

RFP-2011-21: Answers to Queries from potential bidders

Question 1:

It is mentioned 2000 person/days per year: Does this cover the 5 main skills required?

Answer 1:

Yes

Question 2:

Can you please indicate the relative participation (%) of each skill within the 2000 person/days required?

Answer 2:

The approximate participation of each skill set is as follows:

- Microsoft Development skills – 15%
- Java Technology Skills – 15%
- Open Source technology skills – 25%
- Project management and analysis skills – 25%
- Web and WCMS skills – 20%

These are estimates based on current allocation of work, and can dramatically change based on the needs of the organization.

Question 3:

Is the Estimated total number of days of Work / Year, continuous or they can be in breaks. E.g.If 120 PD is the estimated days of work in year for Microsoft Development Skill set; Can there be a scenario where 60PD for project1 in is Jan and 60 PD of work in June? Or it will all 100 PD of work in Jan continuous.

If this can be in breaks can we come to consensus on the minimum tenure of work for one project?

Answer 3:

The estimated total number of days of work/year is for multiple projects (not just one). So in the example stated for the Microsoft Development, the project1 could be 20 days of work in January, project2 could be 60 days of work in April, project3 could be 10 days of work in May, project4 could be 45days of work in September.

If there is a restriction of minimum tenure of work required by the tenderer, it should be clearly stated in the technical response of the RFP.

Question 4:

1.3.7 – Definitions: Vicinity: Are offshore resources also meant to visit HQ on regular basis (3-5 times a week)?

Answer 4:

Offshore resources **will not** be required to visit UNAIDS HQ on a regular basis, if they are selected for an assignment which can be done predominantly offshore. However they **may** be expected to visit HQ during the assignment period, especially at the start of the assignment to understand the UNAIDS environment and the work to be carried out in detail.

Question 5:

At the RFP it is anticipated that the bidder's resource will be required to visit HQ on a very regular basis (3-5 times a week). Is this requirement applicable to short (2-3 week)

assignments or to 6 months assignments as well? How many visits are estimated for long term assignments?

Answer 5:

Depending on the nature of the assignment, the bidder's resources may be required to visit HQ on a very regular basis (3-5 times a week) both for short and longer (6 months+) assignments. Number of visits depends on the nature of the assignment. UNAIDS will reimburse the bidder's resources for travel costs (as per UNAIDS travel policies) and provide a Daily Subsistence Rate (DSA – as per UNAIDS policy) as an allowance to account for lodging, meals and other expenses incurred while in Geneva.

Question 6:

Can you specify exact timezone (and annual known time changes) from which the services will be required? (REF RFP 1.2.4)

Answer 6:

The bidder is expected to respond to established response times based on Geneva (Switzerland) time zone, from 9.00 – 17.30 hours (Geneva time)

Question 7:

Is it necessary to keep offshore teams working at the same time, together with local (UNAIDS) teams, or could you consider a time window in which both teams must be available to synchronize together? In that case, which will be that time window. (REF RFP 1.2.4)

Answer 7:

That will depend on the nature of the assignment. We are asking for a request for proposal (Request for proposal) for IT resources with specific profiles rather than a particular software development.

Question 8:

When you ask for Quality Assurance profiles for Microsoft platform: would it be accepted experienced profiles at Microsoft field, but without any experience at Microsoft Test Edition tools? Consider that such persons are experienced at other similar tools. (REF RFP 1.3.2.2.1)

Answer 8:

For the section Microsoft skills (skill set 1), we are specifically looking for quality assurance profiles with Microsoft Test Edition tools experience. However this is not a mandatory resource profile, so you may choose not to bid for it.

Question 9:

Can you please clarify if there will be a framework agreement with several participants offering the skills required and, if the event of being selected, we will be required to compete for each assignment? (REF RFP 1.3.2)

Answer 9:

For each skill set, we anticipate the selection of at least 3 suitable suppliers. For the selected suppliers, for a particular assignment, the supplier able to readily provide the “most suited” resources for the work, in the required lead times, will be allocated the work.

