

Clarifications/Responses to Questions -- SGP/RFP/11/01

1. The RFP states that the UN is looking to build the new intranet using an open source programming language. Could you clarify or refine this further? Are you looking to have this built on an existing open source content management system with readily available plug-in modules (such as Drupal, Word Press, etc.) Or do you envision this will be custom-designed software built on an open source code?

SGP wants to build its online system using an open source programming language as custom-design software built on an open source code.

2. The Compliance Matrix contains a checkbox indicating that “design work” needs to be done in 8 months or less. Could you please elaborate on what is meant by design work? Information & database architecture? Detailed specifications for all functionality? Page design templates? How much of the work are you looking to have completed within 8 months?

SGP would like to have most of the system designed, running and live in 8 months, including the Information architecture for the entire system, design and functionalities for the database, intranet and website.

3. The RFP lists many deliverables and extensive functionality. An initial scoping and specification phase would be needed to define exactly what functionality the UN is seeking in each area listed (Wikis, calendars, country Web sites, community outreach, etc.) Given your knowledge of the current system, the current UN staff that will be working on this project, and the desired new functionality, how long would you envision this scoping and specification writing phase will take?

SGP would like to conduct the scoping and specifications in the first three months, after which the developer would need to present a detailed work plan and information architecture to complete over the next months.

4. Will any portions of the intranet need to work in any language other than English?

Yes, some portions of the website and the intranet would need to work in English, Spanish and French.

5. Is the vendor that developed your current intranet eligible to bid on the redevelopment project?

Yes, the vendor is eligible

6. Please elaborate on the technology landscape in UNOPS?

UNOPS has a dedicated team of IT developers and IT technicians and the IT infrastructure is centralized in UNOPS' HQ in Copenhagen. However, this particular project is a UNOPS client project and not part of the UNOPS IT infrastructure. Similarly, this project is going to be hosted outside UNOPS servers.

7. Please elaborate on what you mean by open source programming language? Is there any specific preference for a particular open source technology/platform?

Please see question #1. There is no particular preference. We want the bidding company to propose which open source language and software would be better for us.

8. Is there a budget allocation for this project? Can you share the details?

For competitiveness and transparency purposes, we do not disclose budgetary information.

9. As per page 10, Database Functionality, "The consultant/company should reconstruct the database and create a new interface that can be accessed via the website and intranet." Can you elaborate on this?

The existing project database has been designed so the information can be input and accessed through the intranet. The current interface to access the project database is in Active web. We would like the bidding firm to create a new interface with added features that allow us to manage the different sections (add and delete fields) in house.

10. For the requirement: "Allow information exchange with other databases". Can you elaborate on this item please? What are the other SGP sites and how do you want them to interface with the main SGP site? We understand the Online Catalogue is a site created by another firm, can you give specifications on this site, is it live, what platform was it built in and how do you envision it interfacing with the SGP site?

In the current systems there are no existing linkages between SGP and other databases. The idea is to develop a sort of bridge between SGP and other websites/databases so that the raw data from other databases/sources can be recalled and used in the SGP database/website.

This exchange will be based on a set of fields in SGP database.

One of the databases that SGP would like to exchange information with is the registry on Indigenous and Community Conserved Areas (ICCAs) -

<http://www.iccaregistry.org/> There is another website that is currently under development and that will be an online catalog of biodiversity products that we would like to connect with. However, the interface requirements for linking with these and other sites will be defined later. If these requirements are too complicated this could be undertaken in a future phase with new budget.

11. We noticed on your current site you have google analytics installed. Can we get analytics for the past 6 months to a year?

We will post website analytics separately.

12. Do you current do any other SEO or Search Marketing on your site? If so can you provide details?

We will post separately.

13. Country Websites: what do you mean by "up to 3 templates"? Wouldn't all country sites use the global template of the main site in terms of design and layout?

The country websites would use the same template as the global programme but each country should be able to customize the data and modules that will appear in its own mini sites.

