

RFP 2015-01: Questions and Answers - March 2015

| # | Question | Answer |
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| 1 | What is the maximum size of e-mails accepted by TechnicalBids@unaid.org ? | 10 Mb |
| 2 | Section 2.12 Receipt of Proposals from Non-invitees mentions an invitation list. Is this relevant to this RFP (2015-01)? In other words, is this RFP open to everybody or not? | Yes, this RFP is open to any companies. |
| 3 | How many CVs for every resource type described in section 1,3,1,2 should we submit? 1.3.2.1 How many CV's per profile are to be submitted? General: Please confirm if the resumes requested in the proposal response are sample resumes for evaluating the capability of the supplier? | UNAIDS' main objective is to ensure that potential bidders have expertise in the areas mentioned in this RFP. Two examples of CV per "role" is enough as long as the bidder explains how this expertise is maintained in house. |
| 4 | Should we use a particular format for the CVs (e.g. Europass)? | No particular format is required |
| 5 | The deadline (08/03/2015) is a Sunday. Please consider extending the deadline to a working day of the week starting 08/03/2015. | Deadline has been postponed to 13/03/2015 |
| 6 | 1.2.2. Accreditations: are you exclusively considering applications from companies that are legally established for at least 5 years? Or are you also considering applications from smaller companies with < 5 years legal existence but whose founders/members have a proven track record that goes back to at least 5 years professional experience in the area that you require? (in this particular case: Drupal development) | The company needs to be legally established for 5 years |

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| 7 | Please note we are planning to participate as Consortium leader with another company: is the other company supposed to submit such forms as well or not ? | Only leading company is required to submit the company information form |
| 8 | 2.7.2: 1.1.1 Please explain what is "Company mission statement". | Goals and objectives of the companies |
| 9 | 2.7.2: 1.3 The Company is a public Company with its shares listed on the Stock Exchange. Please clarify that the Company will be required to submit the financial statements for the past 3 years published and available on the SE website. | Financial statement not required during the bidding but may be requested during contracting. |
| 10 | 2.7.2: 1.4 Since the Company is a public Company, please amend the requirement in a manner that the Company will be required to list only those lawsuits and litigations included in the Company's last annual reports available on the SE website. | The final Terms and Conditions will discussed with the winning companies |
| 11 | 2.7.2: 1.5.2 Please explain what are the documents required under this Paragraph. | Please ignore, we are not asking for any certifications. |
| 12 | 4.1.2: Please clarify that although there will be no change in the base price, the total price will be adjusted in circumstances of "fix price contracts". | Yes |
| 13 | 4.2: Bidder's proposals are based on the information available on the RFP. The contract on which the successful bidder will be required to sign is a major consideration in the process of the preparation of the financial proposal. Therefore, kindly approve that the Contract terms shall be identical to the terms set forth in Paragraph 5 (including our comments to such paragraph). Alternatively, amend this paragraph in a manner that UNAIDS will circulate the contract to bidders prior to the date they are requested to submit the proposals and enable all bidders to ask for clarifications, or alternatively confirm that the UNAIDS will negotiate with the successful bidder on the terms and conditions of a contract. | The final Terms and Conditions will discussed with the winning companies |

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| 14 | 5, 5.23 Kindly delete the word “satisfactory” mentioned in this paragraph several times, since it is a subjective measure which does not allow business certainty. Company shall perform the services in accordance with the terms of the RFP and the contract. | The final Terms and Conditions will discussed with the winning companies |
| 15 | 5.1: Please clarify that the Contractor’s proposal shall be attached as exhibits to the Contract. | Yes |
| 16 | <p>5.4 a. Subsection 1- please amend this section as follows: “The deliverables shall meet the specifications and shall function in a manner which is fully materially adequate to meet its intended purpose <u>set forth in the SOW</u>. The Contractor furthermore warrants that <u>to the extent agreed in a specific SOW</u>, the deliverables shall be error-free, in that the Contractor shall correct any errors in the deliverables, free of charge, within fifteen days after their notification to the contractor <u>a period agreed between the parties</u>, during a period of at least six months after completion of the work. It is agreed, however, that errors and other defects, which have been caused by modifications to the deliverables made by UNAIDS <u>or anyone on UNAIDS</u> without agreement of the Contractor are not covered by this paragraph.”</p> <p>b. Subsection 2- the scope of the services is not included in the RFP documentation and therefore Contractor can’t predict if it will have to use third parties products, software, etc’. Kindly amend this section in a manner that in such event Contractor shall request UNADIS prior approval for the use in such third party product or software including the costs and expenses to be borne by UNAIDS.</p> <p>c. Subsection 5- see our comment to subsection 2 above and clarify that any cost and expenses with respect to third parties products/ software shall be borne by UNAIDS.</p> | The final Terms and Conditions will discussed with the winning companies |
| 17 | 5.5 Please amend the second paragraph in a manner that UNAIDS shall be responsible for loss, accident, damage or injury in those sustained on UNAIDS premises as a result of UNAIDS (or anyone on its behalf) negligence of willful misconduct. | The final Terms and Conditions will discussed with the winning companies |

