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| S/N | Questions | **Responsess** |
| 1 | Has the Track it EUM software already been built? | **Yes, but needs some improvement as mentioned in the RFP** |
| 2 | If Yes, was it custom built from scratch or off the shelf? | **Built from scratch** |
| 3 | If off the shelf, is it an OEM software(Oracle, Microsoft, SAP etc) | **PHP, MySQL** |
| 4 | If Custom built, what programming language was used? | **Php and MySQL have been used to build it** |
| 5 | Is there a documentation for the custom built codes? | **Yes. This will be provided to the  recommended vendor** |
| 6 | Will the vendor when selected be given access to the original custom codes? | **Yes, the selected vendor will have access to the  original custom codes** |
| 7 | Can you list all third party devices the system currently uses- Like barcode scanners, RFID tags, printer etc | **Barcode scanning should be integrated.** |
| 8 | Is this bid to be submitted in soft or hard copy? Section 4 item 7 says online, Instructions to bidders Item 1.7.3 says hardcopy. | **Bids should be submitted in soft copy to the email ngrsupply@unicef.org. Please disregard the instruction on item 1.7.3** |
| 9 | In the **"Objective of the service requested"** section, it was mentioned as one of the responsibilities that the software service provider will  develop 2 platforms (one for a regular EUM, and the Second one standard for occasional survey). | **There is no need to  develop a new EUM platform to be integrated with the current UNICEF trackit-EUM.**  **The service provider selected will analyze the actual functionality of Trackit-EUM and formulate recommendations for its improvement.**  **This improvement should cover 2 platforms (one for a regular EUM, and the Second one standard for occasional survey) already included into the initial software Trackit-EUM.** |
| 10 | As the location is home-based, does this have to be in-country? | **In this context, home-based means you’ll work from your office/home and you don’t need to be at Unicef office to develop the App.**  **It’s not mandatory to be in Nigeria but keep in mind that the final product you’ll provide should be implemented in Nigeria so you need to be organized accordingly** |
| 11 | If out of country, will there be a need to kick off the project in-country? If so, what would be the base? | **You’ll need to kick off the project in-country. It’s recommended to provide an administrator platform and grant all the actions right to the UNICEF Trackit-EUM project manager** |
| 12 | Is there a documentation and a Subject Matter Expert for the team to get up to speed on where things are at the moment? | **Yes, the vendor recommended after this bidding process will get all the technical documentation** |
| 13 | This is a short-term project. The assumptions are that:       the team will get to grips with the tool and do further analysis with key staff/subject matter experts to identify possible current gaps or pain points in current manual process, monitor the pilot, have a further session with key staff/stakeholders 4 weeks after initial baseline meeting  make development changes based on outcomes of the session once approved and provide orientation to staff on changes as well as monitor these changes and provide full documentation for user manual as well as administration manual | **All the assumptions are right** |
| 14 | In the **"Objective of the service requested"** section, it was mentioned as one of the responsibilities that the software service provider will  develop a website in english and french.  I want to confirm the details (objectives and requirements) of the website as it is not stated in the RFP. | **We confirm the details (objectives and requirements) of the website.**  **The Web/Mobile application should be developed with multi lingual support .**  **We'll provide the respective content in French language to the vendor recommended  .** |
| 15 | I need clarification on the INTERCOM and delivery request packing and Leadtime and delivery Charges. | **The vendor recommended will get to grips with the tool  and do further analysis with the project manager to identify possible current gaps or pain points in current manual process**  **monitor the pilot.**  **The vendor should have session with the project manager 4 weeks after initial baseline induction, and  make development changes based on outcomes of the session once approved**  **provide orientation to staff on changes.**  **The vendor should provide full documentation for user manual as well as administration manual.**  **So, the offer of the vendor should include all the cost related to these activities and the final project should be delivered within one month** |
