Implementation of an Online Publication Tracking and Workflow System

Please, find below UNAIDS answers to the questions raised about the implementation of an Online Publication Tracking and Workflow System (RFP-2011-3). Questions and answers have been grouped per category and are open to all bidders for transparency.

REQUEST FOR PROPOSAL QUESTIONS

Phase 2: What is the business criticity of this application?

A: Application will be at the center of all and any work performed by the Information Production Unit. It needs to be accessible and available at 90%

Phase 4: Is it possible to merge milestones 4B and 4C, because of dependencies between the workflow and the form?

A: Yes, milestones 4B and 4C can be merged depending on the proposed solution. It has been decide to split the work in two parts as the DPF integration within UNAIDS intranet website can be considered as a separate task. (cf. REQ1 of system requirements).

Phase 4a: who is in charge of the installation of the application in Dev / Stage / Production?

A: The installation of the development environment, stage and production system will be performed and conducted by a UNAIDS IT coordinator as UNAIDS must be able to reinstall the system in case of disaster recovery. Thorough installation procedure is mandatory, remote assistance would be an asset if the IT coordinator comes across complication.

Phase 4b: How publication documents are managed (in term of creation / approbation)? Same question for graphical layout? Do we have to take care about this?

A: Yes, validation needs to be embedded in the workflow as per the annexes 3A and 3B: workflow.

Phase 4b: There 5 workflows (editing, translation, layout, printing, distribution/web), can we have for some workflow requests in parallel? (for example, can we have layout and translation workflows in parallel)

A: Yes, some workflows need to be happening one after the other, other will be happening in parallel.

Phase 5: Who is in charge to write / review / approve the final test for UAT?

A: The UNAIDS IT coordinator and IPU coordinator.

Phase 5: Do you need any assistance for the UAT?

A: No.

Phase 6: What do you mean by AdHoc support: it is support for the go-live in production?

A: Unplanned support when UNAIDS requests assistance after the go-live.

Maintenance of the application after the warranty period is mentioned nowhere. Is UNAIDS willing to pay a yearly maintenance fee for technical support? If yes, may we include this fee in the financial offer?

A: Yes, maintenance and support is expected and should be mentioned in the technical and financial offers (technical offer should of course not include pricing)

What is the UNAIDS team constitution who will be part of the project execution and oversight?

- One IT coordinator (project manager, QA, IT infrastructure preparation, follow-up)
- One IPU coordinator (business requirements, acceptance test).

Also, UNAIDS will constitute a team of testers for performing the acceptance tests.

Staffing 1.2.5   Can we assume that dedicated Coordinator will be placed at UNAIDS office? Please confirm?

A: Yes, both IT and IPU coordinators will be based at UNAIDS Headquarter Geneva.

<u>FINANCIAL QUESTIONS</u>

What happens if the project cost estimate changes after the requirement clarification phase? Is it possible to revise to charge estimate after the phase 1 (requirements clarification)?

A: UNAIDS does not expect to have major changes to the proposals received after concluding Phase 1. If UNAIDS considers there is a misunderstanding of UNAIDS needs from the bidder, this issue will be raised during the technical review (UNAIDS requiring clarifications) or at the time of contract signature. However, if deemed necessary, UNAIDS could agree to changes of requirements and to create an amendment of the contract while maintaining the rates offered in the proposal received.

Section 2.7.4: Is there any specific format for Financial Proposal?

A: No UNAIDS did not provide any specific format, however all costs would need to be provided in detail as specified in section 2.7.4

Section 2.7.4: If the contract is on fix bid, why vendor need to provide:

a) Typesetting, amends and artwork costs

b) Printing costs

c) Delivery costs

d) Travel and Per Diem costs

e) Other costs

Please clarify?

A: UNAIDS need to asses the offer provided include reasonable costs and that the requirements are not been misinterpreted by the bidder by including resources not requested in our RFP. There are also certain costs that UNAIDS will contract and reimburse upon presentation of invoices, like travel and per diem costs.

Section 5.3.1: Does vendor need to provide 6 months of warranty? Does vendor need to provide onsite support during this period? Please confirm

A: The standard terms and conditions ask for a minimum of 6 months warranty. Additionally vendors are requested to proposed extended warranty period or support costs separately to asses the value-for-money proposition

Section 2.8: Can be submit our Proposal only on email? Or is it mandatory to submit a hard copy.