Question 10:

We would be grateful to get more information about 3.5 Financial Proposal Evaluation. Do you have a Financial Scenario / Hypothesis to "evaluate the price proposals" or how do you determine the lowest price proposal;

Is there a formula that UNAIDS will use to evaluate the financial proposals and assess which Tenderer is the cheapest? Will the single average of all provided rates per skills set be used or UNAIDS intends to apply a weighting scheme per profile and location of execution? If yes, can you please provide us with the weighting scheme?

Answer 10:

Each skill set will be evaluated independently.

Within a skill set, we will use a combination of single average of all provided rates per skills as well as creating multiple scenarios with different weighting scheme per profile and location of execution. The scenarios will be based on potential expectations on how we will use the different profiles. The financial score will be added to the technical score (as per section 3.4)

Question 11A:

and will you estimate on your own the travel costs, DSA etc.?

Question 11B:

what is the allocation of man-days on-site, on-shore and off-shore to compare the bids?

Answer 11A:

Travel costs will be reimbursed with actual receipts (to be submitted by the bidder with the invoice for the assignment) for Economy class tickets.

The DSA is an allowance to account for lodging, meals and other expenses, which is reviewed monthly by UNAIDS (for its regional and country staff travelling to Geneva).

The current DSA for Geneva is approximately USD 400/day. Any of the bidder's resource required to travel to Geneva will be reimbursed the DSA for the number of days in Geneva.

Answer 11B:

It is estimated that 70% of the work will be carried out either on-site or onshore. It is estimated that 30% of the work will be carried out off-shore. These are estimates based on current allocation of work, and are subject to dramatic changes based on the changing needs of the organization.

Question 12:

We would be grateful to get more information about "all-inclusive daily rates". We read in chapter 2.7.4 Financial Proposal that "the daily rate should NOT include a provision for travel costs or living costs for any of the bidder's resources travelling to UNAIDS HQ" while chapter 3.5 Financial Proposal Evaluation requires Prices of proposal being evaluated and that "maximum number of points will be allocated to the lowest price proposal". There are 3 different Rates / day in the Financial Proposal:

Onsite Geneva

Your location (Onshore)*

Your location (Offshore)*

Can you please explain, what you understand as "all-inclusive daily rates". We understand that UNAIDS will reimburse travel to Geneva for official purposes under "Rates / day - Your location (Onshore)*" and "Rates / day - Your location (Offshore)*", but not for "Rates / day - Onsite Geneva". Is this understanding correct?

Answer 12:

For the financial evaluation, please refer to Answer 10.

In order to clarify the 3 different rates:

- Onsite Geneva rate: the rate per day that the bidder would charge to have their resource working at UNAIDS HQ in Geneva. **Any travel required to UNAIDS HQ in Geneva will be reimbursed separately as per section 2.7.4**
- Your location (Onshore): the rate per day that the bidder would charge for the resource to work from their own premises which must be onshore (as defined in section 1.3.7). **Any travel required to UNAIDS HQ in Geneva will be reimbursed separately as per section 2.7.4**
- Your location (Offshore): the rate per day that the bidder would charge for the resource to work from their own premises which must be offshore (as defined in section 1.3.7). **Any travel required to UNAIDS HQ in Geneva will be reimbursed separately as per section 2.7.4**

So in the instance that the resource that the bidder will provide at Geneva HQ is based onshore, the rate per day for onsite Geneva and onshore may be the same.

Question 13:

1.3.2.5 – Required lead times: It is stated that the selected resource is available to start within ten days from the initial request made by UNAIDS from their preferred location. What is meant by 10 days? 10 working days or calendar days?

Answer 13:

10 working days

Question 14A:

We ... have offshore delivery center branch based in India, Will you consider our company if we provide resources from offshore center (INDIA) depending on the requirement.

Question 14B:

If yes then, can they only appear at Geneva HQ (On-Site) during review meeting and conduct all the work remotely from our offshore center?

