

UNAIDS RFP 2011-16

UN Cares External Evaluation and Services Directory Review

Questions from Bidders with UN Cares' Responses

General

- 1. Question:** A couple of years ago, our firm was involved in a contract with UN Cares. We were contracted by UNFPA for this assignment. Would this put us in a potential conflict of interest for Component A or Component B?

Answer: Previous experience with UN Cares, UNFPA or UNAIDS does not constitute a conflict of interest in this case.

Technical Proposal

- 2. Question: 1.3.1 [Component A, Bullet 2]** - Will the contractor have access to available M&E data and reports beyond what is available online with the UN Cares Progress Monitoring Tool link?

Answer: No, not specifically linked to the UN Cares 10 Minimum Standards. The programme was formally launched in 2009 and the Progress Monitoring Tool was completed in 2009. All available data is already in the on-line tool. Additional data will be gathered in 2011.

- 3. Questions: 1.3.1 [Component A, Bullet 4]** - Will the 3-4 visits to UN country teams focus on particular regions, such as high prevalence areas, or have a broader scope? The RFP mentions "site visits to three or four UN country teams in different regions". Could you please give us an indication of which geographical areas / countries would be included?

Answer: These will ideally focus on different regions, including those where we have had strong full-time regional support in place (East and Southern Africa and Asia and the Pacific) and those where we have had part-time or no regional support in place (all other regions). Specific countries would need to be selected according to criteria to be determined. In each region, some countries have made excellent progress, while others have had more modest success. UN Cares has trained country-level focal persons in more than 120 countries in all regions.

- 4. Question: 1.3.1 [Component A, Bullet 5]** - What is the expectation about linking the evaluation survey with the second global bi-annual all-personnel survey to be conducted in October 2011 —will our evaluation be used to compliment this survey, or inform it, or is it completely separate?

Answer: The UN Cares Monitoring Strategy includes the regular gathering of data from 3 sources, in order to measure achievement against the various UN Cares indicators: annual HQs focal point survey; annual data from country-level reports; biannual data from the all-personnel survey. The first all-personnel survey was carried out in October 2009, hence the next one is due in October 2011. While it would be more ideal to carry out the evaluation only after the all-personnel data has again been collected, because of budget and planning constraints, the evaluation needs to be done simultaneously. All this to say that if the timing of the evaluation makes it possible to use the 2011 all-personnel data, this would be ideal. The content of this survey is already defined (by the UN Cares Monitoring Strategy) and should be consistent, to have data comparable with that from 2009. Given the planned regular all-personnel survey in 2011, UN Cares would not agree to running an additional separate all-personnel survey specifically related to the evaluation. However, surveys of smaller specific stakeholder groups could be considered, if needed.

5. Questions: 1.3.1 [Component A, Bullet 5]: More generally, what is the general timeline for the evaluation, and are there specific due dates for the deliverables? No start or end dates are specified in the RFP for this evaluation exercise. Does UNAIDS have estimated start and end dates to finalise this work?

Answer: The body that governs major UN Cares decision-making, the Human Resources Network (HRN), meets in person only twice per year – usually in February or March and then in July. In order to be able to submit evaluation results to this body for their first meeting in 2012 (papers to the meeting must be submitted one month in advance), the evaluation should be completed by the end of 2011. Bidders should list in their proposals any concerns or alternate suggestions with relation to the time frame.

6. Question: What is the timeframe for this project? Start and finish and interim deliverables/dates.

Answer: Given the need to complete the project by year-end, it should be started as soon as possible. We expect to be able to have a contract in place by mid-May. Interim deliverables/dates are not fixed.

7. Question: We would be interested in learning more about your timelines for the assignment-and more specifically, when do you need to make a decision about the future of UN Cares and the Services Directory? That is not clear to us, in reading the RFP.

Answer: The Human Resources Network and its parent body, the High-Level Committee on Management, have already endorsed the continuation of UN Cares through 2012-13 (funding commitments pending). The future focus for the evaluation should be on any changes/improvements recommended for 2012-13, as well as whether UN Cares continues as-is in 2014-15 or whether/how the functions can be more closely integrated into the ongoing functions of all UN system organizations.

The Services Directory is a sub-project of UN Cares. Any recommended changes or improvements can be implemented at any time. Evaluation results on this should be available by year-end, in order to feed into the annual UN Cares Task Force working session, normally held in late January or early February. With this input, the Task Force will decide how to implement any recommended changes.

8. Question: 1.3.1 [Component A, Bullet 5 AND Component B, Bullet 4] - What is the universe of people to be surveyed (i.e., total number of UN employees, number of UN CARES Learning Facilitators, etc.)

Answer: All numbers are approximate.

Total UN employees globally: more than 100,000

Total trained UN Cares Learning Facilitators: 250 to 300 persons in 120 countries

Number of UN Cares Regional Coordinators (full- or part-time): 7

Number of active UN Cares Task Force members: 30

Number of UN organizations funding UN Cares: 20

9. Question: 1.3.1 - Could you please give us an indication of whether the UN Cares Services Directory architects and administrators will be available for interviews, as well as list the countries in which they are based?

Answer: The primary administrators of the UN Cares Services Directory are based at UNON in Nairobi, Kenya and certainly would be available for interviews. From the technical side, the system has been developed and updated by several people no longer with the organization, so the “architects” are no longer available. That said, there is currently an IT person at UNON with part-time responsibility for the directory who may be able to provide limited information.

10. Question: 1.3.1. - Could you please provide information on the high-level architecture of this Directory (in terms of the infrastructure and technologies used)?

Answer: In terms of development architecture, the directory is running on a php (5) based front end, and relies on a mysql backend database. The pages are served by an apache web server on the same host.

11. Question: Paragraph number 2.7.2- A chart appears in Paragraph 2.7.2. Could you please specify whether this chart should be included directly in the technical proposal, the cost proposal, or as a separate document?

Answer: This information should be included in the technical proposal, either in the main body or as an annex.

Financial Proposal

12. Questions: Paragraph number 2.7.4- Is it possible for UNAIDS to provide a budget range for the cost proposal? Can you share any information about the budget envelope for this evaluation?

Answer: UNAIDS does not disclose budget for requested works since we expect bidders to provide the most cost effective solution to address the needs specified in the RFP. We could address specific concerns about scope of work in order to measure your approach but this will be evaluated as your understanding of our needs in the RFP technical evaluation.

13. Question: 2.7.4 [Financial Proposal] - Should the contractor complete a separate budget for Component A and Component B?

Answer: Yes, kindly separate budgets for Component A and Component B.

14. Question: Paragraph number 2.8 - Reference of electronic submission is made under "NOTE 2" in paragraph 2.8. Please can you clarify that it is acceptable to UNAIDS for the proposal to be submitted electronically?

Answer: Yes, it is acceptable, in keeping with the terms of the note.

"NOTE 2: If preferred, the proposal may instead be forwarded to two secure email accounts. The "Technical Proposal" shall be forwarded to TechnicalBids@unaids.org and the "Financial Proposal" forwarded separately to FinancialBids@unaids.org. There will be no automatic confirmation of receipt as the proposals are only opened after the closing date. The email subject must include the bid reference number available on the first page of this RFP and on the UNAIDS website."