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Haut Commissariat des Nations Unies pour les réfugiés

RESPONSE TO BIDDER QUERIES – RFP#028-2022

FOR PROVISION OF PHYSICAL AND DIGITAL ARCHIVE MANAGEMENT SYSTEM SOFTWARE

Question 1: According to the Article 4.1.45 of Annex A, users will not be allowed to edit, delete or remove the files.

In this case we want to make clear the following questions:

- Should we provide unlimited user license? If not, how many of them will be read-only?
- How many users will have edit, delete or remove rights?
- How many users will have admin rights?

Answer 1: Unlimited user license will be provided. Users who are authorized on the basis of authorization will be able to use the relevant authorizations.

Question 2: According to the Article 4.1.1 of Annex A, AMS will be web-based, operate in a closed-circuit system, and run smoothly on web browsers of user computers without the need for any installation.

Our digital archive software has web-based and client-based **together**. In a short while, we are going to release our new software which will be 100% web-based software. So, is it possible that we cover and accept ALL terms of the bid but renew our digital archive software in a few months?

Answer 2: Yes, it is possible. Kindly provide detailed information on the specifications of your existing software and proposed final version in your technical proposal. Additionally, please indicate the proposed work completion timeline for a 100% compliant product to be available in relevant sections of your technical proposal.

Question 3: Can we join as a Joint venture, established companies of Document Management Company with Software Development Company? Both Parties have the expertise in their main business lines, both long term, proven companies?

Answer 3: Yes, it is possible. Kindly refer to Article 5 of Annex-E General Conditions of Contract which addresses the applicable procedures on sub-contracting.

Question 4: Which databases can be used besides Oracle12c??

Answer 4: In addition to Oracle 12c, PostGres will be used in the project.



UNHCR

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Question 5: Could we kindly ask for extended time for our technical questions?

Answer 5: No. Queries received after the deadline will be disregarded.

Question 6: Related to Article 3.3. of Annex A, have all documents already been scanned? Or is there a document expected from us to scan? Is there any expectation for physically scanning service?

Answer 6: The 8 million files mentioned in the article have been scanned in the existing digital archive system, and only the migration to the new archive system will be made by the contract awarded company. Another tender will be opened in the coming period for documents and files waiting for digitalization/scanning.

Question 7: Related to Article 4.1.2. of Annex A, is PostGres support mandatory or Oracle support is enough for the application?
Is there a special database requested from us?

Answer 7: Both PostGres and Oracle compatibility is required. There is no database request from the service provider.

Question 8: Related to Article 4.1.3. of Annex A, will database licenses other than Oracle database be provided by the Institution?

Answer 8: If oracle database will be used, it will be provided by the institution. Our preference is postgresql.

Question 9: Related to Article 4.1.5. of Annex A, we need to learn what the backend and frontend technologies are supported by the institution.

Answer 9: Since the new e-archive system will not be related to the old one, there was no need to share information about backend and frontend technologies.

Question 10: Related to Article 4.1.6. of Annex A, which functions/screens of the product are expected to work on phone and tablet screens? For example, operations such as drag-and-drop file uploading cannot be done on a tablet or phone. In addition, is there a need for a mobile application?



UNHCR

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Answer 10: Bidders can provide such functions in the offers. However, there is no requirement for a mobile application within the scope of the tender. Additional features which ensure limited additional usability for the intended purpose can result in higher technical scores under evaluation criteria III/2 (Proposed AMS Software Solution's quality and features above the minimum requirement)

Question 11: Related to Article 4.1.10. of Annex A, is a general OCR service expected from the solution?

Answer 11: The provided OCR functionality should be in line with the specifications provided in Annex A.

Question 12: Related to Article 4.1.12. of Annex A, could you please share the current identity management system used by your institution?

Answer 12: It is the mechanism that checks whether the user is authorized for the operation that he/she wants to perform through the Identity Management System (IMS).

Question 13: Related to Article 4.1.13. of Annex A, institution want a conversion operation during the download process. So, we need a cross-conversion matrix. For example, an excel file can be converted to pdf and word file or a jpeg file can be converted to tiff and bmp.

