UNHCR
United Nations High Commissioner for Refugees
Haut Commissariat des Nations Unies pour les réfugiés

INQUIRIES FOR RFP/012/2018

THE PROVISION OF WEB-BASED RECRUITMENT SOFTWARE

Question 1

Do we have to mail our vender registration form to UNHCR's Hungary office? Or shall we put it in the technical envelope?

Answer 1

PLEASE PUT IT IN THE TECHNICAL ENVELOPE (and do not send it to UNHCR Budapest Office). As indicated in the tender documents, please submit the Vendor Registration Form (filled, signed and stamped) (Annex D) in the technical envelope to the UNHCR Turkey Office. Bidding address of UNHCR Country Office is: Aziziye Mahallesi Enis Behic Koryurek Sokak, No:15/A Cankaya-Ankara Turkey, by the bid submission deadline.

Question 2

The RFP process states that all applicants will receive Q&A's from all other requests. We did not receive such document. Can you obtain it for us?

Answer 2

UNHCR compiles the questions received and plans to respond to questions shortly after the query closing date which has been extended to 17:00 hrs local time on 30/07/2018. UNHCR may, at its discretion, copy any reply to a particular question to all other invited bidders at once. Replies to the queries are also posted on the UNHCR tender announcement website.

Question 3

The solution as per RFP should be COMPATIBLE to Server. Our question would be is this a COMPATIBILITY requirement or MANDATORY requirement. If it is compatibility requirement we can develop and test the solution for MS SQL and PostgreSQL but host it on PostgreSQL DB and save licensing fees. The solution would still be COMPATIBLE and if the client wants to it can switch over to different host or MS SQL DB in the future. We need clarification concerning the wording.

Answer 3

Under the Technical evaluation criteria – Annex B, the requirement is clear. Because of its importance, 60 points score was allocated to this criteria. Below is the extract from the tender

package which UNHCR is confident that the potential tender participants are able to understand the requirement and comply with.

SYSTEM COMPATABILITY (60 points)

- Compatible with Microsoft Windows based operating systems
- Compatible with all major browsers (a web-based system running on Internet Information Services (IIS))
- Compatible with all major mobile platforms
- Availability of with multi language support
- Compatible Microsoft Structured Query Language (SQL) Server database as data source;
- User license for minimum 50 users

Question 4

Mobile devices are mentioned but not specified (the scope, the OS, the versions). Our assumption is that we should test the solution on Chrome, Firefox and Internet Explorer latest releases on desktop computers. We should take into consideration but do not spend additional time in testing mobile devices as the landscape of devices is costly and prohibitive. In that scenario the web app would work on most of the devices but some of the elements will need more scrolling. Also there cannot be a guarantee that it would work on ALL devices, especially older. Would this approach be OK?

Answer 4

This is acceptable. Ideally the system should be able to work on the above mentioned explorer. It is not a requirement that the system works on mobile platforms at this stage.

Question 5

We wish to subcontract the services to a partner company. We will deliver all necessary infrastructure (such as server and storage capacity, hosting, internet services and security) and licencing (Such as Microsoft) while sub-contractor delivers software development services and Project Management. Please confirm if this approach is acceptable.

Answer 5

Please refer to article 4 of the General Terms and Conditions (Annex E) related to subcontracting.

Question 6

What is the query dealine for receipt of question after the extension?

Answer 6

The deadline for receipt of questions has been extended to 17:00 hrs local time on 30/07/2018.The deadline for the submission of proposals has been extended to 17:00 hrs local time on 10/08/18.

Question 7

In the section 2.4.14 of Terms of Reference (Annex A) eSignature by entering their ID/password: Will a third-party software be used for eSignature as integration? Which one? Or, this is something to be developed specific to the Recruitment Software?

Answer 7

The eSignature is to confirm that indeed the applicant has completed the data sheet. The method to do so is up to the provider but it should be secure and tamper-proof.

Question 8

In the sections 2.8, 3, 4, 5 of Terms of Reference (Annex A): "online appointment system" is mentioned several times. Not clear if this is part of the Recruitment Software or is a different system, or the same notation is used interchangeably for the very same system.

Answer 8

The RFP is for an online recruitment software and the 'online appointment system' should be understood as the same system.