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| 18 | <p>5.8 a. This paragraph is an indemnification obligation rather than a liability section. Please replace this section with a customary liability section in the IT filed, according to which Contractor shall be liable toward the UNAIDS, according to applicable law, for any direct damages resulting as of any breach by Contractor of any of its representation or warranties under the Contract and that Contractor shall not be liable for any indirect and consequential damages.</p> <p>b. In addition, please add a customary cap liability according to which Contractor liability under the Contract will be limited to an accumulated amount that will not exceed with respect to each SOW the amount of compensation quoted in each SOW and as per the Contract will not exceed the amount of fees actually paid during the last 12 months prior to the event that was predicate of the damage”.</p> | The final Terms and Conditions will discussed with the winning companies |
| 19 | <p>5.11 Please insert a customary indemnification procedure provision that will apply to any indemnification under the Contract and RFP in the following form: “Indemnity in this Contract will be subject to the following:</p> | The final Terms and Conditions will discussed with the winning companies |
| 20 | <p>5.16(1): Please add the following exceptions to the paragraph: (i) information which was independently developed by the Contractor without use of or reference to UNAIDS’s information; (ii) general concepts which are generic, including without limitation, professional know-how, methodologies and working methods in the IT field which do not contain Confidential Information of UNAIDS or (iii) information which Contractor is obligated to disclose in response to a valid order by a court or other governmental body, or as otherwise required by law.</p> | The final Terms and Conditions will discussed with the winning companies |
| 21 | <p>5.17 Please clarify that the provisions of this paragraph shall not apply to: (i) general concepts which are generic, including without limitation, professional know-how, methodologies and working methods in the IT field which do not contain Confidential Information of UNAIDS; and (ii) hardware or software products of third parties (to the extent applicable), which shall be subject to the terms of licenses of those products.</p> | Title rights refers to the product delivered under the contract |

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| 22 | <p>5.18 a. Please amend the first paragraph in a manner that the Contract will terminate with immediate effect only if Contractor fails to correct such breach within a period of 14 days after having received a written notification from UNAIDS.</p> <p>b. In addition, Kindly add a provision according to which Company's responsibility to meet the time periods and the dates set forth in the SOW is subject to the UNAIDS's fulfilling its commitments detailed in the Contract and/or SOW. Any delays caused by suspensions that are not in UNAIDS's control and suspensions derived of UNAIDS's behavior (including requests for modifications and additions), will postpone the date for Contractor's commitment fulfillment by a period of time which is at least equal to the suspension's period of time, as mentioned, plus a reasonable additional time for making all necessary arrangement.</p> <p>c. Please add a section according to which upon termination Contractor shall be entitled to the following payments: (i) in relation to "fix price contracts" payment of the then uncompleted applicable milestone in the date of the termination, and in relation to "time and material price contracts" payment for the hours actually performed until the date of termination; (ii) for all undertaking to third parties enter into by Contractor with respect to the services, provided that such undertaking cannot be duly cancelled or can be cancelled with a cancellation fee.</p> | The final Terms and Conditions will discussed with the winning companies |
| 23 | 5.19: First paragraph- please replace the words "an aggregate" with the words "a consecutive period of". Also, please delete the words "and/ or other reasonable amount". | The final Terms and Conditions will discussed with the winning companies |
| 24 | <p>5.25</p> <p>a. Please replace the words "workmen's compensation" with the words "employee liability".</p> <p>b. Please delete the words: "or the operation of any vehicles, boats, airplanes".</p> | The final Terms and Conditions will discussed with the winning companies |

