UNAIDS
JOINT UNITED NATIONS PROGRAMME ON HIV/AIDS
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Response to questions from the bidders of RFP-032

Item	*Question*	*Answer*
1	Are the vendors supposed to develop a desktop application with a central database or a web based application that is hosted on some servers at UNAIDS offices?	The vendor will be required to develop a desktop application where both client and database are together on the same computer. There will be no dedicated central database(s) and client software should not be written as a web client. Since it is necessary to enable multi user work, client software should be able to connect on remote database. Remote database should be a part of the desktop application installed on the user computer. Kindly refer to the following from reference: (1) item 21; (2) page 7 of the RFP – deliverable 1 and consultancy activities 1; and (3) Annex 2, sections 3.8 and 3.9.
2	On deploying the NASA RTT software do we have to procure hardware in terms of networking tools and software like network monitoring software?	No.
3	In the annex for functional specification, a full system description is provided including software architecture, can the vendor propose any methodology other than that provided in the document?	Although the vendor is required to follow the defined NASA procedures and methodology, you are free to propose the exact software implementation of the NASA procedures and methodology.
4	The system is supposed to monitor projects in very many countries across the globe, should the system run on only one server or more? If more, is configuring the servers part of the scope of this work?	The desktop application should be installed on different computers regardless of where the central repository is. The main idea is to make end users' life easier by disconnecting them from any kind of a central database. Therefore, they will be independent at instances that will produce the export of data for the central repository. Please refer to items 1 and 21.

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5	"The NASA RTT should be a client-server multi-user desktop software with distributed database capabilities" – what does it mean "distributed database" in this context? Normally, the term "distributed database" refers to a database that is under the control of a central database management system, but that is stored on multiple computers/servers synchronizing data through specific database replication mechanisms. It is not clear for us whether this is the requested database deployment layout or whether the database should be deployed on a single country-specific or institution-specific computer/server to be accessed by all the users within that country or institution.	Yes. To be more precise the distributed work means ability to share data with tight or loose coupling. For tight coupling (say online work) you could go with replication. For loose coupling (say offline work) export/import feature is probably the most common implementation. Our previous analysis has indicated that loose coupling with export/import feature will best meet our needs. Nevertheless, the vendor is free to propose any other solution suitable for this project.
6	The reference requirements for the client computers are defined in this point. Are there any requirements for the server hosting the database? Should the new NASA RTT be running on existing infrastructure in heterogeneous environments or is it possible or needed to equip deployment sites with server-side hardware?	The system should run on existing hardware in the field and should support their network topology (please refer to item 4).
7	"Remote testing" refers to testing the system while having the database deployed at UNAIDS headquarters and running the desktop client in the three countries, or does it imply on-site testing?	It implies on-site testing. Every site, including HQ, should have installed its own desktop application (please refer to item 1). The application should be tested locally and the vendor should monitor testing off-site, from his location, in coordination with UNAIDS.
8	"Support the remote testing phase" involves remote support by phone and e-mail, and at UNAIDS headquarters or as well by performing missions on the field at those three countries to provide support for the installation and setup of the system and/or deliver training?	"Support the remote testing phase" involves remote support by phone and e-mail where the user will record the problems and the vendor will be required to fix the bugs.