14. Online Application: Can we have a copy of the current paper application. How does the current application system work – can you spell out the process once you receive the paper application as to what the steps are. Where does the application get input right now and how is it reviewed? Does the Online Application system need to send the online form to another external application?

We are excluding this feature from the database for now.

15. Country Annual Reports – does this exist in your current system? If not can you elaborate on this topic.

R/The country reports do not exist in the current system. These have been done off line. For the new system we would like the country annual reports to be done online using an online form that allows management to analyze information in a more effective way. We would like the information from these reports to be linked to the individual country programmes and be accessible for future reference. Some of the fields of this online form will need to be used to produce global reports by aggregating data in the system.

16. Technical and Focal Area pages – can you please elaborate on this topic.

These will be pages that allow the technical specialists to manage their focal areas and regions more effectively. In these pages the specialists should be able to add resources, news and alerts, and discussions on relevant matters, among others

17. Currently the project is hosted on Windows, MSSQL database 2005, ColdFusion. Is the technology of new system somehow determined?

The technology has not been determined. We want the provider to build a new system using open source. The firm can use the existing database and build a new interface and content management system for the database, intranet and website.

18. If the current database engine is supposed to stay the same, are there any contraindications regarding the whole database rebuilding?

The database can remain the same or can be rebuilt and the firm could propose what would be the best alternative. However, please note that if using the existing the database there will be additional fields with new features and functionalities to be added and some of the existing fields need to be fine-tuned so it can serve our current and future needs.

19. What are the server load and the amount of data?

File Types	Size
Database size	9.032 gigs
Database backup size	7.857
Ms. Access Database size (the SQL server database is extracted into MS Access to the developers convenience only)	2.097 gigs
Document Repository	23 GB
Word documents (.docx)	109 (files)
Word documents (.doc)	2689 (files)
PDF documents	14435 (files)
Power Point Presentations (.ppt)	30 (files)
Pictures/Images (.jpg, .gif, .png)	29788

20. The document says about interface of extra applications, what are those applications?

Please see answer to question number 10.

21. Does the current layout of the intranet should be left unchanged or the contractor will also be responsible for preparation of the new design?

The contractor should be responsible for proposing a new design and layout for the database, intranet and website.

22. Is the intranet supposed to support many languages (how many)?

Yes, the intranet will be mainly in English, with specific sections or pages that will need to support French and Spanish

23. What should be in 'help' section?

The help section should guide the staff on how to use the system better. It should include a link to download the user manual and it should allow staff to browse it online, and also a FAQ section.

24. In the Intranet there are 3 sections described: My Intranet, SGP Contacts and SGP Projects describer partly. Could you provide some more detailed information (description, screenshot,etc.) of (Workspace, Calendar, ActiveWeb Stats, PRA, Administration)

Are there any more sections or functions? Because in SG Projects there is a list of links leading to: Disbursements, Country Program Cofinancing, Manage Focal Areas & OP's, and Database Downloads

We assume this are functions to be implemented but they are not specified in the document. Could you provide us with the description/screenshot/etc?

Actually these are sections of the SGP database that can be access through the internet, but are not intranet functionalities.

25. Reports – is there a possibility of generating custom reports. Are the criteria for such report strict? On the drawings we also see more reports ex. Global Report, Africa – are those reports predefined or already generated?

These reports are produced using filters on the information that is needed and are displayed/printed in a predetermined form. The new system should allow the user to produce different types of reports using filters and also allow the user to download the results into excel, word or pdf.

26. Privileges –Is there a need of setting privileges of accessing the resources? (i.e., In backend user has access only to assigned projects). How deep and sophisticated?

The system should allow for various types of user rights that will define their access to the resources. Please see the section in the RFP on the kinds of users and the type of access.

27. Is there a need of possibility to define project template – or maybe it is one template but the administrator may implement some changes in it depending on the project.

R/All the project information is based on a legal document and the amount of information fed to the database (record) is standard norm for all projects.