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| | c. Please amend subsection (a) with the following: "will extend to identify UNAIDS". | |
| 25 | 5.31.3 Please confirm the services will be provided remotely from Contractor's country, with limited business visits to Switzerland. | Yes, this is correct |
| 26 | 5.27, 5.31.4 Contractor is an IT service provider and can commit to adhere to any applicable local laws apply to it in its capacity as a service provider, as well as to the any policies, directions and procedures provided to it in advanced and in writing by UNAIDS. Contractor is not familiar with and therefore can't comply with all applicable laws and regulations worldwide. Kindly amend those sections accordingly. | The laws of the country of incorporation of the company will be related to closes mentioned |
| 27 | General: Please add a section with UNAIDS's obligations that in their absence, Contractor can't meet its obligations, including: obligations regarding deadlines, approval of deliverables, provision of appropriate infrastructure, a commitment to provide all the required information, organizational commitment, a requirement to cooperate with the Contractor's employees, a commitment to meet the terms of the licenses of third party, an obligation to make payments on time, an obligation to provide deliverables under UNAIDS responsibility, and more. Also UNAIDS have to commit not to solicit the Contractor's employees related to the Contract to be employed with UNAIDS during the Contract until the end of 12 months from the end of the Contract. | The final Terms and Conditions will discussed with the winning companies |
| 28 | 1.1 Page No . 4: What are all the factors, based on which additional extension of one year will be given to the vendor? | Subject to contract performances and UNAIDS requirements for the work |
| 29 | 1.3.1.7 – Page No. 8: Does it require Swiss registered authorization to bid for this project? | No |
| 30 | 3.6 Page 18: Will the project necessitate the resources to visit UNAIDS in Geneva? If Yes, what will be the frequency of visit and duration of review (Minimum and maximum) | Visits in UNAIDS HQ (Geneva) will be limited and based on specific project requirements. Most of the work is planned to be performed remotely (90%). |

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| | Approximately how much on-site work do you require for each staff member? Can you provide an approximate percentage? | |
| 31 | <p>General: Can we have more illustrations on type of IT projects which our resources have to deliver?</p> <p>Generic: Can you please share details of last 3 projects delivered by your IT team for us to understand type of work, complexity, size, integration systems, communication channels. This will also enable us to assess the resource profiles that we need to make available for UNAIDS.</p> <p>Could we get some reference or URL of the existing applications the UNAIDS IT Department is currently implementing, supporting or maintaining?</p> <p>For Section 1.3, Please give us overview scope of applications to be maintained, migrated or new projects to be initiated(i.e will all applications be related to Web content Management or others?)</p> | <p>Mainly web based projects in the required technologies such as development of websites, data collection applications, intranet development and reporting</p> <ol style="list-style-type: none"> 1. Data collection tool (Drupal based): 150 man-days 2. Data collection tool (Django based): 150 man-days 3. Website migration (Drupal): 120 man days |
| 32 | General: Can we have minimum and maximum duration of SOW? | Please refer to RFP - 1.3.1.1 "It is anticipated that UNAIDS will issue contracts with a duration of between 2 weeks and 6 months." |
| 33 | <p>1.3.1.2-Number of resources required for following roles:</p> <ol style="list-style-type: none"> a. Junior Developer b. Senior Developer c. System & Database Administrator d. Project Manager e. Business Analyst | Number of resources will depends on the projects |
| 34 | 1.3.1.1- What sort of tools to be given to software developers by UNAIDS | <p>Common:</p> <ul style="list-style-type: none"> - Linux Server: Debian 7 - Webserver: apache - Database: sqlite and MySQL 5.5 - Client Side Scripting: JavaScript and JQuery, Bootstrap - Code versioning: git on bitbucket.org |

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| | | <ul style="list-style-type: none"> - IDE: up to the company preferences. Cloud9 (c9.io) is under evaluation for code collaboration and demo sharing. - Project Collaboration: Google account required, Google Communities and Hangout <p>For Python web development:</p> <p>Middleware:</p> <ul style="list-style-type: none"> - python 2.7 with apache mod_wsgi - Django: 1.6 - virtualenvwrapper to isolate python libraries <p>For PHP development:</p> <ul style="list-style-type: none"> - Middleware: - Drupal version 7 - PHP 5.4 with apache mod_fastcgi |
| 35 | 1.3.1.5- How much lead time will be given to have resources at onsite Geneva office? i.e. for lead time for Visa/Work permit | Please refer to RFP - 1.3.1.4 |
| 36 | 1.3.1.3-What will be the minimum offshore/onsite contract duration for each engagement? i.e. T&M and fixed bid and How much of offshore and onsite work to be for each engagement? | Please refer to RFP - 1.3.1.1 |
| 37 | 5.31.6-Will UNAIDS involve 3rd party vendor with whom we should coordinate? | Yes |
| 38 | 1.3.1.2 Description of required resources "The bidders are not required to have staff for all different roles." – By this we understand that partial bidding is allowed for this RFP. Please confirm. | Yes |
| 39 | 1.3.1.6 What is the volume of work to be carried out at Geneva or Regional/Country Offices? | The majority of the work will be managed by UNAIDS HQ (Geneva) |

