

Questions and Answers
under RFQ/059/20 for Supply of integrated software of business intelligence for a situation center

#	RFQ Section/Page Number	RFP Reference	Questions	Answers
1	1. GENERAL INFORMATION TO THE TECHNICAL SPECIFICATION	UNDP is procuring a Business Intelligence system for the creation of situational centre.	Does the scope of work include only installation and configuration of the BI software or data integration (ETL)/ data mart creation is also a part of the scope.	It is necessary to develop a showcase for data analysis from the queue management system
2	1. GENERAL INFORMATION TO THE TECHNICAL SPECIFICATION	UNDP is procuring a Business Intelligence system for the creation of situational centre.	Are there any preferences for the BI reporting tool. Such as Microsoft Stack or any other platform	The customer does not have a BI reporting tool at this time.
3	1. GENERAL INFORMATION TO THE TECHNICAL SPECIFICATION	Collection, processing and visualization of data according to specified criteria and parameters;	Can you please provide a list of all the sources and their backend DBs for the data collection	For the current project, the scope of work includes data analysis from the queue management system. Source BD is Postgre
4	1. GENERAL INFORMATION TO THE TECHNICAL SPECIFICATION	Collection, processing and visualization of data according to specified criteria and parameters;	Please provide the total number of source tables to be considered	To be determined in post-contract survey. Subject area - queue management
5	1. GENERAL INFORMATION TO THE TECHNICAL SPECIFICATION	Data manipulation and self-analysis of big data;	Can you please provide the big data sources to be used by the BI System. Is it mandatory that BI tool should connect directly to big data/data lake ?	Integration with big data sources is not included in the scope of work. But, the analytics system must be able to interact with those
6	1. GENERAL INFORMATION TO THE TECHNICAL SPECIFICATION	Data manipulation and self-analysis of big data;	Does UNDP already have a data lake environment which stores big data	The customer does not have lake environment at this time.
7	1. GENERAL INFORMATION TO THE TECHNICAL SPECIFICATION	Data manipulation and self-analysis of big data;	Can you please elaborate on the data manipulation requirements	Data manipulation results must be readable for average user
8	1. GENERAL INFORMATION TO THE TECHNICAL SPECIFICATION	Data manipulation and self-analysis of big data;	Please provide total volume (in GB/TB) including history	up to 1TB. With the growth of the number of sources, the volume of data will increase. In the future, the system should process data from the portal of the public services (works are not included in the current project)
9	1. GENERAL INFORMATION TO THE TECHNICAL SPECIFICATION	Data manipulation and self-analysis of big data;	If there is a data lake /data warehouse already present, please provide the database name and version	The customer does not have lake environment at this time.
10	1. GENERAL INFORMATION TO THE TECHNICAL SPECIFICATION	Data manipulation and self-analysis of big data;	In case , the vendor is expected to create a data warehouse, does UNDP have Database, ETL tool licenses which can be leveraged for the project. Please provide details	There is no separate DataBase at this time.
11	1. GENERAL INFORMATION TO THE TECHNICAL SPECIFICATION	Flexible and quick response in response to the appeal of service recipients, as well as operators of public service centers;	What will be the mode of data request by the public service centers. Does the data need to be extracted from the BI system and shared with them in excel or will they have access to the BI system	access to BI will be available only for employees of the Situation Center, it is also desirable to create general summary data and diagrams for general use and an export function to Excel with a detailed filtering mode
12	1. GENERAL INFORMATION TO THE TECHNICAL SPECIFICATION	Ability of users to create interactive reports, without the involvement of IT specialists.	As per our understanding, pre-built reports and dashboards creation is not in scope .We will train the end users to create reports and dashbaords thereby they can create their own reports without the need of IT Team. IT Team will be required when there is any changed required to the Data elements.Please confirm .	It is necessary to develop an analytical data mart, as well as basic visualization that users can modify to suit their needs.
13	1. GENERAL INFORMATION TO THE TECHNICAL SPECIFICATION	Ability of users to create interactive reports, without the involvement of IT specialists.	If report and dashboard development is in scope, please provide the number reports and dashboards to be developed	To be determined in post-contract survey. Subject area - queue management
14	1. GENERAL INFORMATION TO THE TECHNICAL SPECIFICATION	Ability of users to create interactive reports, without the involvement of IT specialists.	What will be the frequency of reports (realtime, near real time, daily, geekly, monthly, yearly)	Relevance for the day before. But it should be possible to configure updates in close to real time
15	2. TECHNICAL REQUIREMENTS TO BI SYSTEM	Work with OLAP- cube (data source) should be organized with the ability to build dynamic reports	Are the OLAP cubes already built and available for reporting.	No OLAP cubes built at this time
16	2. TECHNICAL REQUIREMENTS TO BI SYSTEM	The system must have a built-in ETL module for loading and transforming data;	Is the built-in ETL module expected to be within the BI software ?	Built-in ETL module is accepted
17	2. TECHNICAL REQUIREMENTS TO BI SYSTEM	The system must have a built-in ETL module for loading and transforming data;	Please provide some examples of the ETL complexity involved	Queue source is Postgre DB
18	2. TECHNICAL REQUIREMENTS TO BI SYSTEM	Within the framework of this project, the BI System supplier must ensure connection to the queue management system, as well as to the service quality assessment system	Please elaborate on this requirement	The supplier already has a queue management system as well as a Q-Matic production service quality assessment system. Within the framework of this project, the supplier of the BI-system must provide a connection to these systems.
19	2. TECHNICAL REQUIREMENTS TO BI SYSTEM	Changing data in tabular format should modify data in visual part	BI tool consumes data that is available in database, .NET screens will have to be developed to do data entry that will update data in database .Please confirm	The developer may use .NET screens
20	2. TECHNICAL REQUIREMENTS TO BI SYSTEM	The technology platform should allow the BI system to connect (use) to different data sources (Excel, Access, 1 C, SQL databases and others);	Need to specify "Others"	Any industrial DB