Question 14C:

If your answer is yes for above then are you fine with calculating the Hour Rate as per USD based on our offshore resources cost?

Answer 14A:

Yes

Answer 14B:

No, that will depend on the nature of the assignment. Around 70% of the assignments need to be onsite or onshore, where the resource needs to be available for regular reviews/meetings in Geneva.

Answer 14C:

No, a daily rate is required for the resources in a currency of the tenderer's choice.

Question 15:

How many resumes we need to submit, does we need to submit key personnel resumes, if so, who are the key personnel?

Answer 15:

You may choose to submit as many resumes as you like (as per section 3.4). The resumes need to be of potential resources that you would bid with in this RFP. So if you are

bidding for multiple skill sets, the resumes need to be of personnel from all the skill sets you are bidding for.

Question 16:

Apart from client letter, how would UNAIDS facilitate Visa that would be carried out for resources to visit the Geneva HQ?

Answer 16:

The bidder is fully responsible for attaining visas for their resources. UNAIDS will not provide any support in this regard. Any unreasonable delays in having staff in Geneva HQ due to permit/visa issues will be considered as grounds for cancelling the assignment.

Question 17:

What percentage of post implementation support is required from on-site/off-site?

Answer 17:

We are asking for a request for proposal (Request for proposal) on IT resources with specific profiles rather than a particular application project. This question is deemed to be irrelevant for responding to the RFP.

Question 18:

Is there any Page limit for each of the required proposal section?

Answer 18:

Yes, please refer to the “Note” on pages 21 and 23 of the “Request for Proposal” document.

Question 19:

Chapter 1.2.5: Do you accept staff with education level similar to university degree (for example HES)?

Answer 19:

Yes

Question 20:

Chapter 1.3.2.2.4: Do you accept other certification as Prince 2 (for example PMP, IPMA level C, B or A) ?

Answer 20:

Yes

Question 21:

Chapter 2.8: Where should we include the section “Information of Firm/Organization”. With the technical Proposal or the financial Proposal or does it not matter ?

Answer 21:

Technical proposal. DO NOT include it in the financial proposal.

Question 22:

As per the RFP “Bidder’s resource will need to work from their own premises near UNAIDS HQ, and not automatically allocated office space at UNAIDS. However the resources will need to be readily available to visit HQ on very regular basis (3-5 times a week) for meetings, reviews etc. “.

Does UNAIDS prefer Geneva based contractors to fulfill the requirements stated?

Answer 22:

That depends on the nature of the assignment. Some of the assignments can be carried out onshore or offshore. Whereas other assignments, the bidder's resource needs to be frequently at UNAIDS HQ in Geneva. Please refer to Question 11 on the location of work expected.

Question 23:

Sub-section 2.7.1, Proposal submission form, of section 2.7 of the document "RFP-2011-21_IT Services" states: The bidder's proposal must be accompanied by a Proposal Submission Form (RFP_ProposalSubmissionform.doc).

Is this in reference to a document provided as part of the current documentation cause currently the referred document has not been shared on the portal and thus, will request you to help us with the same.

Answer 23:

The form can be found on the following link, called "Proposal Submission Form":

<http://www.unaids.org/en/aboutunaids/workatunaidssecretariat/requestforproposals/currentrequestsforproposals/name,58954,en.html>

Question 24:

Our interpretation of the tender specification is that we must provide one single offer for the skills set we intend to bid and not to prepare a different parcel per skills set. Could you confirm that?

Answer 24:

The bidder is expected to provide an overall technical proposal as per information requested in section 2.7.2 and 2.7.3. In addition, for each of the skill sets that the bidder is bidding for, they are expected to complete the appropriate tabs on spreadsheets Staffskillsets.xls ("Staff skill set") and FinancialProposal.xls ("Financial proposal").

Question 25:

We refer to Section 2.7.2 of the Tender Specifications.

