

**Q and A Session**

1. Q: Please elaborate on Non-Functional requirements. For instance, response time, availability and capability requirements/expectations of the envisaged One Click Application?

***A: The response time and no functional requirement are available in the complete document stored at [http://procurement-notices.undp.org/view\\_notice.cfm?notice\\_id=16866](http://procurement-notices.undp.org/view_notice.cfm?notice_id=16866)***

2. Q: Will you require dedicated on-site personnel during the execution of the project life cycle?

***A: No, we do not require but please being aware of Indonesia time zone GMT + 7 hours.***

3. Q: Are we correct to understand that all the DPC activities are currently performed manually?

***A: Yes***

4. Q: Can contractors based out of Indonesia bid for this project?

***A: Yes***

5. Q: Annex 1, Terms of Reference, Background, and Para 2: Kindly elaborate on the term "UPL"

***A: The application will be used as billing system to the requester. The UPL is the unit price list for service will be charged to requester.***

6. Q: Are there any multi-lingual requirements in scope of this project? If so kindly mention the languages in scope?

***A: No, we use English***

7. Q: Please elaborate on the Browser compatibility (or most preferred browser) for the envisaged application?

***A: It has to be compatible with most of browser***

8. Q: Are we correct to understand that the following activities (apart from the general scope of application mentioned in Annex 1) will be carried out with the help of the new One Click application?
- Admin business Process
  - FRMU business process
  - ICT Business Process
  - Procurement business process
  - HR Business process

Also please clarify if there are any more activities that will be carried out with the envisaged application?

**A: Yes it will be used to carry out the 5 business processes only.**

9. Q: Will the dashboard be available to Clients only or to the UNDP operations team as well?

**A: Yes**

10. Q: Annex 1, Terms of Reference, Scope of applications, Point 3: Please elaborate the requirement of "Workload distribution tool" in detail.

**A: It means that the request are visible to all members in the unit and can be access and updated by each of unit members**

11. Q: Can you please mention the different category of users who will be using this system? For example the number of supervisors, administrators. Also clarify the estimated total number of users who will be using this application

**A: Administrator, requester, unit who performed the activities, manager who approved, Management who access the report**

12. Q: Currently how does UNDP Operations Team manage the DPC activity?

**A: It is done manually**

13. Q: Is it mandatory to have a local office in Indonesia for the provision of required services?

**A: No, it is not mandatory**

14. Q: Please elaborate the tasks to be carried out in Phase 3: Installation, trial run and user acceptance & Phase 4: Adjustment, maintenance and final acceptance test.

**A: Installation will be done to webserver. Prior the installation the application needs to be run for trial in order to get user acceptance test. After that phase, the application needs to be tested in real life environment for 4 weeks in order to satisfy the entire user. Any input or request of adjustment will be corrected in November and December 2014.**

15. Q: Kindly elaborate the difference between "Trial run and User acceptance" activity in Phase no. 2 and "Final Acceptance" activity in Phase no. 4

**A: Please see above**

16. Q: What is the significance of naming the new application as "One Click Application"?

**A: The name should show simple process in processing request to operation**

17. Q: What are the hosting preferences for the Application in scope? Are you looking cloud based solution? If so, should it be a private cloud or public cloud?

**A: We have no specific hosting preference and it should be stored in public cloud with sufficient security profile.**

18. Q: Can UNDP consider extending the timelines for the final submission?

**A: No at this moment**

19. As stated in RFP citation (4), "This RFP will be used for LTAs if the annual purchases will not exceed \$100,000.00".

a) Is it a fixed cost project or LTA? **No**

b) Can we propose the development services on Time & Material basis? **No**

c) Do you also require on-going support and maintenance services after the successful implementation of this project? If yes please specify the duration for the same. **Yes**

20. Q: The requirement in demand is to develop a reporting system which will track the status of all the Business Processes and generate predefined set of reports. All the business processes e.g. Admin Business Process, FRMU Business Process, ICT Business Process, Procurement Business Process and HR Business Process are already implemented and working on different systems within UNDP Indonesia CO (Country Office) and for this engagement service provider will just pull data from these different systems or a few systems and reports will be generated out populated data. Is that a right summary of understanding about reporting requirement of this engagement?

**A: Yes it is correct. The business processes has been drafted by each business unit. Therefore requirement is to develop tracking, reporting and billing system based on available document from UNDP.**

21. Q: Is there any ETL system envisioned in order to extract data from multiple business process data sources and use the consolidated data for reporting and BI purposes?

**A: Yes, the database combined into one report and place it into another database (ATLAS - PeopleSoft application)**

22. Q: Will report format will only be data grids or Charts/Graphs based reporting system is also required? [As shown in another document, it was shown that they need graphical representation.]

**A: Yes, graph and chart will be required**

23. Q: Is the format of reports, to be generated from the system, fixed? Is the number of reports, to be generated, fixed?

**A: Draft template report should be recommended by designer. Only report for billing that detail charge of account should be in the fixed report template**

24. Q: Different business processes are implemented as separate application systems or a few business processes are integrated together? We assume database of all these systems is MySql? UNDP Indonesia will provide appropriate and required access to all these systems such that required data can be accessed?

**A: Business process from service unit (Admin, procurement, HR etc. ) will be integrated with reporting , billing and customer feedback mechanism. UNDP will provide appropriate and required access to all data as per requirement Database will be in MySQL format**

25. Q: Is there any set aside budget for this project?

***A: We are not disclosing our budget***

26. Q: Since this will be a short engagement of just 3 months, including UAT phase, is there any Team Size/Structure already envisioned to be deployed? [How does it matter for client as to how many members we engage in this project as client is interested in getting the project completed in specified time?]

***A: Yes, our ICT from UNDP will be shadowing team to support from technical perspective as necessary***

27. Q: Automated billing will happen in the new system for this billing system ATLAS needs to be integrated?

***A: Yes***

28. Q: Are these the right references to ATLAS billing system?

1. <https://prometheus.atlas-sys.com/display/illiad/Overview+of+the+ILLiad+System>
2. <https://prometheus.atlas-sys.com/display/illiad/Billing+Client+Customization>
3. <https://prometheus.atlas-sys.com/display/illiad/The+ILLiad+Web+Platform+API>

***A: No, but there will be a collaboration with the ATLAS team for this purpose***

29. Q: Can you please provide us details around Work Distribution module to be developed? Are there any use cases available for this module which can be shared with us?

***A: Work distribution will be provided to the winner of this proposal***

30. Q: While searching for more details about UNDP Indonesia we stumble upon this link, is that a valid document we can refer, as this document has much better requirement clarity?

***A: The information about this solicitation are stored at [http://procurement-notices.undp.org/view\\_notice.cfm?notice\\_id=16866](http://procurement-notices.undp.org/view_notice.cfm?notice_id=16866)***

31. Q: We assume Client interface for tracking delivery & view billings need to be developed? Or if a client portal is already available and this new functionality just needs to be introduced in existing system?

***A: Yes, need to be developed***

32. Q: How do we assess cost recovery?

***A: Document will be shared to winning proposal***

33. Q: The tool will enable the Operations team receive online request and manage workload among the team, notify on progress to the client, provide automated billing links to ATLAS system and managing feedback for improvement.

***A: Yes***

***Jakarta, 31<sup>st</sup> July 2014.***