Answer 13: The conversion matrix will be shared during the development stage.

Question 14: Related to Article 4.1.15. of Annex A, are there any requirement lists for modules "Image enhancement", "Physical archive tracking", "Lending & return" and "Disposal"?

Answer 14: All modules defined under 4.1.15 are needed.

Question 15: Related to Article 4.1.17. of Annex A, what operations are expected to be performed over TCP/IP protocol? Because this will be a web application.

Answer 15: HTTPS protocol can be used.



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Question 16: Related to Article 4.1.18. of Annex A, is there any summary or requirement list defined by the institution for the physical archive process?

Answer 16: Documents that have received an Immigration number and started processing are ready as archive documents when the whole process is completed. The documents created at this stage are scanned into the system and the archive sequence number integrated into the immigration number is taken, and the documents created in the digital archive are sorted in the same number and place in the physical archive. Since the physical archive is in the compact system, it can be created from one to infinity or it can be worked on a unit and province basis. The important thing is that the archive sequence number and the physical archive are created in the same way.

Question 17: Related to Article 4.1.20. of Annex A, does the institution want to update the screens of the current product of the bidder or want to developed a new solution in line with its own needs?

Answer 17: It is expected to have a system integrated with Gocnet – Institution’s case/data management system.

Question 18: Related to Article 4.1.24. of Annex A, is a general file viewer service expected from us?

Answer 18: The specifications of the file viewer are defined under Annex A.

Question 19: Related to Article 4.1.25. of Annex A, are these functions expected from the Image Enhancement Module or Image Viewer service?

Answer 19: The original scanned version of the image should be stored, and the enhanced version should be viewed during viewing.

Question 20: Related to Article 4.1.36. of Annex A, is it expected that the content search feature can be turned on or off for a unit or a group of files?

Answer 20: Yes, it is requested.



UNHCR

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Question 21: Related to Article 4.1.37. of Annex A, what is the difference between this requirement and requirement 4.1.28?

Answer 21: Even though they are similar instances, one defines backup and the other one defines migration.

Question 22: Related to Article 4.1.38. of Annex A, is it a requirement to keep secret documents as encrypted? In addition, files can only be viewed by authorized persons. Is there an additional flow the organization wants to execute for secret documents?

Answer 22: Confidential documents do not have any encryption, there is authorization through the system. The authorized person regarding confidential documents will take action and the flow may continue.

Question 23: Related to Article 4.1.47. of Annex A, does the institution want to parametrically manage whether selected metadata in the relevant document type is available for search? In addition to this feature, should the content search feature work for allowed document types?

Answer 23: Content search functions should work for the allowed document types.

Question 24: Related to Article 4.1.52. of Annex A, our current document scan application works with the TWAIN driver. Is it necessary to support the other drivers?

Answer 24: AMS will support TWAIN driver. In addition, it should support other drivers (ISIS, etc.) as well.

Question 25: Related to Article 4.1.58. of Annex A, it is necessary to learn the institution's expectation regarding the physical archive process. So, is there any requirement list or flow document for the physical archive process?

Answer 25: Same answer as 16th

Question 26: Related to Article 4.1.61. of Annex A, is it sufficient to keep the log tables in a different table space?



UNHCR

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Answer 26: It is expected that AMS software will be designed in such a way that application user logs can be kept in a different database or in a different tablespace within the same database. It should support both methods.

Question 27: Related to Article 4.1.62. of Annex A, is it sufficient to keep the log tables in a different table space?

Answer 27: It is expected that AMS software will be designed in such a way that application user logs can be kept in a different database or in a different tablespace within the same database. It should support both methods.

Question 28: Related to Article 4.1.69. of Annex A, if possible, could you please explain this requirement with an example?

Answer 28: For example, when a user with a preview authorization previews any file using this authorization, the logs will keep the relevant user reviewing this document.

Question 29: Related to Article 4.1.74. of Annex A, is it possible to interpret this requirement as "Any unit can be able to request permission to access a file in the archive"?

Answer 29: It is necessary to create requests between units by requesting permission, and even to show the relevant document between certain dates.