Is there any restriction as regards the size of e-mail attachments?

Is it acceptable to submit the technical proposal in multiple e-mails?

A: Proposals can be submitted only electronically to the established email addresses provided, no need to submit physical proposals.

Email total size for attachments should not exceed 10MB, with individual files not over 5MB.

Multiple email (or splitted files) are acceptable.

GENERAL TECHNICAL QUESTIONS

Data Migration is not mentioned in the RFP what happens with existing publications?

After the development of the new application, do we need to pull out data from the current Client-Server system's database will it be possible to have all the standard data in-house inside the newly developed application?

A: UNAIDS has roughly 50 concurrent projects at any one time, only these will need to be manually recreated in the new system. Therefore, pure database migration is not expected.

Most external data is stored in SQL-Server DB, what are the other repositories that will be connected to the application.

A: For the time being, external data is stored in SQL Server DB only and main PTS document files are stored on the UNAIDS file share (network drive). Also, the new publication system should be able to connect to web services as some UNAIDS services may be deployed in the future (new data and UNAIDS business rules).

What tools were used to produce the workflows A and B?

A: Workflows have been produced using Concept Draw on Mac. But files cannot be edited as they were exported and delivered as a static image file.

Do you already use a workflow engine?

A: UNAIDS does not have a workflow engine in place.

Do you already use a workflow framework?

A: UNAIDS does not use a workflow framework. The use of a flexible workflow engine and framework is one of the main requirements of our publication processes.

Do you see a potential reuse benefits in having the application developed on top of a generic workflow engine?

A: It was not written in our initial requirements but we see potential reuse of a generic workflow engine for UNAIDS if the core of the solution can be reused as is. In such case, the publication system can be seen as a "plug-in" of the entire solution.

Inside some forms and pages, bulk data has to be carried to update data related to a publication. For this purpose, will it be possible to give a different look and feel to these pages and forms?

Question is ambiguous.

A: Pages/Forms look & feel should be consistent as much as possible for the whole application and aligned with UNAIDS branding.

How external users connect to the current application (through VPN, extranet)?

A: On the current application, there are no external users. External users could log in the new publication system using our SSL-VPN (https://remote.unaids.org).

Does UNAIDS Publication Tracking System (PTS) have any Drupal based website/ intranet application in place already?

A: The actual PTS doesn't use Drupal CMS. Only our intranet website is using it.

Can existing PTS features be replicated / reused within the new system?

A: No, it is not worth trying to reuse any PTS code as most of the requested functionalities are missing.

Does UNAIDS foresee integration of the future Online Publication Tracking System and Workflow System with the public website, intranet and/or ERP?

A: Integration with UNAIDS public web site: No.

Integration with UNAIDS intranet: Yes (REQ1)

Integration with ERP: No (as main data can be accessed through a SQL Server database hub)

Does the UNAIDS use a document management system such as SharePoint (or is interested in using it as a repository for the various documents involved in the DPF process?)

Does UNAIDS plan to implement an Enterprise Content Management System in the near future which will take care of not just publication but entire organization's need for document and content management?

A: UNAIDS does not use a document management system. It is not in 2011/2012 plan to deploy a DMS solution. The file share stay the only document repository of UNAIDS. The repository component of PTS should stay as simple as possible.

Are there any specific UNAIDS security standards to be supported? Does the system need to support any specific data protection mechanisms?

A: No.

Is it acceptable to use software components that require commercial licenses?

A: Yes, if it is necessary based on the proposed approach.

Appreciate details on any or all of the following:

Actual Size/ Volume of Database:

A: 100Mb

Documents/Publications:

A: Initial documents to be uploaded into the system will only be the documents currently opened, should not be more than 50.

What is the forecast regarding data capacity?

A: Unknown at this stage, but we expect more data as the workflow system has to log any action performed in the system.

Briefly Indicate the challenges faced by UNAIDS with the existing application with respect to:

Performance issues:

A: None

User satisfaction issues

A: Application is a post-facto tool (tracking tool and not workflow tool). Is obsolete and does not meet the needs of the users anymore. Users need to remember to go into the tool to fill in data (mainly dates). Moreover the tool is not a mandatory tool and can be done without which creates confusion when the manager needs an overview of projects statuses-

Are there any constraints in the licensing of the tools - by geography or user community?

