CALL FOR PROPOSALS: DIGITAL SOLUTION FOR BUSINESS PROCESS MANAGEMENT SYSTEM

BACKGROUND

2.3.6 Communications during the procurement procedure
If the bidder has questions regarding the invitation to tender, please contact GWPO via email: procurement@gwp.org. GWPO will respond to requests for clarification that it receives prior to the closing date of the tender.

GWPO’s response to all questions (including an explanation of the query but without identifying the source of enquiry) will be available on the GWP website.

QUESTIONS

1. Please let us know if the bid is open to an international development agency from across the borders.
   - Bid is open to any capable provider who meets the conditions as specified in the published tender document.

2. Is there any domestic or international travel required for vendor team members for this project?
   - None required. Provider will engage with GWPO via various virtual means.

3. Are there any compliances that must be followed? (ex. ADA or Data Privacy)
   - Compliance would be as appropriate to the provided specifications and other internal policy such as GDPR.

4. Are there any restrictions to move the project source code or data outside the country (ex. Data Residency compliance)?
   - Compliance would be as appropriate to the provided specifications and other internal policy such as GDPR.

5. Is there any pre-bid Q&A list available for all vendors or we can send our technical questions separately through an email?
   - There’s opportunity during the bid evaluation period for GWPO to reach to the vendors for clarifications and other questions. Vendors can also email questions they have before submitting their bid to procurement@gwp.org.

March 1, 2021

1. Is there any limit on the number of project templates to be maintained?
   - There is no limit on number of project templates to be maintained.

2. Is there a requirement of a form designer to ensure unique information fields for maintaining project information?
   - Bidder can propose form designer to ensure unique information fields for maintaining project information as they deem appropriate for their proposed solution.
3. With regards to a grouping of the projects, can one project be part of multiple
groups/portfolios/programs?
   - Yes.

4. What are the levels of user roles within the application and if possible could you share the
   access controls based on roles with regards to application features?
   - While a simplified approach for user roles is desirable, bidders should propose the various
     levels of user roles within the application as they deem fit for their proposed solution.

5. What standard financial information will be stored for a project? Is there also a need to
customize this information from project to project?
   - Standard financial information could be, but not limited to; budgets, commitments, actuals.
     While this information could be standard for most projects, bidders should leave room for
     flexibility.

6. Would a development account be provided for Microsoft Dynamics NAV or the vendor needs to
purchase the licenses?
   - Solutions proposed by bidders should consider all costs including development environments
     and other sandboxes as my be required.

7. RFP says that "The solution(s) should enable GWP staff members and collaborators to self-create
unique customized workflows suiting individual and organizational process requirements with key
functionality for approvals, reviews, milestone management, and sequential steps management.”.
The question is should all users be allowed to make changes to the existing workflows/processes?
   - While users can make entries into the workflow and processes, dedicated
     program/process/project managers will setup the workflows and processes and it should be
     possible to define these roles in the proposed system.

8. Are these workflows unique to a project or a program/portfolio?
   - While workflows may tend to be similar across projects or programs/portfolios, proposed
     system should offer flexibility and bidders should leave room for this.

9. In what form would the “knowledge material” be. Would it be a text-based information capture
of a multimedia-based article created through a “WYSWYG” editor?
   - Material could be in various form including but not limited to text-based, documents and
     multimedia.

10. Will there be a user-specific SharePoint/OneDrive account or a single organization-based
account for integration?
    - Preference will be single organization-based account for integration. Bidders are however
      welcome to make proposals as would be fit for their proposed system.

11. Should the reporting mechanism allow users to create automated periodic reports OR only
allow a timebases filter to generate reports manually
    - Automated periodic reports will be an added benefit.

12. “These time reports and various other data should be exportable in openformats” apart from
PDF, CSV what other formats are expected?
    - Apart from those listed, bidder can make proposals appropriate to their proposed system.
13. "Currently GWPO’s partner’s database exists on Salesforce. If the solution doesn’t achieve the equivalent or better functionality by itself then the solution should be able to interact with the existing salesforce database via APIs." When and how would this be confirmed?
   - There would be an opportunity for this in the negotiation stages once bidder is deemed successful.

14. "Currently GWPO’s Resource Mobilization tool is built using Airtable. If the solution doesn’t achieve the equivalent or better functionality by itself then the solution should be able to interact with existing Airtable via APIs.” When and how would this be confirmed?
   - There would be an opportunity for this in the negotiation stages once bidder is deemed successful.

15. Is there a preference from a technology stack frontend, backed, or database system?
   - While there’s no preference for technology stack, proposed system should be interoperable with listed solutions and a number of them are Microsoft based.

16. Can you share a speculative number of users for the system?
   - Number of users may vary and proposed system should allow for addition, deletion and assigning of roles to users as is appropriate. Approximate number of users could be up to 40 to start with.

17. Are there any specific performance requirements or SLAs?
   - Service availability of at least 99% with service accessible online via web browsers and other methods.

18. Multilingual support is not mentioned. Could you confirm that it is not required?
   - Proposed solution will be used in English.

19. Are there any requirements for Accessibility/AAD?
   - Bidder could include these as is appropriate to their proposed solution.

20. Are there any other regulatory compliances required?
   - Bidder could consider these as is appropriate to their proposed solution and GWPO’s operating environment.

21. Where would the solution be hosted? (Any preference or details about the hardware infrastructure on which it will be hosted)
   - An online hosted solution is preferred and bidder should make proposals as is appropriate to their solution.

22. Would there be dedicated time provided to detail out the requirements through consultation with stakeholders?
   - Yes. There would be an opportunity for this in the negotiation stages once bidder is deemed successful.

23. So as we understand there would be a web portal, an android application, and an iOS application to provide the desired functionalities. Please confirm?
   - “The entire solution(s) should be digital and cloud native, globally accessible via modern browsers (Chrome, Firefox, Edge, etc) and have applications or interfaces for all or frequently utilized user tasks via native smartphone applications for Android and iOS.”

24. Are there any tentative plans for the deliverables?
• Bidders should make proposed plans for delivery concluding in this financial year where possible.

25. Which of the following components would be considered for recurring costs
   - hosting
   - server infrastructure maintenance
   - bug and performance fixes
   - new feature / change management
   - technical support and training

• Bidders should consider all appropriate costs to deliver their proposed system. Of those listed, hosting, server infrastructure maintenance, bug and performance fixes, new feature / change management and technical support are recurring.

• Comprehensive training could be done at system acceptance phase and at any other point there’s a significant change.

Procurement Team
GWPO

March 2, 2021