28. News Alerts/Announcements – in the specification the sentence is not printed. Could you describe it?

Allow users to send news and announcements to certain groups of people or users. News and announcements can vary from a new article that was updated to a new resource, event, etc.

29. Shared files – in what way? Just a repository or more sophisticated DMS system?

A repository of information or a knowledge base that allows the programme to share information with users in an organized way. Those files should be “searchable” so they appear in searches.

30. Video – in what format the videos will be uploaded? Is there a need of conversion?

This has not been defined yet. We would like to have the flexibility to upload videos in different formats. And also embed videos from youtube and vimeo, untv, and other video channels.

31. Video and galleries synchronization between intranet. How should it look like?

The firm needs to propose how it would look like. However what we mean by synchronization, is that a information that has been upload to a project, can then be accessed and reflected in the milestones for that country and will appear in searches.

32. Immediate translation of public pages. Please provide more information.

We would like the system to allow some pages in the website and intranet to be in other language other than English like Spanish and French. In addition, we would like that the website can be translated to other languages via a third party application that is embedded in our website so users that are not fluent in English can access the information in their language.

Should there be a dedicated tool for files downloading or the web browser will be enough?

We would prefer to download database data through zip files in excel and on a need-to-basis some reports in pdf.

33. Content Management Tool on the frontend side. Please provide more information.

The current content management is in Activeweb but we want a new content management system to be developed by the bidding firm and that links the database, intranet and website.

34. Is it possible to get access to demo version of current intranet?

No, our intranet side is very basic and based on the old technology from year early 2000 while the new revamp system is expected to be developed with the newest available open source technology.

35. In Article 8 of the Proposal, it is stated: "UNOPS strongly encourages association with a local firm/institution in the country of assignment". In addition, Annex IV, Compliance Matrix, Experience number 6, states: "Project Manager (as part of proposed team) located in or near New York and/or available for frequent and ad-hoc meetings at short notice in New York at no additional cost to UNOPS".

Would a proposal without association with a local firm/institution be penalized, and if yes, under which part of the technical proposal evaluation?

As stated under the compliance matrix in our RFP document, if the bidding firm has no presence in New York then they can partner with a local firm/institution otherwise their proposals will be found incompliant.

36. If our proposal includes relocating project manager to New York for the duration of the project, at no additional cost for UNOPS, would such proposal be considered as equal in quality as the one with having local project manager from local associated company/institution? Our past and current projects with UN organizations are mainly managed in such way.

YES

37. "It is assumed that the provider will host the new prototype of the system during the design period and propose a new hosting service where the online system will be hosted when the system goes live." Is it required that actual hosting proposal for online system is part of the technical and financial proposal?

Yes, during development of the online system the firm should host the system. Once the system is ready to go live the firm should help identify and suggest the best hosting environment for SGP, which SGP will contract through a separate procurement process. (i.e. not as part of this RFP)

38. Could it be possible to include as a project task evaluation and proposal of hosting services for online system, together with UNOPS?

No, for transparency purposes the evaluation of the proposals are solely at UNOPS discretion and it will be carried out by UNOPS staff members assigned to this project.

39. Is it possible to consider as an option to host new solution on UNDP server farms?

No, UNDP/UNOPS will have the full ownership of the new system and provide oversight but the hosting will be outside the UN IT infrastructure and servers.

40. Section VI in Annex 1, Paragraph 7 Question: Is there any preference about hosting location for the system? Is US location the only option?

No, there is no preference.

41. Section VIII in Annex 1, Paragraph 1 Question: What does “provide seamless interface with other SGP websites, online toolkits, etc.” mean? Would you please elaborate on the interface requirement?

Please see answer to question 10.

42. Question: MS SQL Server 2005 is used for our present database, shall we replace it with another open source database, for example MySQL5.x? Or shall we upgrade it to a latest SQL Server version?

It is up to the firm to propose what would be the best alternative but preferably we would encourage the most compatible of the versions.