It is not clear to us whether the 10 pages limit concerns the Tenderer as a whole or each member of the Consortium member, that is to say, should we provide 10 pages under the "Information on Firm/Organisation submitting a Proposal" per Consortium member or a consolidated response of 10 pages for all Consortium members (and subcontractors).

Answer 25:

Consolidated response of 10 pages for all Consortium members (and subcontractors). If necessary, additional information can be included in the annex of the response document, however UNAIDS will only refer to the annex as a clarification to the information provided in the main response.

Question 26:

Regarding the same section, the number of projects to be included under section 2.1 is limited to 5. Are we to interpret this as five per skills set (that is, a maximum total of 25 projects) or 5 projects in total? If option one is valid,

Answer 26:

As long as the total section does not exceed 10 pages (page 21), you may include more than 5 projects.

Question 27:

There are some overlaps between some of the non-mandatory profiles across the different skills sets. Can we put forward the same CV for such profiles?

Answer 27:

Yes

Question 28:

We have many offices from where we intend to provide services to UNAIDS under this contract.

Our question is whether we need to provide a detailed breakdown of the staff numbers per location in the Staffskillsets excel file or a consolidated number for all the onshore/offshore locations is preferred?

Answer 28:

A consolidated number for all the onshore/offshore locations is sufficient. Should you prefer to provide the detailed breakdown, please complete within the structure provided in Staffskillsets spreadsheet.

Question 29A:

Regarding the option for the electronic submission of the offer, we would appreciate some clarification:

- If we go for this option, we won't need to submit a hard copy of the proposal whatsoever. Is this correct?

Question 29B:

- Could you please assist us at which mail address we should send the information regarding the "Firm/Organization submitting Proposal"? Should it be part of the Technical Proposal file?

Answer 29A:

Yes

Answer 29B:

Yes it should be part of the technical proposal file.

Question 30A:

Regarding the evaluation score of the proposals:

- We are not sure where "the experience of the firm in carrying out related projects, (15 Points)" refers to. Is it the projects presented under section "Information on Firm/Organisation submitting a Proposal"?

Question 30B:

- How will the comparison between Tenderers that offer different types of non-mandatory profiles be made?

Answer 30A:

Yes

Answer 30B:

Tenderers that provide non-mandatory profiles will have a slightly higher technical scoring (max 3 points out of 80). There will be no impact on financial evaluation.

Question 31:

1. Do you have any framework already available for J2EE / Java frame work for all layers?
2. What is the presentation layer component to be used like Simple JSP or Struts or any other framework?
3. What is the business layer component to be used? Example Simple Java Bean or Spring based or EJB
4. How is the database connectivity established? Is it using Simple JDBC or any ORM (Object Relational Mapping) framework such as Hibernate or Java Persistence API?
5. What will be the Java version and the Database server version
6. Is the web server Apache Tomcat or JBoss or Web Logic servers will be used? And its version?
7. How the application security or user credentials are going to be managed? Is it LDAP based authentication or database based security will be enforced? Would there be any security products considered here such as CA SiteMinder etc.
8. How many users are going to use this application? And how many concurrent users will be using this application?
9. How will the load balancing / failovers be managed? Is it software based or Hardware?
10. Is there any design tool to be used for designing the application? Example Rational Software Architect (RSA) or Visio etc
11. What are the diagrams required as part of the design artifacts? Example Class Diagram, Sequence Diagrams, Activity Diagrams, Package Diagrams, Deployment diagrams etc
12. What IDE is used for development? Example JBuilder or Eclipse
13. Are the requirements available in Use case form?
14. Do you have Java coding standards available with you or do we need to follow standards from Sun?
15. Is there any tool already available with you for enforcing development standards? Example check style is one of the open source tools available to enforce the development standards are incorporated in the code or not. Similarly Find Bugs open source tool can be used to find any memory leakages in the code
16. Do we need to perform unit testing manually or using JUNIT framework?
17. Is there any tool used for managing the requirement, design, source code, test cases? Example tool like DOORS provide the facility to maintain the requirements, design, test cases details and Requirement Traceability Matrix (RTM) can be managed

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