

## Question from RFP 2012-03

Mention :

Please note that at this point in time, UNAIDS does not sell publications (in paper or electronic format). This may have an impact on the technical solutions proposed and the authentication processes.

### Lot 1.

1. When you talk about “mobile devices”, do you refer to mobile phones?

Tablets and mobile phones

2. You expose that the application shall serve as a repository for UNAIDS publications. Could you be interested in an Enterprise Content Management?

Yes if the ECM can fill the need at a reasonable price, however if the price is too high this can have a negative impact on the bid and face budget issues if selected.

3. The application will be compatible with the latest version of the operating system, but would you appreciate if it is also compatible with previous versions? In which cases?

Yes, it should be downwards compatible up to a certain level (i.e. compatible with IOS 5.x as a must, and with IOS4.x as a nice to have)

4. Regarding Windows 7, there is not Market for tablets with this operating system, so we would like to propose Windows Phone and develop the application for phones. Does it suits you?

There may not be a current market however a number of tablet pcs running windows 7 are about to be put on the market and should replace the windows phone OS.

5. When you talk about ability to tag publications, do you mean to store the tags in a centralised site (in the cloud) or locally (in each device)?

The best way to implement this is left at the discretion of the bidder. UNAIDS wishes to be able to tag publications (mandatory) and users may want to add their own tags (nice to have).

6. What do you prefer: one single application with different access point (one for UNAIDS' users and another one for Users in general) or two applications?

The request is for one application ported to different operating systems with a back end for UNAIDS' publications unit to manage publications presented to end users.

7. We assume that for UNAIDS' users is necessary to log in the application but, it's going to be necessary for Users in general to introduce user/password to access to the application?

Users should be able to set some preferences that will define which documents get downloaded automatically for instance, and could potentially link with social media, so recognizing the user is necessary but authentication might not. This would be for the bidder to propose the best solution.

For UNAIDS' users (assuming we are talking about the back end), authentication will be necessary and could be standalone or linked to our windows authentication system.

8. Regarding the optional web based interface for desktops, do you refer to one for each kind of users or just for UNAIDS' users?

The optional web based interface would be for all users to be able to access publications from a regular desktop Personal Computer. The mandatory web based interface is for UNAIDS' publications team to manage the publications presented to the public.

Unaid's regular users (not having an administrator role) would be considered as public users.

## Questions from 27/02/2012

### LOT 1 - UNAIDS Application

*1. Should this application (for managing publications) work on Desktop / Tablet via an Internet browser, or should it work as a native Tablet application?*

The application to manage publications should be accessible via a desktop browser.

*2. How categorization should be organized:*

- *In a single level structure*
- *In multiple determined number of levels*
- *In multiple variable number of levels*

Minimum requirement is a single level structure. Multiple determined/variable would earn extra points. The idea is for UNAIDS to categorize a document (i.e. prevention, country statistics etc..) but also to leave the option for the user to have his own categories (i.e. my favorites, Ghana-related etc..)

*3. How keywords should be organized:*

- *Keywords are freely attributed and not organized*

- *Keywords are organized by groups in a single-level structure*
- *Keywords are organized by groups in a multi-level structure*

Same as above, the idea is for UNAIDS to assign keywords and to leave the user assign his own if possible. Minimum would be organized in single level, extra points for extra usability of the app.

*4. Are external links related to some content, or is it just a list of links?*

Both. Some links could be linked from a content in the app (i.e. country page related to a specific publication, feature story of the launch of a report etc..) while other may be more generic links (ie. UNAIDS.org website, facebook page etc..)

*5. Should the application manage different levels of permissions?*

- *Distinct permissions for reading/writing data*
- *Distinct permissions for different sections (publication / reporting / links)*

(user app) : Users should only be able to download and read data from the unaids servers and if the application offers the possibility, share comments , scores etc...

(admin app): UNAIDS should be able to manage the publications offered on the app for download. Only one team in UNAIDS will be managing this part so no differentiation is necessary beyond the "user/admin" one unless a specific differentiator feature requires it.

*6. Should the database of the application be synchronized with other software (i.e. the UNAIDS website)?*

This is not a requirement but could be considered as a "nice to have" feature. However UNAIDS understands that this would be hard to bid on without more knowledge of the unaids.org technical details.

*7. If response to #6 is "no", should the database be able to export its data? And in which format should the data be exported?*

Yes. Standard formats are acceptable (XML, csv etc..)

*8. If response to #6 is "no", should it be able to import data? Which format is currently available for data importation?*

This is not a requirement but could be considered as a "nice to have" feature.