43. Section IV “Scope of Work” in Annex 1, following below path: Annex 1 -> Scope of Work -> Components of the database -> GPS Position and mapping of information, Paragraph 1 Question: Is there any system interface that we could get the GPS information? Or we just simply upload an image with the GPS information is OK.

The idea of the mapping is to use google API mapping to locate our country offices and location of our projects and be able to show that information visually on our website. The bidding firm can propose other technology to perform this feature.

44. Section VI “Scope of Work” in Annex 1, following below path: Annex 1 -> Overall System Functionality, Paragraph 4. Question: Is there any further requirements for Backing-up, e.g. inter-city backing-up?

There is no specific requirements but we encourage you to propose the best practices available for back-ups.

45. The integrated system should allow full connection between all relevant applications. Please specify applications and connections

The Intranet, website, PRA and annual report

46. It is important to note that this section has two aspects, the input questionnaire that NC's, PA's and even grantees will use to input the information as well as the visual representation of that information when accessed by the CPMT. Please clarify the second part "Visual Representation of that Information"

The data should be displayed as processed information (i.e., filtered and sorted relevant to management's review) and also in charts/graphs to present the information in a graphical and simple way.

47. The system should be designed so that CPMT can pick which specific fields will be mandatory. The mandatory fields are decided during analysis / design stage

Yes

48. It is important that the database should only make available fields that are relevant for each Operational Phase. Please clarify what are the Operational Phases and example of this scenario

SGP works in Operational Phases of 4 years each. The current Operational Phase has a set of specific indicators/targets and the indicators different from previous phases. The database should be able to show the information (i.e. indicators, strategic priorities, etc) from previous phases, but only make available the indicators for the current phase so users won't have the option to select indicators from previous phases when entering new project information.

49. This is an online form used by staff to submit the annual results of their country programme in a predetermined template. The form should be link to the specific country programme and its projects and should be easy to manage and visualize Please send Sample Country Report

See annex. However, please note that this Country Annual Report Format will be updated to reflect our reporting needs and is not the one that we will use for the online system. We are displaying it only as a sample for your reference.

50. Technical and focal area pages: The intranet should allow the technical programme specialists to manage their focal area and regional pages. Are these pages only content and no data?

These pages could have information and data and even a link to the database to showcase the key results of the relevant focal area information from the database. The other contents of the focal area pages will be fed manually (i.e., pictures, tables, text and etc.).

51. The new system should allow site editors to easily upload or link videos of different formats for video streaming. Does it mean a separate streaming server/ software or just play back the file in a generic player.

The system should allow to upload and play videos in different format and also embed videos from YouTube and vimeo, etc.

52. SGP would like to add new and improved functionality to its website including intelligent and rapid content search capabilities, multi-lingual viewing, intelligent online forms, “real time” online member interactivity, and a seamless interface to additional applications.

Please clarify on “Intelligent Online forms”

Please clarify Seamless interface to other applications

It should also be able to link with and provide seamless interface with other SGP websites, online toolkits, etc. (such as the POP’s module and the online biodiversity products catalog).

Pls clarify seamless interface to other SGP websites and online toolkits, POP’s module and online biodiversity catalog

Please see answers in question 96 and 10 for the rest.

53. Connect SGP Country Specific websites with other databases and websites? Elaborate please. What level of integration or connectivity is required?

The SGP country websites should be able to display information from the database on their specific page.

54. UNOPS required the system to be developed in an Open Source Programming Language or application. Can a license free version of a non open source solution be proposed?

Only open source programming language.

55. Can the proposed solution use the currently implemented SQL Server as its database? Or will there be a need for a new database server?

Our systems are hosted by an outside hosting provider, the hosting provider will not host any additional databases during the development work. While access to source codes of our current system will be provided.

56. What will be the sources of input for News Feeds?

UNDP, GEF, google news, IIED, IISD, etc

57. How is the video content to be displayed? Only as downloadable links or is the requirement to be playable within the browser?