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| 40 | <p>General: What is the estimated contract value for this LTA?</p> <p>We understand that UNAIDS will not be committed to purchase any minimum quantity of services, and that purchases will be made only if and when there is an actual requirement. However can UNAIDS give an indication of their expectation of the workload per month or quarter or year?</p> | Please refer to RFP - 1.3.1.9 |
| 41 | General: What is likely start date for the project? | The LTA is supposed to start end of May |
| 42 | <p>1.3.1.9 "In RFP section 1.3.1.9 Estimated Resource Requirements "Based on the current outsourcing of IT activities, the IT Department estimates that the total workload from all selected vendors for providing the skills under these agreements should be 1000 person days per year." Is this requirement across skills? Would it be possible to give an indicative break up by skills, i.e. by Software development skills, (open source and mobile technologies), System and database administration skills (open source - Linux/MySQL), Project management and business analysis skills?</p> | Yes, this requirement is across skills. Break up by skills is not possible. |
| 43 | 2.7.3: In the RFP, you have mentioned about proposed timeline. We are assuming you are looking for the vendor's resource ramp up plan. Kindly confirm? | Bidders are requested to explain how they propose to start the engagement under the LTA |
| 44 | <p>Generic: Kindly share number of MySQL Servers and Linux Servers to be administered as part of this engagement.</p> <p>Generic: Please share typical activities, which you are expecting from System Administrator and Database administrator for Linux and MySQL Databases respectively and its frequency.</p> | Like for the other roles, UNAIDS is looking for skills for specific projects at this stage. UNAIDS is not looking for long term mission in server/database administration. |
| 45 | Paragraph number: 1.1: Regarding the skill "Google scripting/Google App engine", could you please explain in more detail what languages, frameworks or tools are included "Google scripting"? Those related with Google App engine, as described at https://cloud.google.com/appengine/ | UNAIDS is looking for skills on Google technologies in general which includes API scripting with Google products (Google Apps, Google Chart, Google Map) |

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| | docs , or some other Google platforms (like Google Charts, Google Maps, Google Analytics, Cloud Storage, etc.)? | |
| 46 | Paragraph number: 2.7.3.c: Regarding the skill “Google scripting/API” included in the table to be populated by the bidders, please confirm that it is the same as “Google App engine” mentioned in paragraphs 1.1 and 1.3.1.2 | Yes |
| 47 | Paragraph number: 2.7.4 (“the financial proposal must itemize the following costs: Design concepts, development, typesetting, amends and artwork costs, Printing costs, Delivery costs etc.”) Except for the travel and per-diem costs, it is unclear how the other items mentioned above are applicable to the current Long Term Agreement. If yes, can you explain how they must be included in the total daily rates from Annex 1? | The daily rate comprises all the administrative charges |
| 48 | Paragraph number: 2.8 (The proposed timeline project plan should be either in MS Project MPP, XLS or PDF format): Since the scope of the current RFP is a generic long-term agreement for a predefined duration, what additional information is expected to be present in the proposed timeline, other than the proposed resources and their expected availability for future specific contracts? | Please ignore |
| 49 | Paragraph number 3.5 (UNAIDS expects this proportion to be 70% for developer and 30% for Analysts, financial offers will be analyzed with this proportion) The template for the financial proposal (Annex 1) contains additional roles (e.g. project manager) and also different rates for senior/ junior developers. Could you please explain the individual weights for each of these roles? Also, what is the expected proportion between onsite and remote total work? Is this proportion part of the formula for financial evaluation? | Yes, 70% for developer and 30% for business analyst and project manager |
| 50 | Paragraph number 1.3.1.6 (the bidder will be requested to include as part of the financial offer for the specific TOR all related travel expenses including accommodation and insurance) Must related travel expenses | Please do not include travel costs |

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| | be included separately in the financial proposal or included in the daily rate for onsite work? If included, what would be an average duration of travels for onsite work? | |
| 51 | Can we be eliminated of the RFP selection if we don't provide relevant experience and/or CV on a specific technology? | Yes |
| 52 | the bottom of page 12: ... relating to coverage of UNAIDS needs and requirements, as specified in section 1,... What is exactly the Section 1? | Section 1 refers to introduction and its related sub sections |
| 53 | Does the application development scope include migration of any application from other technologies to open source. If yes please let us know number of applications identified for migration. | Most of our application have already been migrated to Open Source technologies |
| 54 | Could we also get details on the technologies that the current websites have been built with? | Mainly based on Drupal and Django |
| 55 | What is the size of the team of resources currently working in the IT department of UNAIDS? What is the structure of the UNAIDS team that we would work with? | The development team includes 5 members |
| 56 | Do we assume the resources who will be deployed onsite will use UNAIDS provided equipment? | Yes |
| 57 | Please indicate the geographies that would be in scope for production support and the expected support coverage hours | Geneva based coverage |
| 58 | Do we have integration with third party application? If Yes please provide specifics. | No |