9	The objective of the “2nd meeting: Validation workshop” is to present to UNAIDS the software developed and how it fulfils the functional requirements, in order to collect feedback on what should be improved before the alpha version is delivered?	We expect that during the 2nd meeting:” Validation workshop" the vendor will present in details the solution for each business procedure and modules mentioned in Annex 2. The expected outcome of the meeting are all procedures and solutions presented by the vendor and validated by UNAIDS.
10	The delivery of the alpha version of NASA RTT will include a draft version of the user, developer and administrator guides?	Yes.
11	“Support deployment in two countries” involves remote support by phone and e-mail or as well performing missions on the field at those two countries to support installations and deliver training?	“Support deployment in two countries” involves remote support by phone and e-mail.
12	What is the expected time frame for the implementation of the project (time between project start and delivery of final version of NASA RTT and the other project deliverables)?	The expected delivery time is approximately 6 months.
13	The “Information of Firm/Organization submitting Proposal” should be attached to the Proposal Submission Form or can it be part of the Technical Proposal?	The information should be attached to the proposal submission form.
14	The submission of the proposal by e-mail fully substitutes the physical submission by mail of the different document hard copies and CD-ROMs?	Proposals sent to the two email accounts (technical & financial) does substitute the physical submission.
15	The file format/template for the Financial Proposal is still going to be provided? We did not find any file format or template within the RFP documentation.	Please note that the guidelines in preparing the financial proposal is stated in page 14, item 2.7.4
16	The proposed timeline project plan must be provided as part of the Technical Proposal document and additionally as a separate electronic file?	The timeline should be included in the technical proposal.
17	As our institution was not included in the invitation list of this RFP, we would like to ask if we are entitled to participate in this bid and if any additional documentation is needed from us?	Non-invitees are entitled to participate in the bidding; and no additional documentation is needed.

18	What is the “ease of use” for archive recovery? Should it be a simple “one-click” recovery procedure?	There is no such a description in chapter 3.9 of the Functional Specification (page 46).
19	How is data migration handled when upgrading to this new version of the NASA Tool? Will there be a need to import existing data previously exported from the old version of the software into the new NASA Tool? Which data and in which formats?	Yes, data migration is needed, but only as a proper transformation of the existing database. It would be desirable that the system supports data import from older NASA RTT versions.
20	Classifications (lookup tables): should there be a user-accessible revision control system allowing to track changes?	It is expected that update of lookup tables will happen once a year and it is not necessary to track the changes.
21	We understand that the application will be installed at different regions and countries. Each installation will have its own database and a set of client users accessing it. There will not be any centralized database across these installations. The only way these installations share the data/exercises are through the Import/Export functionality.	Yes.
22	The Administrator HQ will be the only responsible user for creating/updating the classifications and distributing them to all installations. And it will be the discretion/responsibility of the site users to apply the new classification on one or more of its existing NASA exercises. The new NASA exercise will always take the latest classification version.	Yes.
23	The Registration of Organizations and Institutions will be created and maintained at each installation separately. Thus there is a possibility of conflicts of names during Import/Export exercises.	This is correct. It is not desirable to impose restriction such as centralized management for processing of data. In this context, the lookup tables are the exception and project leader will be responsible to solve the conflicts. The vendor should propose suitable data conflict resolution mechanism.

24	When a NASA RTT member is assigned to one of the predefined user groups (Administrator, Project Leader, etc), does it mean that the member has the privilege over ALL NASA exercises on the Site? Do we have to restrict the RTT members to only specific exercises? If so, then we also would need to define NASA exercises to which the respective user groups should apply for the user, right?	Once the NASA RTT member is assigned to one of the predefined user groups (Administrator, Project Leader, etc) the privileges will be implemented over all NASA exercises on the site.
25	During the export of the NASA exercise, do we also export the Organizations and Institutions data related to the exercise? Since we assume that the Organizations and Institutions will be maintained at local installations, importing the exercise from another site may require these data in order to view all the transactions of that exercise properly.	Yes. In order to have consistent data it is necessary to export all data related to the NASA exercise (please refer to item 23).
26	Custom Reports: we assume that the capabilities of the crystal reports designer is adequate to a trained end-user to create a custom reports as they like. Do you envisage a custom UI tool on top of Crystal reports designer?	This module is optional and the vendor is welcome to propose any suitable solution.
27	When multiple versions of the classification exists on the system, should we associate the latest classification version to all upcoming NASA exercises or will it be a user choice while creating the new NASA exercise? (related to point 2 above)	A new NASA exercise by default, should always take the latest version of classifications. Also the user should have an option to choose any other version of classification.
28	One general question: when a NASA exercise from one site is imported into another site, then should all functions be permitted on this imported exercise (including creation of new transactions) or is it envisaged that this is only for comparison and viewing purposes?	For the purpose of simplicity, all sites would have the same user groups and policies (that should be hard-coded in the software). So imported NASA exercise would be treated in the same way as any other originally made on the site.
29	Do you have an Oracle database that we can use for this project?	No.