Question is ambiguous.
A: Current tool is not licensed. New system's licensing scheme should be part of the offer and will be assessed as such.

Are there any specific reliability requirements: high availability and disaster recovery?

A: Yes, tool should be up 90% of the time and backups must be available in case of needs. Once per 24hrs is deemed sufficient.

Are there any specific performance requirements? What are the customer expectations regarding response time?

A: Tool is expected to reply to queries within a reasonable timeframe for the dashboard (few seconds, similar to loading a web page). Workflow is expected to forward notifications within a reasonable timeframe (within minutes).

TECHNICAL STANDARDS QUESTIONS

What do you mean with maintenance costs fits UNAIDS′ IT capacity (Rule 2 refers to staff capacity rather than costs)?

A: It is important that UNAIDS be able to maintain the system using its own resources (one dedicated person for the time being) and make sure that the knowledge has been transferred. Depending on the complexity of the proposed solution, support and maintenance will help UNAIDS get accustomed with the new solution during the transition period.

Is possible to install a Tomcat server or JBoss server to host workflow engine?

A: As explained in the technical standards, UNAIDS would accept to host other technologies if:
- the proposed solution can be deployed on UNAIDS virtual Windows Server environment (see Rule 1)
- the solution can be considered as a out-of-the-box software without customization
- system deployment and integration is reduced to a minimum level
- easy upgrades of the system, backward compatible and no impact on other system dependencies
- the proposed solution maintenance costs fits UNAIDS′ IT capacity to maintain the system (see Rule 2)

Therefore, UNAIDS can accept the hosting of a Tomcat server on a Windows 2003 server using IIS if the workflow engine can be seen as a standalone application, easy to deploy and to maintain (upgrade package installer). Tailoring the core of an existing product would not be permitted if it compromises the updates from the vendor.

If an upgrade of an existing software is necessary (e.g. MS Exchange 2003 to the newest version) who should bear the cost? UNAIDS or the Bidder?

Is it acceptable for UNAIDS IT to use MS Windows Server 2008 as a platform for Web-server?

A: Please refer to the annex 6, UNAIDS will not upgrade in 2011 their version of Microsoft software and license if the proposed system requires newer versions.

SYSTEM REQUIREMENT QUESTIONS

What is the estimated number of requests (per year)? What is the average file number and size for each request?

A: For 2010, UNAIDS production team has recorded 235 requests. Each request can include Editing in English, translation in 1 to 3 languages, layout, printing and distribution.
This can lead to 13-15 files per request not including different versions of each file.

10-15 people using the whole system, or only the workflow? How many will use the online request front end and how many will use the workflow? And the dashboard?

A: Workflow usage: 10-15 persons at UNAIDS will use the workflow on a daily basis. This number can expand to 50 users when external partners (outsourced translator, designers, printers, and writers) will use the system without giving their deliverables to UNAIDS coordinators.

DPF usage: The DPF online front end will be open to the whole organization (1000 employees) but we only expect around 50 people to be using it on a regular basis (not concurrent).

Dashboard usage: The Dashboard should be seen by the admin person (4-5 persons max) but every DPF requestor should see a simple dashboard view or report about the progress/status of their initial request.

Total estimated number of users (Workflow, DPF, external partners, Dashboard):
Between 120 and 200 users

The DPF document contains signatures. How this turns out to be once the system is migrated to an online request front end?

A: DPF signatures on paper would not be necessary anymore. In the new workflow system, the approval of a request owner can be seen as an electronic signature (cf. REQ2 system requirements).

REQ1: "All UNAIDS Staff are allowed to generate a DPF form. It could be a web portal or, for better service integration, a specific section of UNAIDS intranet site replacing the actual document link."

Need more clarity on the references to Web Portal and Intranet Site in this requirement.

A: The DPF online form could be a dedicated web page or for better integration, the form can be embedded within our intranet website (Drupal CMS 5). A specific section in Drupal can be created to hold the DPF form.

REQ2: Dept Manager or editorial board can approve, reject or ask more info. Are there any multiple levels (more than one user responsible for approval) of approval?

