, our education system is quite different and University graduates receive specialists diploma. So is it ok, if we will mention such experts.
	A	Bidder may propose any staff that they believe will best answer DOCO/UNDP requirements. And to be clearer, Bidder can add a note regarding the educational level of the staff proposed in comparison to the educational level required.
5	Q	How should we confirm company's experience? Is it registration certificate? The thing is that we had reorganization in 2012 from LLC to CJCS.
		You may provide a brief explanation of the company's history and provide both evidence (LLC and CJCS).
6	Q	1.7. Performance: Please provide self-statement of satisfactory performance of the Top 3 Clients during the past 5 years in terms of contract value. Kindly confirm if this implies certification by the proposer?
	A	This refers to a self-statement from the Bidder on their Top 3 clients which they believe were satisfactory with the Bidder's performance/service.
7	Q	Section 8: FORM FOR PROPOSAL SECURITY - Are we expected to submit this form?

	A	Not Applicable
8	Q	Is there a section wise page limit? Also any preference for font size/type for the proposal
	A	We do not have any restriction/ limit and preference.
9	Q	I was wondering if you are able to advice at this stage, whether there is flexibility to select the technology platform of our choice or whether DOCO/UNDP prefers the application to be developed using Microsoft SQL Server (or any other preferred platform)?
	A	DOCO/UNDP is ok with any proposed technology platform as long as it is compatible with DOCO/UNDP's IT environment and security requirements. It's up to the Bidder to propose the database system and DOCO/UNDP is open to other solutions beyond MS SQL.
10	Q	Can you provide details/number of current users base by category(UNDG, UNCT and others)
	A	Roughly 500 (this includes all categories of users).
11	Q	What are the platforms going to be used to access the system? Device Type (Laptop, Desktop, SmartPhone, Tablet – with Operating System and versions) Browser Type and Versions (IE, Firefox, Chrome, Safari with versions)? Where will the application be accessed from, Office, home, both or other public access points?
	A	For data viewing, propose two options (1) with mobile (2) with no mobile. For data entry, only PC/Laptop and Explorer/Firefox/Crome. In the Financial Proposal, please separate options cost from the other costs. And please differentiate the cost between these two options (with mobile and no mobile) in the Financial Proposal.
12	Q	Would multiple users of UNCT update the same section of a single chapter simultaneously?
	A	No.
13	Q	Assuming that there are multiple of users creating/updating records of a single/multiple chapter. Will there be multiple versions of the final record or will all the contributions to be combined in to one single country record? How would the final edit take place?
	A	Deadline for data input and after deadline, combined into one record. Bidder proposes solution.
14	Q	What is the proposed methodology to add merge of content assuming multiple users are updating the same field with some character limitations?
	A	N/A
15	Q	What is the average minimum and maximum user per UNCT? What will be the activity during months other than December?
	A	Minimum of five, maximum of twenty. Dec- March data entry, year round- data query, November- review of questions.
16	Q	At the country how many people would have the permission to edit the data? What would be the levels of permissions eg. people get access for particular chapters or sections etc, some get access to review and correct other people's entries etc?
	A	There should be one person with all permissions. Other levels may add content but not edit or delete once they submit. Section speciifc permissioning must also be available. All have access to edit data except in one section (Performance Appraisal)

17	Q	In Queries and Report generation, what are the systems that are going to be consuming or receiving data from the system? Please suggest the format the data to be exported? Is there any real time integration?
	A	Results display on web page, can be exported into different formats, Word, Excel, PDF, csv, xml, and possibility of developing an api for data exchange. Bidder to propose reporting formats (approximately 20-25 predefined formats).
18	Q	With reference to 3. Work Planning, Is the work plan refer only to reporting from the CCR system?
	A	Yes
19	Q	What is the workflow of submission to acceptance to selection of Case Studies and Good Practices? Who can submit, who will receive/review/approve? Is there is need for collaboration before finalizing the case study?
	A	Country office submits very basic information, no workflow or approval process. No collaboration at this point.
20	Q	What are the tiers/levels of Dashboard being considered (Multiple levels or views)?
	A	Multiple; i.e, global, regional, country, sectoral. Bidder to proposes solution.
21	Q	Enable DOCO to (1) properly report to donors on the use of funds; and (2) to mobilize and allocate Support to Resident Coordinator (SRC) and UN Country Coordination funds (UNCCF). Is there a specific format, frequency for this report?
	A	No format. On demand report generation
22	Q	Can you provide the different types of users in the proposed system?
	A	Yes. Multiple user groups including: Country coordination staff (250), Regional staff (150), HQ staff (100) See point 40 below.
23	Q	Are all users separately created and managed?
	A	Yes
24	Q	Are the country level user access as well as DOCO users already provisioned in UNDG system? Is there any single sign on system that is followed at UNDG or at country level?
	A	RCAR is a stand-alone system.
25	Q	Phase 6 - Where and how will the training to be delivered? In person or remote? Can you please expound on the contractor's responsibilities (if any) related to training of the UN RC system (in 134 countries) on the CCRS? For example, is the contractor expected to carry out some on-site regional trainings, or will trainings be carried out virtually, or through online training tools (such as video tutorials)? Or will DOCO staff at headquarters (to be trained by the contractor) be entirely responsible for training UN RC country staff? Please explain.
	A	Both. Virtual training and once in person in HQ. The bidder should propose the extent of training that the system requires. If the data entry is relatively simple then virtual training with an associated manual should suffice for the field. Similar virtual training for accessing data would also suffice. HQ training for system admins would be required in person. Field training to be done by DOCO.
26	Q	What are the expected approximate dates for completion of User Acceptance Testing?