Question 30: Related to Article 4.1.78. of Annex A, could you please explain this requirement with an example?

Answer 30: The institution owns another application used for the e-archive and the AMS is expected to migrate the scanned documents from the old system to the new one.

Question 31: Related to Article 4.1.82. of Annex A, for OCR success rate, it is necessary to know the contents of the scanned files. Especially for files containing handwriting, it is very difficult to achieve



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98% OCR rate. So, is it possible for us to get some sample files to be scanned? Also how many different alphabets are expected to perform the OCR operation?

Answer 31: We do not have too many different types of documents other than the standard file. The Latin alphabet is used as the main alphabet.

Question 32: Related to Article 4.1.84. of Annex A, what is the difference between this requirement and requirement 4.1.28?

Answer 32: Two articles are different. One defines the data export function whereas the other indicates the use of OCR engine in different applications.

Question 33: Related to Article 4.1.85. of Annex A, Does the institution plan an additional flow to be operated during the file deletion process?

Answer 33: Yes, there will be a flow regarding the deletion process.

Question 34: Related to Article 4.1.87. of Annex A, could you please explain this requirement with an example?

Answer 34: For instance, the provincial directorate in Ankara the logo will be followed with warehouse code, however, in another province it will be another design.

Question 35: Related to Article 4.1.92. of Annex A, can we get a list of the actions that the users can perform for a document and folder? For example, loading, deleting and viewing are defined as standard privileges for any document. However, file sharing via e-mail is an additional authorization definition. In summary, in order to be able to authorize objects with the requirements of the institution, we need the action list determined by the institution for a document and folder.

Answer 35: Users can upload a document to the system within their scope of authority, view it in the system, delete it from the system, but cannot transfer the document to another system, memory, etc. cannot save and send it by any means of communication. Cannot take action on documents outside of the current system.



UNHCR

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Question 36: Related to Article 4.1.93. of Annex A, does the institution want an automatic SDP assignment for the relevant file types? According to standard correspondence rules, metadata definitions are made into SDP definitions. Is this also an expectation from the AMS?

Answer 36: Yes, an automated SDP assignment is wanted and it is expected from the AMS.

Question 37: Related to Article 4.2.2. of Annex A, is it possible to get a summary or detailed information if any about the planned integrations?

Answer 37: The two systems will be in communication with each other through the integration services of the institution. Through GöçNet service, it will be possible to search for any foreigner on GöçNet on the e-archive, go to the e-archive from GöçNet and show any document on GöçNet, etc.

Question 38: Related to Article 4.2.3. of Annex A, is there any information about which applications in the organization will be integrated with AMS? This data is needed to determine the effort to participate in integration tests and also clarify the project schedule.

Answer 38: GocNet application, the corporate data management system of the Institution will be integrated with the software.

Question 39: The number of integrations to be made, with which software, and will it be necessary to integrate with any software requested by the institution during the project or during the warranty period?

Answer 39: The number of integrations may vary depending on the need.

Question 40: In order to make integration, both us as the AMS system provider and the other software provider will need to write a web service. If the other software provider charges a fee, who will pay this fee?

Answer 40: The service provider will only be responsible for the web service required for the AMS.



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Question 41: Is it possible to give a little more detailed information about Mockup Software? If there is an explanatory area that we have overlooked in the specification, it will be sufficient to answer with reference.

Answer 41: Applications like Balsamiq.

Question 42: Related to Article 4.3. of Annex A, does your institution have a standard format for trainings?

Answer 42: There is no standard Training format and it is expected that a Training format will be created according to the software created, and Training will be given at the place determined by the institution.

Question 43: Related to Article 4.3.2. of Annex A, is English language support expected in educational documents?

Answer 43: No English language support expected.

Question 44: Related to Article 5.6. of Annex A, will the contractor be able to contact only at specified times?

Answer 44: The project will require full-time communication with the institution's personnel. This article is related to disturbance in the work environment, non-work related issues, personal matters etc.

Question 45: Related to Article 7.4. of Annex A, should organizational and legislative changes be covered by the Warranty?

Answer 45: Yes.

END OF QUERIES