

UNAIDS RFP 2012-04

Maintenance and Development of UN Cares Web-based Tools

A) Eligibility and Procedural Questions

Q1: Could the company isn't registered as a vendor to UNAIDS participate in this bid?
(But, this company already got accepted as a vendor from UNPD)

Q2: How can companies register to UNAIDS? Please inform all of requirements when companies register.

Q3: I would like to speak with you to clarify some qualifying criteria. When are you free to talk?

A/ UNAIDS procurement procedures do not require pre-registration or pre-qualification. All you need to do is follow all instructions in the RFP, submitting all required information, including financial information about your company, and your bid will be considered. United Nations procurement regulations prohibit in-depth contact with individual vendors during a procurement process. Therefore, no telephone calls can be entertained.

Q4: I'd like to take advantage of this email to share with you our corporate presentation. That with the idea to provide you with some more insight about our company, facts & figures, capabilities and technical solvency. I wonder if it would be possible to have a meeting, (in person or conf. call) with you or the contact person in charge of managing the contract, in order to further clarify your needs.

A/ United Nations procurement processes prohibit in-depth contact with vendors during a selection process, so no such meetings are possible. The needs are being clarified through this Q&A process.

Q5: We are currently working on our proposal for this RFP. We would like to ask UNAIDS to postpone the due date to receive the proposal. Point is that, if the material has to be in Geneva on March the 13th, we must deliver it to the post the 8th, leaving us no much room to elaborate the parts of the proposal that are influenced by our questions.

A/ The deadline has been postponed to 19 March 2012. Also electronic submission is permitted, as outlined in the RFP.

Q6: I was hoping to find out if this work is currently outsourced and if so to whom?

A/ The work is currently outsourced to an individual.

Q7: Who else is being invited to bid on this work?

A/ This is an open global bidding process.

Q8: Contractual Programmes with UN agencies - Among the references of the bidding company, there is a mention about existing contractual programmes (with other UN agencies or International Organizations). Will a short overview of the contracts, including duration, scope of work, etc., do? Or do we need to attach copies of documents, such as contracts, Purchase Orders or the like?

A/ A short overview will do, using the format indicated in the RFP. Additional documentation is neither required nor desired.

B) Financial Proposals

Q9: What type of engagement are you looking for? Time and Materials, Fixed Price?

Q10: Do you have any expected scenario for the delivery model? Do you prefer a blended fix rate (Bag of hours) vs. rate per hour per role working schema for this project?

A/ UNAIDS will be accepting proposals to satisfy the needs expressed in the RFP. The different approaches to the task will be evaluated accordingly to maximize the value-for-money principle. The requirement under the financial offer is to present a detailed breakdown of costs proposed, therefore please indicate an hourly rate or hourly rates (if applicable for different types of work) as well as the expected number of total hours needed to carry out the work.

C) Recovery and Back-up Procedures

Q11: Systems hosted in Pair Networks: “The consultant will provide and support back-up and disaster-recovery plans and perform performance tuning on an ongoing basis as needed.” What does include the services agreement with Pair Networks regarding backup and monitoring, and what are your expectations about active monitoring and improving performance?

A/ Pair Networks, as host, maintains its own back-up and recovery plans and procedures, and this is included in the existing service agreement with them. In addition, UN Cares has its own independent backup and recovery systems, for the benefit of full control over the processes. Periodic performance tuning of the applications themselves (PHP and databases) is expected of the contractor hired under the current RFP, to ensure optimum functionality.

D) User help and support

Q12: “The consultant will provide registration support to users, which includes assuring that all registered users are assigned the appropriate privileges ...

Frequent interaction with owners/content-managers is required pertaining to ongoing site improvements ...

It also includes responding to queries about content, navigation and technical problems from owners and users on an ongoing basis...”

Which is the daily time span that should be covered by each one of these levels of support, and if it must be on line (eg. telephone, call center) or slightly deferred (eg. e-mail, tickets tracking system).

A/ The user support is mainly to the members of UN Cares teams – those implementing UN Cares in their country or duty station. This group of users currently number about 1,000 globally (spread over about 140 countries). And, the use of UN Cares systems covered under this contract is rarely extremely time-sensitive. Therefore, only on-line support is envisaged.

There may be an occasional need for phone contact with a user for support purposes, but this does not warrant a call centre, given the number of users and lack of extreme urgency.

User Registration, Navigation and other support requests should be responded to within 48 hours, preferably within 24 hours.

Owner/content manager requests for maintenance or minor updating should also be responded to within 48 hours, preferably within 24 hours. Owner/content managers are located in Geneva, Switzerland and New York, USA and work regular office hours.

Development work will be scheduled and a timeline agreed in advance of the project.

Q13: Maintenance and Support. Please describe the coverage for support and what locations will be supported? (24X7, 8X7, etc).

A/ See also Q12, above. Users of the e-workspace are about 1,000 in number, located in 140+ countries. Potential audience for the website is about 160,000 globally, again in 140+ countries. Given the relatively modest audiences the support function is not a full-time function, and we focus on response times, rather than constancy of coverage. Applications are mostly used during working hours which globally means Sunday through Friday (as some offices work Sunday through Thursday and most work Monday through Friday). An as-needed (part-time) 8 hours/6 days would be sufficient. If bidders wish to propose a different model for support coverage, this should be justified in the technical proposal and costed as a separate option in the price proposal.

Q 14: What is the plan for High Availability, it needs 24X7 coverage and no downtime?