	A	Depending on the timeline roughly May to June.
27	Q	When would UNDG like to have pilot testing of the new CCR system?
	A	Bidder to propose timeline, approximate date from design to launch.
28	Q	Is there any schedule planned for DOCO and UNCT taining?
	A	None, depending on the timeline.
29	Q	What is the preference for UNDG, a custom application or COTS solution?
	A	Bidder to propose solution, either of the two or combination of both.
30	Q	Please provide the detailed technology stack of the current application and versions?
	A	MySQL
31	Q	Is there any UNDG technology standard and preferences that we should be aware of (Commercial, Open Source)?
	A	None.
32	Q	Are there any branding or design guidelines that UNDG follows?
	A	Yes. Please check undg.org.
33	Q	How big is the current database? What is anticipated annual growth with the new system?
	A	Unfortunately we do not have any info on this.
34	Q	Are you considering responsive design or native mobile applications for the new system?
	A	Responsive design. Please see point 11 above.
35	Q	What are the security requirements of the new system? Is this part of the new project team's deliverable?
	A	Yes.
36	Q	Do we assume Phase 1 to Phase 7 is expected to be accomplished from March 2014 - March 2015? Is there a go live date that we need to be aware of per UNDG's annual calendar?
	A	Propose a timeline, approximate number of months from conception to delivery. Input modules for the workplans need to be online by October 2014.
37	Q	Where is current application hosted? For the purpose Data Migration, what kind of coordination and input will be made available?
	A	Maintained by a small US media team, hosted in NY.
38	Q	Is there any part of the year, the system usage is peak? At its peak, how many users are expected online concurrently?
	A	From December to March. December to February where there is a lot of data entry. February to March, a lot of data generation. Rest of the year intermittent generation of reports.
39	Q	How many languages are supported in the current system? How many languages are to be supported in the future application?

	A	One. English
40	Q	How many different types of users are in the system? Are they authenticated through any central source system? How access is granted /revoked/terminated currently?
	A	Currently access rights handled manually by system administrator. User groups to be identified. Bidder will work closely with in-house team.
41	Q	What is the platform of the newly developed UNDG.Org site (OS/DB/CMS etc..)
	A	Website is currently being redesigned
42	Q	Migration of all Historical Data - http://www.UNDG.org/content/resident_coordinator_system/resident_coordinator_annual_reports - This link is not working?
	A	Please refer to the following link: http://www.undg.org/content/resident_coordinator_system_1_1/resident_coordinator_annual_reports
43	Q	Migration of all Historical Data - Please come up with Questions
	A	No migration of data in core project. Bidder proposes solution and pricing because it is an additional option in the TOR. However, please ensure this is separate to your overall project plan. This feature/task is not a core requirement and will not be included in the assessment criteria.
44	Q	Managed Hosting/Application availability?
	A	None. Bidder proposes solution depending on technology requirements. Cost for this hosting should also be reflected in the Financial Proposal.
45	Q	Are there any enterprise hosting security standards we should be aware?
	A	Please refer to the attached document entitled "Information Systems Security Standards".
46	Q	Are there any application clearance process/standards that we should be aware of?
	A	Please refer to the attached document entitled "Information Systems Security Standards".
47	Q	What is the tenure of hosting we should quote for after 12 months of initial contract?
	A	Two years
48	Q	Is UNDG expecting Application Maintenance while the vendor is providing managed hosting of the application?
	A	Yes, propose service as an option. In the Financial Proposal, please separate options cost from the other costs.
49	Q	How many application environments are to be maintained in the Hosting site? Production/QA/Dev.
	A	All.
50	Q	Is there any Backup policy UNDG is considering (type/ frequency) & Do you want us to consider any DR sites for hosting?
	A	Yes, propose service as an option. In the Financial Proposal, please separate options cost from the other costs.

51	Q	Can we know who is currently supporting this application? Is there any external vendor or individual contractor is involved? Are they allowed to bid this solicitation?
	A	A small US based media team. Company is aware of the RFP.
52	Q	What is the Place of Performance? What extent of onsite presence UNDG is expecting during the 12 months period? Is there any travel expected outside NYC/USA? If yes, kindly let us know the locations and tentative months?
	A	NY. No travel outside the USA. Include onsite visits in timeline.
53	Q	While the scope of work is " This project will include the design, development, and implementation of a database/online application to enable input, validation and reporting for the Country Coordination Reports." Are we expected to take over support of the current application while the new one is being developed? If not, is the current vendor expected to provide the support? eg Input for Data Migration.
	A	No support to current system. Migration out of scope.
54	Q	Can you please clarify if the envisioned Country Coordination Reporting System (CCRS) will be used in all 134 countries where the UN RC system operates?
	A	Yes
55	Q	Can you please elaborate on how DOCO intends to roll out the CCRS to the 134 countries where the UN RC system operates? Specifically, will the system be rolled out gradually or all at once?
	A	At once. At a certain cut of date, countries would be required to upload data onto the new system.
56	Q	Can you please clarify whether DOCO expects: a) the contractor to host the CCRS; b) CCRS be hosted internally (on internal servers) within UN HQ; or, c) CCRS to be cloud-hosted by a third party service (such as Amazon Web Services, etc.)
	A	Bidder to propose hosting solution and recommend third party service providers. This hosting cost should also be reflected in the financial proposal.
57	Q	Are bidders expected to budget for the IT infrastructure (database and application servers, etc.) related to the CCRS implementation in the Financial Proposal?
	A	Yes.
58		PLEASE NOTE that we have uploaded a new document for reference entitled UNCT-RCO Workplan Template.

Date: 11 February 2014