Playable within the browser.

58. We assume that there is a substantial amount of data available with UNOPS that will be populated on the newly developed site that may include database record and paper documents. Who will be responsible for the uploading of this information? If the contractor is responsible for this task please specify the amount of information that needs to be uploaded e.g. number of files and reports to be uploaded, pages and database records etc.

We will basically migrate everything from our current system to the the news system. The contractor will be responsible for uploading all the files to system according to its precise location in the project database.

59. Is there any specified budget for this project? If yes please share.

See answer to question 8.

60. By when does UNOPS expect an answer for proposal submission mode and date? (reference 12C in the RFP)

This information is included in the RFP.

61. Please elaborate what are the exact expectations of UNOPS when they mention the functionality of GPS position and mapping?

The functionality of the GPS position is to be able to map the location of our country offices and projects and be able to show that information visually on our website. The bidding firm can propose which technology to use perform this feature.

62. Please elaborate on the scope of requirement for instant translation? Which languages will UNOPS be catering to? We assume that the multi-lingual viewing is for the content that is being translated by the administrator.

We would like the system to allow some pages in the website and intranet to be in languages other than English, specifically in Spanish and French. For these pages the content will be translated by the administrator. In addition, we would like that the website can be translated to other languages via a third party application that is embedded in our website so users that are not fluent in English can access the information in their language.

63. Within the Request for EOI (RfEOI), it was stated that This effort is to take place over one year in three phases: Development of key functions – within three months of project initiation; Pilot testing and launch – within six months of project initiation; and Development of advanced features and revisions – completion within 1 year of project initiation. There was no mention of timeline/duration in the RFP. Should we plan for the timeline/duration mentioned in the RfEOI?

Yes, the firm should actually propose the timeline and deliverables in the proposal.

64. Will any travel be required outside of NY? If so, will this be reimbursable?

No travel outside of New York is required.

65. There was no explicit mention of the contract type. Will this contract be a T&M, FFP, other, or combination of the above?

T&M=Time and Material Contract, FFP=Firm Fixed Priced Contract. It is going to be FFP contract.

66. Intranet has more than 300 regular users. How many concurrent users?

Any of these 300 at any given time. We have staff around the world that would need to use this system at any given time.

67. Are there any guidelines defined for UI as making the site user-friendly is key requirement?

There are not any predetermined guidelines for the user -friendly (UI) interface. However we want to ensure that the interface can speed up the data entry, enhance visual presentation of the forms, and be easy to use, learn , update and access. In addition, we expect simple navigation, flexibility and efficiency of use and to help users recognize, diagnose, and recover from errors.

68. To get an understanding of the size of the database model, approximately how many tables and how many fields exist?

See answer No. 19

69. Will both (existing and revamped) systems co-exist?

Only during the time of design. Once the new system goes live the other will be closed down.

70. Will there be integration requirements with external systems? If so, what is the estimated number of integrations?

At least three.

71. Are there any specific technology preferences for the future solution?

Open source programming language, easy to update and integrate with other databases, easy to add modules or new sections as required, and easy to administer and update in house.

72. The Objective states, "The integrated system should allow full connection between all relevant applications ..." - What are the relevant applications?

Its project and country database, intranet, and website applications should be able to be connected to each other as a system. For example the project database should be able to be linked to the website in various sections.

73. Page 10 mentions “keeping key features that allow the staff to understand the new system ...” – Have these key features already been identified, or will this be a part of the requirements gathering?

It will be part of the requirement gathering. Some fields of database will remain the same since there are around 14000+ records and constantly increasing. Any development work should be done by keeping in mind to integrate these 13000+ records into new system.

74. Is it correct to assume that the data entry forms in the system are the same for all projects? If so, are there requirements for the data entry form version history (e.g. do/will requirements exist with respect to the data, structure, and reporting for existing records when the forms are changed)?

The data entry forms will be the same for all but the system should allow to report on the previous data entry forms and should allow the administrator to add or delete fields to it using the content management system.