21	2. TECHNICAL REQUIREMENTS TO BI SYSTEM	The system must have a built-in storage mechanism for downloaded data;	Please elaborate on this requirement	The system must be able to store the calculated data on its side
22	2. TECHNICAL REQUIREMENTS TO BI SYSTEM	The validity period of licenses and support should be 5 years	What kind of support is expected - BI Product support or Services support ?	Please indicate in the offer the price for both types of support
23	2. TECHNICAL REQUIREMENTS TO BI SYSTEM	The BI system should support the ability to integrate with the current systems of the Customer (such as video surveillance, call center, electronic queuing and evaluation system, call service, receiving calls, etc., given that these systems will have technical capabilities to API integration).	Should we consider these as additional sources which need to be connected to the BI system. If so to what extent is the integration required?	It is not necessary to produce works on interacting with the listed sources within the framework of the current project. The system must have built-in connectors (DBMS, API, Hadoop, etc.)
24	2. TECHNICAL REQUIREMENTS TO BI SYSTEM	The BI system should support the ability to integrate with the current systems of the Customer (such as video surveillance, call center, electronic queuing and evaluation system, call service, receiving calls, etc., given that these systems will have technical capabilities to API integration).	Please provide the list of all backend databases along with version numbers to which the BI system will connect	To be determined in post-contract survey. Subject area - queue management
25	7. TRAINING	The supplier shall conduct training in Tashkent for representatives of the customer	Can the training be conducted remotely?	it is desirable that the supplier conducts training in Tashkent for the customer's representatives and on real equipment
General Questions				
26	General	Is the data in the database in English or Uzbek		In 3 languages, English, Russian and Uzbek (Latin and Cyrillic)
27	General	How many business or functional units would be part of the program ? Are we expected to interact with each business unit and capture detailed requirements ?		All business units working with the "Queue management"
28	General	What is the expected timeline for completion of the BI system?		Up to 4 month
29	General	Is UNDP flexible to run the project in sprints using Agile methodology?		Agile methodology is acceptable
30	General	Will there be a business analyst onsite throughout the project lifecycle from UNDP to work closely with Datamatics ? Or the expectation is for Datamatics to have a onsite BA interacting with business leads from UNDP		UNDP did not hire a business analyst for this project
31	General	Do we have to set up active directory services or LDAP Authentication for the reporting users		LDAP Authentication is not required
32	General	Please specify your preference of deployment environment - On Premise or Cloud ?		On datacenter of the client
33	General	Please specify your preference for BI product license type - Subscription based or Perpetual		subscription based for 5 years
34	General		"The system must have a built-in ETL module for loading and transforming data;" from this sentence as far as i understand you do not want any additional etl tool such as talend, informatica, microsoft ssis etc. is it correct?	дополнительный инструмент etl, такой как talend, informatica, microsoft ssis и т. д., является активом
35	General		Does the client has an ETL tool? If the answer is yes does it mean the contractor must use this tool also?	The customer does not have a ETL tool at this time.
36	General		You mentioned about video wall but there is no specification about this hardware such as how many incs or how many panels or what type of panels (LED or LCD)	The client has 18 NEC MultiSync UN552S panels
37	General		There is no information about clients data warehouse system (if they have)	The customer does not have warehouse system tool at this time.
38	General		There is no information about how many dashboards and widgets the client wants.	To be determined in post-contract survey.
39	General		There is no information about 4V of the data (Volume, Velocity, Variety, Veracity)	To be determined in post-contract survey.