A/ Of course we would like the applications to be working 24x7 with no downtime. That said, these are not mission-critical tools in use by tens of thousands or millions of people of people. Given what is indicated throughout section D of these responses, the bidder should propose and justify a plan for support and maintenance.

E) Volume of Work

Q15: "As a reference, for 2010 the total number of working hours required to perform all these tasks was 700 and in 2011 was 450 hours." These figures include all the specific tasks required for the consultant to cover all the key requirements of section 1.3.1? Your expectations for this proposal are to maintain or increase this level of requirements?

Q16: The RFP mentions that "for 2010 the total number of working hours required to perform all these tasks was 700, and in 2011 was 450 hours". May I ask: are you referring to the seven corporate systems which are part of the scope, or is this just the effort to maintain one of them? That is key for us to have an idea of the potential work load. 450 hours is approximately a 25% of a person for one year, which seems to be a bit confusing.

A/ Indeed, these numbers cover all work indicated in the current RFP. The expectation for the current year is to maintain this level of work.

Q17: Can you describe the criteria used to estimate the effort required for the activities described for each application? Which estimating method is used?

Q18: Can you share the key notes you take to make the hours assumption written in the RFP?

A/ The figures provided are based on direct past experience, not estimates. The extent of the work required in a given year depends on whether there are new developments/projects.

Q19: Do you have an estimated volume for change requests, based on the number of characters, images, and video that is added/modified on a monthly basis?

Q20: You mentioned the amount for hours related to this role for 2010 and 2011, can you provide us a list of all the change requests (with description) done in those years?

Q21: Do you have a breakdown of the working hours for 2010 and 2011 available, e.g. in categories of change management, incident management, development etc.?

A/ This information is not available. However, as noted below, the hours cover development and maintenance only, not project management and administration.

Q22: We understand that the worked hours in 2010 and 2011, only covers development and maintenance activities, no Project Management and administration tasks are included. Is this right?

A/ This is correct.

F) **Location of Work**

Q24: Are you expecting this work to be performed remotely (offshore) with minimal onsite support?

A/ All work must be done remotely. No on-site work is planned or needed, especially given that the applications are hosted off-site and the users are dispersed in more than 140 countries.

Q25: Do you have any preference about the resource location?

A/ In terms of geographic location, we have no preference, though some overlap in working hours with either Geneva or New York would be useful, to enable telephone calls and project management Skype meetings.

G) **Development Work Clarifications**

Q26: The objective of the tender includes: "to advise on and develop new ones (website, ndr) as required." The tender only describes that the work will be provided on administration, maintenance and updates of the existing web sites. It does not mention any new development of additional features. Should we include in our proposal a section for development of additional features or of a brand new website or this will be eventually required at a later stage?

A/ Bidders are free to suggest additional work or improvements, which must be costed separately (with detailed budget breakdown) from the work specifically indicated in the RFP, in order to enable full comparison between bids. Any such improvements or changes should

also be fully justified in the related technical proposal. The actual work needed in any given year depends on programme priorities and available budget. To date, for 2012, no new applications are foreseen.

Q27: Are we free to recommend newer/modern platforms that are easier to use/manage/freely available and distributable which support mobile and other modern technologies?

Q28: Can we be allowed to migrate the databases to the modern secure databases and platforms?

Q29: Can we be allowed to design/incorporate new Newsletter Managers which have more features/manages secure emailing etc. System that will make management a breeze for the consultants and the facilitators.

A/ As above, bidders are free to recommend changes to the current practices indicated in the RFP. If this is done, these recommendations should be fully justified in the technical proposal and separately costed in the price proposal, to enable complete comparison of all bids.

Q30: Big Medium, the CMS used for the UN Cares website, is no longer under active development by its owner company Global Moxie and has not received any security updates for three years now. Is there an UNAIDS exit strategy for the current UN Cares CMS, or should one be proposed?

A/ UNAIDS does not currently have an exit strategy for this. As noted, bidders are free to propose changes to current practice, and these should be fully justified in technical proposals and separately costed in price proposals.

H) **Language Skills**

Q31: Provide more information about the French level required to perform this work; how you expect the resources to use this skill (Reviewing and modifying material, translating, just to have a general comprehension of the sites material, to establish writing communication?) and the percentage of proficiency (speaking, writing, and reading).

A/ French and Spanish level desired is primarily for the purpose of reviewing and modifying material, particularly in relation to the English. (Eg: updating of website in all three languages – the contractor should be able to manage this with minimal input from project managers.) Occasionally users may need support in French in writing, but this is infrequent and can be handled through UN Cares programme staff if needed.

I) **Administrative Issues**

Q32: Should a supplier use its own ticket system for reporting and incident & change management or is a supplier bound to an existing UNAIDS tool?

A/ A supplier may use its own ticket system.

J) **Access to Applications**

Q33: Can I have access to the e-workspace for the purpose of preparing this bid?

A/ For the purpose of preparing this bid only, all bidders can use the log-in information below to have read-only access to the e-workspace.

name = visitor
password = noji%03i

K) Other

Q34: How the current system is working? Can we get at least a functional diagram to identify the type of functions and expected interactivity?

A/ Given that there are many applications, this question is not clear enough to answer.

Q35: Are there regulatory requirements associated with the content?

A/ The main regulatory requirements relate to copyright laws and agreements. Apart from this we are not aware of any regulatory requirements not already listed in the RFP.

Q36: When is the contract expected to begin?

A/ The contract is expected to begin on 1 June 2012.