75. Page 12 of the RFP refers to the need to allow input of request information by the grantees, as well as subsequent project results (outputs, impacts, outcomes, etc.). This could require a minimal or significant on-line "help" function, potentially in multiple languages, as well as on-line diagnostics to detect data entries that are erroneous, out-of-range, inconsistent, or in a wrong format - and facilitate re-entry by the grantee. Additional guidance is requested here with respect to the scope and sophistication of the desired user on-line interface.

The help function should allow the user to use the system and provide a link to the user manual that the firm who develops the system will provide. No online chat needed for the moment.

76. Page 12 of the RFP states, “the database should be able to import reports generated in excel and populate specific fields of the database in order to allow instant update of information, in particular, of financial information generated in other parallel systems such as Atlas.” – does an interface exist today between the existing system and Atlas (PeopleSoft ERP system)? If so, is there a standardized format already defined?

No, it does not exist currently, is part of the design of the new system and the format has not been defined yet.

77. Page 12 of the RFP states under the heading “GPS position and mapping of information” that the system shall allow the “exchange of information”. Does this mean the UNOPS system will be required to expose a service(s) that will provide data for other systems to consume? If yes, approximately how many services may be required, and have they been defined?

Yes. Approximately exchange information with three other databases/websites.

78. With respect to reporting, are there any specific choice of reporting tool(s) and reporting formats?

Besides the reports by focal areas, country programmes, operational phase and etc., there should be also customized reports so that the users can build their own reports by selecting certain fields from the database and set filters accordingly. The reports are to be downloaded in Excel, word and some specific ones in pdf.

79. With respect to the requirement for a calendar, is it required to be integrated with Google Calendar, MS Outlook Calendar, or other external calendars?

It would be good if it could be linked to other external calendars.

80. Page 14 of the RFP: The "News Alerts/Announcements" description was cut short and is incomplete. Please advise on the full description.

Allow users to send news and announcements to certain groups of people or users. News and announcements can vary from a new article that was updated to a new resource, event, etc.

81. With respect to the video gallery, which video formats are supported?

This has not been defined yet. We would like to have the flexibility to upload videos in different formats. And also embed videos from YouTube and vimeo, univ, and other video channels.

82. This system will be accessed across multiple countries across the world. Is localization required? If yes, which languages?

We will not be having multiple version of the database in different languages while the aim is to have the intranet site in three languages (English, French and Spanish)

83. Page 16 of the RFP mentions real-time online member interactivity. Does this mean that the solution shall provide online chat functionality? Should we be looking at a Social Networking context here?

Yes, the system should be able to support real time discussions and chats.

84. With respect to Page 16, Overall System Functionality, what restrictions (if any) are imposed upon use of and connectivity between the web platform and a "cloud approach" (public or private) to facilitate responsive, global usage and storage of data? Please share any applicable UNOPS standards and/or governance that would apply here.

This is a UNOPS client project and currently an outside vendor is hosting our systems and an overall governance structure of the hosting firm is applied. We consider a best practice approach recommended by the bidders.

85. Page 17 of the RFP states "Universal Browser Compatibility" as a design parameter. What are the minimum browser requirements to be supported (e.g. browser types and versions)?

Internet Explorer, Firefox, Safari and Google Chrome.

86. Section III of the SOW portrays the "Audience" of the website to be comprised of three primary user types: (i) Internal GEF/SGP personnel; (ii) Other UN Agency Personnel; and (iii) Outside users associated with sovereign governments, NGO's, etc. In order to design a flexible and scalable website platform, please advise as to the maximum number of user classes to be considered, with different user rights, access privileges and profiles.

At least 7 different types with different levels of permission.

87. Actual database size and its complexity (count of tables, count of records/lines in each)? I found some information in RFP for SGP site hosting, but need more information

See answer No. 19

88. For what purposes users [will] use the calendar (top of 14 page of RFP)?

CPMT as well as each country programme and could update the calendar and show the events that are coming up. The intranet should allow users to filter the calendar by country or type of event. The calendar could also be displayed in the different mini country websites, if the National Coordinator chooses to.