| 16 | It was mentioned as "TRACKIT-EUM is available in two platforms  Mobile Application - JMABEA  Web Platform - Dashboard"  Can you please share the detail of these two application?  1) Functionalities - Modules, Features etc..  2) Technical Details - Technical Stack, Architecture/Design, DB Details, Integration with other apps and respective details, any Interfaces  3) Documentation - Any documentation available. Screen shot of the applications | **FUNCTIONALATIES: Mobile: mainly used for data collection for field officers. Data collected from the field and field officer's location is sent to a web database via API. Web: Web interface 1. allows the admin to view all data entries 2. Manage Users. 3. Generate statistical charts based on the collected data on the field. Technical stack-Laravel, DB-MySQL 7.x, Intergration: the system is currently independent of any external application** |
| 17 | It was mentioned that "Design a WebSite in English and French"  All our communications, execution, documentations and development will be in English only. The Web/Mobile application will be developed with multi lingual support . We assume, Client will provide the respective content, documentations wherever and whenever required as appropriate, in French language.  Would like to confirm our assumption and expectation | **All communications, execution, documentations and development will be in English. But keep in mind that the Web/Mobile application should be developed with multi lingual support . We'll provide the respective content to the vendor recommended in French language.** |
| 18 | "Host and Maintain the site and application annually. "  We assume, we shall need to provide the proposal for evaluation of existing product, improvements to them, execute them, host it.  Another proposal to maintain it annually.  Please confirm. | **Your offer should be all inclusive** |
| 19 | We understand the following  Existing Mobile App and Dashboard need to be tested and analysed  Identify Improvement areas and recommend  Implement The recommendations  Create Technical Documents, User Guides  Host and Maintain it  We would like to understand  for Mobile and Web application  What other functionalities or features required  Who are the users, roles and their functions and responsibilities.  Integration with other apps required? Provide details of the interfaces  The more we get the details, it would help to evaluate and provide architecture and design | **The vendor recommended should provide an administrator platform and grant all the actions right to the UNICEF Trackit-EUM project manager. The service provider should analyze the actual functionality of Trackit-EUM and formulate recommendations for its improvement.**  **This improvement should cover 2 platforms (one for a regular EUM, and the Second one standard for occasional survey) already included into the initial software Trackit-EUM. Barcode scanning should be integrated as third party devices system currently in use. Php and MySQL have been used as programming language to build this system** |
| 20 | The application should be online and database driven in English and French.  We assume that the content will be stored in storage as it is and displayed in application. No translation involved in this process. Please confirm | **Web/Mobile application will be developed with multi lingual support** |
| 21 | What type of functionalities to be given in admin dashboard? | **Web: Web interface 1. allows the admin to view all data entries 2. Manage Users. 3. Generate statistical charts based on the collected data on the field.** |
| 22 | Do we need to develop educational support as an interactive dashboard (like forum). | **It will be an added value in your offer** |
| 23 | What is the current technical stack.  Can we have the flexibility to suggest other technical stack suitable and applicable for the requirement, for Web Application as well Mobile App? | **Refer to Row 16.** |
| 24 | Assuming the execution and development of this mobile and web application will be from India, our offshore centres.  Travel will be, if required, permitted and safe as per Government Norms. Please confirm  In case of travel required, VISA, travel, Accommodation, Local Commute will be taken care by client? | **UNICEF doesn't support any logistics cost related to the project related to VISA, travel, Accommodation, Local Commute. Yor offer should include his aspect, and you'll be the one in charge of its management** |
| 25 | Non functional requirements or expectation? Like OS Supports, Intra Browser Support, Across Mobile Devices (Mobile phones, Tablets, Phablets etc.). Please provide the details.  1) Native Mobile apps in Android is sufficient or Should it support other OS like IOS etc.?  2) We need Native apps or can we develop Hybrid Mobile applications? | **A1. Mobile support should cut across both iOS and Android A2.Native App is what is required** |
| 26 | We assume, all the hosting, software and hardware procurement required for the development, testing and Production will be procured by the Client.  Confirm our assumption. It will help in costing | **No, your offer should be all inclusive. We need only the final product free of any additional procurement and technical engagement** |
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