A: This is a possibility that should be taken into account.

REQ2: How many project types are there in DPF request?

Having Project type will only decide mandatory fields in request form. Is there any other functionality associated with project type?

Question is ambiguous.
A: Projects are a composition of one or more of: Editing, Translation, Layout, Printing, Distribution, Web-posting. Refer to DPF annex for more details.

REQ5: "What exactly do you mean saying ""Flexible workflow edition and modification""? Could you confirm what option is acceptable?

1) Fully flexible Work Flow with the capability to add or delete the set of States/Entities. It will be possible to create any desirable Work Flow.

2) Not fully flexible Work Flow where there is constant list of States/Entities. The User does not have the ability to add or delete State/Entity. There is just the ability to configure Work Flow using existing set of States."

A: Option 1.

Is it possible to have an example of situation for Work Flow modification?

A: Changes in publication processes, new translation needs to be supported by the translation process, change of staff roles, reassignment of tasks, etc.

In case workflow has changed how the existing data\documents are expected to be processed?

A: If it is minor workflow changes, actual data and documents should be kept as they are in the process. If we assume that major revision of the workflow will occur; only new requests will be proceeded with the new version of the process.

Is there a requirement for implementation of a visual workflow tracking or workflows that can be configured based on parameters?

A: Visual workflow is an asset.

Will there be additional workflows specific to translation and publishing?

A: The workflow system should be flexible enough to create ad-hoc workflows if necessary. UNAIDS could accept new language translation in the future.

REQ7: Please let us know the possible document types (WORD, PDF, EXCEL etc) that needs to be supported by the system.

A: The system should not be limited to handle specific documents, it should be able the handle documents of any type. Document files can be images, pdfs, videos, zips, mockups (in Photoshop, illustrator, In-Design, Quark-Express for instance).

Examples:

- text from client, usualy word document.
- translated text in French from translator - word
- revised text in French from revisor - word
- translated text in Spanish from translator - word
- revised text in Spanish from revisor - word
- translated text in Russian from translator - word
- revised text in Russian from revisor - word
- Laid out document in English from designer – InDesign
- Laid out document in French from designer – InDesign
- Laid out document in Spanish from designer – InDesign
- Laid out document in Russian from designer – InDesign
- Print ready High res file in English from designer – pdf high res
- Print ready High res file in French from designer– pdf high res
- Print ready High res file in Spanish from designer– pdf high res
- Print ready High res file in Russian from designer– pdf high res
- Copy of final print file in English from printer – pdf high res
- Copy of final print file in French from printer – pdf high res
- Copy of final print file in Spanish from printer – pdf high res
- Copy of final print file in Russian from printer – pdf high res
- Low res file in English from printer – pdf low res
- Low res file in French from printer – pdf low res
- Low res file in Spanish from printer – pdf low res
- Low res file in Russian from printer – pdf low res
- Distribution plan from client and distribution team – XLS file

REQ7: For heavy document uploads i.e. documents > 100MB, do UNAIDS want to have FTP upload system other than web-browser based upload system?

A: Provider to make an offer on the best way (i.e. most convenient for users) to implement this

REQ7: Does the existing PTS system support version controlling for the documents/publications?

A: No.

REQ8: "The IPU coordinator should be able to view and monitor the current situation of the process (current step of the process, people involved, deadline, bottle neck, etc.). The view could be a graphical representation of the process completed with some Performance Key Indicators (PKIs)".

Where this function shall be implemented (Dashboard, Inside a specific Project, etc)? "

A: The best location should be the dashboard.

REQ11: New system needs to get data from UNAIDS database. This database is on what platform.

A: As stated in the requirements, Most of the data are located on Microsoft SQL Server databases.

REQ13: Can we have some example of rules (budgets estimation & quotes)?

Where do the generic figures for budget estimation come from?

A: Some budget generic figures can be known in advance like translation cost for instance (cost per translated word, line or page). These figures depend on the contract agreed with some external partners. At the moment, cost estimations are manually done. It is recommended that the online DPF give some facilities to calculate cost estimation based on the criteria selected in the form. Technically speaking, some figures could be stored in a database so that the workflow system can access these data (cf. REQ11 of the system requirements). The PTS manager should also be able to update generic figures or complement per request the missing ones if they stay unknown.