89. What kind of integration with other SGP sites you need (VIII. Available Technology Resources/Integration Issues, page 17)?

See answer No. 10.

90. For what purposes and who will uses the Wiki?

Wikis will be used by the entire SGP community so users can contribute in a collaborative manner.

91. Have you any information about the PRA and Workspace sections in Intranet web portal?

Yes, the PRA is available under our current system and workspace is merely a document repository but we will need you to propose an updated workspace.

92. What features of Intranet portal users use but it's not documented in RFP? Maybe some features of Action Web CMS or something else?

The current intranet allows to input project information, contacts, search the projects, produce reports and the content management system to update the website. In addition to these functionalities, the RFP explains the added functionalities we would like to add to it.

93. Can you provide more information about features described in VI? Overall System Functionalities, page 16: multi-lingual viewing (what languages do you want?),

English, French and Spanish.

Intelligent online forms (for what purposes?)

To do surveys and capture information in a standardized way that allows for the easy aggregation of data

“Real time” online member interactivity

Allow members to have real-time discussions and chats

94. Please provide us details of existing hardware and network Infrastructure? This will help us in proposing appropriate solution considering any reusable infrastructure.

This depends on structure/design of our new system. Apparently our system is basic, however, it is hosted by using a high performance dedicated server for the web applications while a high performance shared server for the SQL server. We are expecting highest connectivity speed in order for our users to access system at proper speed.

95. What is the expected size of the content for this portal (video/document/files/communication/social media); also please provide the future requirements and the expected increase in the size of data.

See answer No. 19 on amount of current data. We don't have an estimate on the increase of data, it is expected that the bidding firm can calculate this by taking a look to how the data has been uploaded in the past. All the documents and other files are constantly increasing as more recorded are entered in the database.

96. Also please specify the frequency of updating/ modifying the data.

Daily.

97. Please provide the approximate total number of users of the application along with concurrent users.

Approximately 300 users, concurrent users can range from 1-50 at least, given that we have staff located worldwide using the system.

98. How many other website will be linked to the new website?

At least 3.

99. Currently what is the communication methodology do you follow for getting the information from websites of the other Department, Agencies and Offices

Currently we do not get information from other websites. This is an added functionality of the new system.

100. Do you have any technology preference for the development of this website/Content management portal? If we compare Java and PHP, based on the current capability and comfort of your IT department which would be more feasible technology option for you.

Open source technology.

101. Please provide the details of reports you are expecting from this system in terms of-

- Approximate number of reports
- List of different types of report
- Frequency of generating those reports

Currently we do not have many reports that we generate from the database. As explained in earlier answers, besides, the reports by focal areas, country programmes, operational phase and etc., there should be also customized reports so that the users can build their own reports by selecting certain fields from the database and set filters accordingly. The reports are to be downloaded in Excel and some specific ones in pdf. Reports are generating on daily basis.

102. Please provide your preference for the support of new application

Requirement of onsite support staff

Support from offshore

Scope of support operations

If this is in regards to the support from the firm developing our new system:

- We will need a helpdesk contact
- 12 hour response turnaround time
- Ad-hoc troubleshooting

103. Based on the priorities and need of the department what could be the expected date of completion of this project.

We would like the new system to be fully operational within 6 months. Advanced features could be developed after that.

Please explain in detail following functionalities:

- Assist possible grantees in their application process

Please ignore this functionally. It is not required.

- Help foster the "Friends of SGP" community

Provide links to social media channels that allows redirecting traffic easily. Allow users to leave comments and provide feedback. Subscribe to a newsletter, news or announcements.

- Provide valuable information, services and keywords to encourage traffic and to ensure repeat traffic

Based on the firm's experience, we would like advice on how to improve traffic to the site and how to use statistics to improve user experience.