UNHCR
The UN Refugee Agency

PRE-BID CONFERENCE MINUTES

Date: **12/10/2021**
RFP ID: **OD-MENA-BA/ADMIN/2021/047**
RFP Title: **PROVISION OF APPLICATION DEVELOPMENT AND SUPPORT SERVICES TO KNOWLEDGEHUB AND MYUNHCR PLATFORMS**

Date: ***27 September 2021 14:00 to 15:00 (Amman, Jordan Time)***

Modality of meeting: MS Team (Virtual Meeting)

UNHCR briefed the potential bidder(s) about the subject RFP details, and provided a presentation on the tender documents, requirements and how to bid as per attached presentation[1]. In addition, requesting unit provided a brief of the tender ToR components, and pricing strategy.

Question: 1: **Which environment bidders need to consider while costing?**

Answer: We will be providing development, testing, and staging environments for each respective project. We will be providing the bidders with code base, DevOps. environment. We need the DevOps to manage the moving from the testing to agile staging infrastructure. Supplier should also provide UNHCR with a testing infrastructure that allows UNHCR to push our development codes from local testing to staging to production environment.

Question: 2: **What is the process and the time frame to receive, and validate the deliverables?**

Answer: We don't have a written SOP, but it depends on what needs to be tested and accomplished, it will be decided on case-by-case bases. We can assure you that the time frame will be reasonable and agreed upon with service provider on a weekly/monthly basis according deliverables.

Question: 3: **Are KnowledgeHub, and MYUNHCR existing systems?**

Answer: Yes, both systems are currently developed and UNHCR aims to improve the systems. There will be learning involve for the developer on both systems. They are fully independent systems, with Knowledgehub being a CKAN based system and MyUNHCR being a SailsJS based system.

Question: 4: **Can you elaborate on how is machine learning used?**

Answer: On Machine learning we are flexible. We are looking for a partner to apply it mainly for the search results and criteria, which potentially will open the door for other applications.

Question: 5: **Is the effort level mentioned in Annex B is minimum guaranteed volume?**

Answer: Yes, it is the annual minimum number of hours required.

[1] The presentation only highlights the main tender requirements, evaluation, and bidding structure; however, this shall not be considered as the main reference for constructing your proposal.

Question: 6: **Is the expertise and capabilities of AI required?**

Answer: We would appreciate the AI expertise, but it's not the primary focus of what this RFP is meant to accomplish.

Question: 7: **Is the capacity decided in Annex B? Or can we add more days based on the scope?**

Answer: We should just stick to the number of hours mentioned in Annex B as an annual requirement.

Question: 8: **Does these hours mentioned in Annex B include the support needed after delivery of required development?**

Answer: No, it only represents the number of operational hours required for developer to handle critical issues, fixing bugs, and making sure that our production environment is online, but it doesn't include 24 hours support.

Question: 9: **Could you please elaborate more on the required features no. 2, 8, and 16 required for KnowledgeHub?**

Answer: **2. Implement functional unit parenting:** Currently the organization installed base is CKAN, it is a flat structure, and we want to parent with the organization functionality.

8. Be able to consistently filter attributes across KnowledgeHub: Simply we want the filtering functionality consistently applies throughout the platform plugins.

16. Improve search functionality: Our current implementation is non-intuitive and required improvement to allow intuitive function and search within our application. Search results will only include local database results.

Question: 10: **Does UNHCR already have automated test infrastructure?**

Answer: No. Currently the scaffolding and framework to automate test is there, but we do not have any automated tests written.

Question: 11: **Is there any specific tool, technology, or a programing language to be used or it's left to the vendor?**

Answer: It will be a team of UNHCR and vendor decision based on proposal to be more productive.

Other questions received through emails:

Question: 1: **Who will bear Cloud platform hosting cost for Customer testing/UAT and Production deployment?**

Answer: UNHCR will bear all platform/infrastructure costs.

Question: 2: **Will be the search target pre-existing organization repository or web based?**

Answer: Improved search functionality will be based on the application data/db, not public web data.

Question: 3: Applications are based on open-source technologies, but if any framework /library, open-source higher version needed for development require any licensing cost then who will pay for it?

Answer: UNHCR will bear all platform/infrastructure costs

Question: 4: Incase, any travelling is required, will total cost (accommodation/ Tickets) would be reimbursed?

Answer: As explained in the ToR, UNHCR expects professionals to work from remote locations. It would be the responsibility of the supplier to provide and setup any remote locations. UNHCR, however, would assist in setting up a VPN connection to let the contractor's personnel access its internal network, if needed. If in person service required, the service provider will solely be responsible for the coordination, logistic organization, visas arrangement and other administrative processes.

Question: 5: Can UNHCR provide access to the MyUNCHR system so that bidders can understand it better and offer the best solution to all requirements?

Answer: Unfortunately, we do not have an environment where pre-bidders can explore the platforms.

Question: 6: Whether companies from Outside USA can apply for this tender? (like, from India or Canada)

Answer: Yes, they can. UNHCR expects professionals to work from remote locations. It would be the responsibility of the supplier to provide and setup any remote locations. UNHCR, however, would assist in setting up a VPN connection to let the contractor's personnel access its internal network, if needed. If in person service required, the service provider will solely be responsible for the coordination, logistic organization, visas arrangement and other administrative processes.

Question: 7: Can we submit the proposals via email?

Answer: No, offers should be submitted to eTenderBox.

Question: 8: you are looking for a company that has built applications that are created using a combination of different technologies hosted on AWS cloud services and specifically that all of the technologies mentioned in the ToR have been used Or what are the characteristics of similar projects?

Answer: When we state we are looking for examples of similar/relevant projects, we are specifically expecting, for MyUNHCR: examples of completed SailsJS projects and to a lesser extent NodeJS projects. In both instances, MongoDB needs to be the db technology used. For KnowledgeHub: examples of completed CKAN based projects. Please include CKAN version used.

Concluding Remarks:

- Bidder should read carefully the E-tendering guidelines.
- The bidders can still send their requests for clarification to jarbous@unhcr.org.
- Questions and clarifications should be sent only to the email mentioned on the tender cover letter, and not with any UNHCR staff.
- The response to the ToR should be very concise and direct to the UNHCR requirement.

End