Example 1:

Job #1 is a translation job from English to French of 15'000 words. The system know the average translation rate per day (1500 words UN standard) and the rate per 1000 words for each translator on contract. It is able to give the following estimate :
- job will take 10 days to be performed
- job will cost 3000 USD with translator John Doe with which UNAIDS has a contract at a rate of 200USD per 1000 words for translation from English to French (rate could be different for another language).
- If job is given to Mr John Doe, the remaining balance on his long term contract is 12'000 USD out of a signed contract for 15'000USD total (15K minus 3K).

Example 2:

Job is a printing job of 3000 copies of a 64 pages 4 colors document on an offset paper. The system knows the rates of printers on long term agreement and can give the quote for 3'000 copies and 100+. (Timeline not requested as there are too many parameters to consider).

REQ14: Does UNAIDS wants single-sign on with any other website/ intranet application already in place?

A: Single-Sign On is expected between the tree components of the new publication system: DPF, workflow and dashboard.

REQ14: Does the existing system fulfill the user authentication requirements or any other requirements using components that can be reused?

A: There are no components that can be reused.

REQ16: What is the scope of visual identity and flexibility to change branding (is it limited to logo and banners)?

A: For all user interfaces, we expect to be able to change logos, images, colors, fonts, layout in general in an easy manner in case of new UNAIDS visual identity. Template features for the UI is an asset.

REQ16: In the proposed system what all browser need to be supported? Is it only Internet Explorer or any other?

A: As specified in the technical standards, Internet Explorer 8 is the standard browser for any web application development. Specific development using Silverlight or Flash is not supported.

REQ17: Does UNAIDS require graph, charts system to be implemented in Publication dashboard platform?

A: Yes.

REQ18: Stock Management: A report is required to view four types of stocks per publication. Is this data managed outside the system and not in current scope? The new system will get data from external interface and display in a report format. Is our understanding correct?

A: The data are not managed outside the system; the REQ18 stock management is a specific requirement of the dashboard component and has to be implemented part of the dashboard.

Does the existing PTS system integrate with any reporting tool? e.g. crystal reports, jasper.

A: No.

Do we consider that the requirements gathering and analysis of the proposed Online Publication Tracking and Workflow System is complete with respect to scope of workflow use cases, etc?

A: Yes.

Please mention the documentation that is currently available for the Online Publication Tracking System. Are all the documents updated to represent the current status of the system and/or components?

A: The current Publication Tracking System does not have documentation. It was a simple custom website (made in asp pages and SQL Server database) aimed at tracking activities per request. Screenshots have been given to understand the actual User Interfaces. Its architecture and components should not be seen as a base for the new publication system.

Does vendor need to provide multilingual capabilities in the proposed Website? Or it should support only English language?

A: English only required

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PROTOTYPE QUESTIONS

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Is the design proposed in the dashboard prototype final or is subject to review and change during the design stage?

A: The prototype of the dashboard is not finalized and is subject to be reviewed and adapted depending on the capability of the proposed dashboard solution if existing tool answer the main functionalities.

What is the "Job in Progress" area on the Dashboard?

A: An overview of the status of user tasks.

What is the "Mail Board" tab on the screens?

What is the business purpose of the new projects addition?

What data shall be displayed on "Web-Publish Dashboard" tab?

What data shall be displayed on "Requested" tab?

A: Subject to be reviewed, some envisaged function of the prototype could be omitted.

Shall two Dashboards be implemented?

A: No.

Dashboard can present different features depending on the user-rights (administrator of the system, publication workflow users, requestors, etc.).

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QUESTIONS THAT CANNOT BE ANSWERED

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The following questions have been acknowledged by UNAIDS but cannot be answered explicitly as we consider that it is part of our evaluation process to analyze bidders' approach, quality of the offer, ability and strategy to answer our requirements.

Is there a preference for project execution methodology e.g. Agile or waterfall, onsite or onsite-offshore?

Does UNAIDS have any preference to technology for development of Online Publication Tracking and Workflow System. E.g. Microsoft .NET or Open Source (Java, PHP)?

Is it possible to answer with 2 different tools and after the phase 1 or phase 2, to decide which solution we have to implement?

Can we suggest development of a custom solution to UNAIDS?

What is the budget available for this project?