## User Application

9. *Would it be acceptable if, following the notification of a new release, the user were to be prompted to visit a page listing all recent releases?*

No, the user should be able to update the application and download new content seamlessly and from within the application (or the dedicated applicable “store”)

10. *Should users have the ability to browse the catalog either by the UNAIDS keyword or by their own keywords (or should the user be able to choose)?*

User should be able to browse using UNAIDS predefined categories, his/her own categories and be able to search by UNAIDS predefined keywords and their own keywords. Search by content of the application would also be a very good feature to embed.

11. *Should the browsing functionalities operate on the entire catalog or only on downloaded publications (or should the user be able to choose)?*

Browsing option should be given to the user to browse the entire catalog (if internet connection is available) or only downloaded publications.

12. *Should users be able to search text inside multiple publications?*

This would be a very efficient and interesting option.

13. *If response to #12 is "yes", should they be able to search the entire catalog or only the downloaded publications?*

Only the downloaded publications. UNAIDS.org search engine can offer the possibility to return searches for the whole website (linking to the UNAIDS search engine could also be imagined)

14. *Would the browsing functionalities operate on publications of the same language as that of the interface?*

Yes.

15. *If response to #14 is "no", should users be able to select multiple languages for their search?*

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16. *If response to #15 is "yes", should the application choose one main language for displaying menu / breadcrumb trail?*

Yes. Default language should be the one of the system at the time of download , English by default and offer to switch to other languages (fr, es, ru) in an options menu.

## LOT 2

1. *In which formats are the UNAIDS publications available?*

Publicly available in PDF. UNAIDS has also InDesign files for most publications and high res PDFs.

2. *Will UNAIDS provide the project file (InDesign, Xpress) or the output file (ePUB, PDF)?*

UNAIDS can provide InDesign or PDF. Lot 2 is about providing epub versions so UNAIDS will not provide them.

3. *If response to #2 is "project file", can the UNAIDS team guarantee (or be held responsible for) the consistency of the project folder containing all dependent files?*

Yes – UNAIDS will provide all project files associated with an InDesign file

4. *Should the output document be protected by a DRM system and, if so, which one is preferred?*

No, documents should not be protected. UNAIDS will be looking into open licensing its content.

5. *How many publications should be available when the user application is launched?*

If this means “when the user first launches the application” then only one help file should be available. If this means at each opening of the application then all downloaded publications should be available (even if not all visible on the front screen).

6. *Are the concerned publications similar to or the same as those presented on the UNAIDS website (<http://www.unaids.org/en/resources/publications/unaidspublications/>)?*

Yes, they will be the publications from these pages.

7. *Would it be acceptable/appreciated to place the "reporting online system" in the UNAIDS Application of LOT 1?*

If bidding for both lots, yes. However in order for UNAIDS to be able to compare functionalities and prices in order to make an informed choice, the functionality should be developed and priced in its original place with a proposal to move it at the time of implementation.

8. *Would a process for validation/approval of output files be required?*

No.

9. *If response to #8 is "yes", would it be acceptable/appreciated to include it in the "reporting online system"?*

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- *Section 1.3.1 mentions that UNAIDS will own the source code in the case of custom developments. Furthermore, section 5.3, bullet 2) specifies that UNAIDS will have the right to full use non original components (i.e. existing libraries). Do you confirm that the ownership of libraries existing prior to the project launch, and not modified by the performance of the project can be delivered as object code only ?*

No, all code including libraries will need to be delivered as source code. UNAIDS is ready to sign a non-disclosure agreement and will not share the code with anyone else but UNAIDS must be sure that the application will be able to evolve with time even if a different company needs to take over the code.

- *Section 1.3.1. mentions as a minimum requirement the support of the latest version of ePub and PDF on mobile platforms. The eleventh bullet of the 'For users' section mentions that the product should support 'standard ePub functionalities' The Lot 2 section mentions on the other hand that it is not required to convert publications in 'flowable text ePub' (which is a characteristic of ePub). Could a product that support a neutral format offering these capabilities be considered, assuming that the conversion to this neutral server would be handled by the Lot 2 implementation ?*

This is acceptable but would most likely prevent sharing of the publications with other distributors hence cover only partly the request for lot 2.

- *In section 1.3.1., Lot 2, it is specified that the delivered publications should look as much as possible to the printed or PDF counterpart. Does it mean that some documents will be provided in paper form only? In PDF only? Are there other input formats to be supported ?*

Publications will be provided in PDF and InDesign formats and never in paper formats. UNAIDS envisages to offer its latest publications and only the oldest ones would have a risk of having only a PDF version available. These would be handled on a case by case basis. The RFP is for recent and future publications.