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| 59 | For Mobile applications, please let us know all technologies which are in use (IOS, Android etc) | IOS |
| 60 | In case of site migration, will we use existing templates or do we need to redesign existing templates? | Templates will be provided |
| 61 | In responsive web design should we follow only Standard resolution (iPhone) or do we go through the breakpoint. | Depends of the project specifications |
| 62 | What are the overall vision, mission, and objectives of the web channel? | This RFP covers only software development and not the UNAIDS web strategy |
| 63 | Has a roadmap for the UNAIDS web presence been established? If so, could this be shared? | This RFP covers only software development and not the UNAIDS web strategy |
| 64 | Does UNAIDS have a preference for a particular development methodology? (Waterfall, iterative, Scrum, etc.) | This will depend on the project specifications |
| 65 | Do we need to include infrastructure and hosting support? | No |
| 66 | Please share any documentation related to current implementation of websites. | This RFP covers only software development and not the UNAIDS web strategy |
| 67 | For the Dedicated Hosting option, if UNAIDS is looking at is hosting within UNAIDS, please let us know whether hardware (servers, Storage) & software (OS) procurement / provisioning is also in scope | This RFP covers only software development |
| 68 | Will UAT be performed by the company or will it be just UAT support that will provided ? Given the role of Jr. & Sr. Developers, assume that user acceptance testing and app. deployment will be taken care of by UNAIDS itself. | This will depend on the project but both option are possible |

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| | Please confirm | |
| 69 | Please confirm if UNAIDS needs to outsource application testing services also? | This will depend on the project |
| 70 | How can we get the translations for all languages required? | Translations will be provided by UNAIDS when required |
| 71 | What would be social media login/s required like FB, Twitter and etc.? | Project-specific |
| 72 | What are the other features you want on the consumers dashboard? | N/A |
| 73 | Do all of Application handled by UNAIDS vary in design, structure and technology? | Yes |
| 74 | a. While building/Migrating the sites on Drupal, do we need to have unique design for each site? | Project-specific |
| 75 | b. Can the designs for a set of sites be identical? | Project-specific |
| 76 | c. Could we get a copy of the current sitemap of the websites? | This RFP covers only software development not a specific project |
| 77 | d. Is there any application/site which is pulling data from another site or any such dependencies? | Project-specific |
| 78 | e. Could we also get details on the technology the current websites have been built with? This will help us understand migration process and effort. | This RFP covers only software development not a specific project |

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| 79 | f. Could we also get the details regarding the core files modification, custom modules, and third party plug-ins being used on each site?" | This RFP covers only software development not a specific project |
| 80 | In case of responsive web designing, what are the different devices that your site should support? | Project-specific |
| 81 | What are the different workflows present in the existing system? For WCM based application, Please do let us know if the contents are moderated via any Workflow. If yes how many levels of Moderation is current implemented | This RFP covers only software development not a specific project |
| 82 | For WCM based applications, do we require segmentation and localization as well? | This RFP covers only software development not a specific project |
| 83 | how many concurrent users are allowed in the current application | This RFP covers only software development not a specific project |
| 84 | What is the Digital Media assets system that needs to be interfaced? | This RFP covers only software development not a specific project |
| 85 | Is there any existing content that needs to migrated? If so, please provide the migration scope and content size. | No |
| 86 | Are you using any tool for customer segmentation? | No |
| 87 | Will there be any interface between web applications and mobile application? | This RFP covers only software development not a specific project |
| 88 | Is UNAIDS looking for developing Native apps or hybrid mobile apps for iPhone? | Both |

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| 89 | If it's hybrid apps, does UNAIDS has inclination towards some particular mobile platform/framework or will Phonegap open source be ok? | This will depend on the project |
| 90 | Do you want us to include/provide rates for UX/UI specialists also? | No |
| 91 | Because the RFP does not outline a specific project it is my understanding that you would like more information about who we are, what we are capable of, our preferred method of working (T&M vs SOW) and our rates. Is that correct? | Yes, this is the purpose of this RFP |
| 92 | What versions of Drupal are you currently using? | Drupal 7 |
| 93 | Have you previously worked with US IT vendors? | UNAIDS is an international organization and works with many countries |