LRQS-2020-9164161 Hosting, supporting and maintenance services (24-months) of Oky App
Clarifications to Questions from Bidders
Part 2 - 12-Jan-2021

No	Reference	Question from Bidders	Clarification from UNICEF
1	Annex B - Terms of Reference 2. Objectives, Purpose & Expected results 3. Description of the assignment 4. Deliverables	- Is there any restriction on the Hosting platform or provider used? - Can bidder/contractor choose to use a provider such as Digital Ocean or AWS at their discretion?	As far as UNICEF knows, there are no restrictions. UNICEF welcome bidder's suggestions, with justification and attention paid to user data security .
2	Annex B - Terms of Reference 2. Objectives, Purpose & Expected results 3. Description of the assignment 4. Deliverables	- What is the forecasted and expected traffic, users and bandwidth usage for the services?	UNICEF has already answered this in a previous response - the current hosting environment for the Oky cluster is Azure, on UNICEF's server. Expected sizing is 12GB, 2/4 cores.
3	Annex B - Terms of Reference 2. Objectives, Purpose & Expected results 3. Description of the assignment 4. Deliverables	- If the service has significant growth or traffic which has additional hosting charges - How would that be billed? - Does UNICEF know hosting services charge based on consumption? If it exceeds the planned budget can bidder/contract send any additional charges if it occurs?	UNICEF expects sizing of 2/4 cores of 12GB should be ample. However, if there are additional hosting requirements needed, this can be discussed and agreed with UNICEF. Any additional charges will need to be agreed beforehand.
4	Annex B - Terms of Reference 2. Objectives, Purpose & Expected results 3. Description of the assignment 4. Deliverables	- If bidder is selected as a partner to work on this assignment once the applications are online, and if bidder/contractor see that there are many bugs or issues with the original code itself and if it requires additional efforts beyond the 2MD's, What would the procedure be?	The apps are bug-free - see our response to a previous question. If there are, however, additional code modifications needed, these could either be covered by support days (ie are minimal), or will be agreed as additional pieces of work with the Oky product manager on a case-by-case basis using the price list for additional costs from the financial proposal
5	Annex B - Terms of Reference 2. Objectives, Purpose & Expected results 3. Description of the assignment 4. Deliverables	- Principally if any requests for the project require over the 2 allocated Man Days per month of support, then bidder/contractor will inform the product manager and request a prior approval on the effort or MD's required before starting the work, Please confirm if our understanding is correct?	Yes, this is correct. Prior discussions with, and approval from, the Product Manager will be required.

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6	Annex B - Terms of Reference 2. Objectives, Purpose & Expected results 3. Description of the assignment 4. Deliverables	- Will SSL certificates be purchased and provided by UNICEF or should bidder/contractor use free SSL certificates provided by Let's encrypt or a CDN like Cloudflare?	SSL certificates will be provided by UNICEF.
7	Annex B - Terms of Reference 2. Objectives, Purpose & Expected results 3. Description of the assignment 4. Deliverables	- Is the current platform already hosted somewhere? - If yes, then will we be responsible to migrate that to our hosting platform or will it be a new setup?	This has already been answered in a previous question. The current hosting environment for the Oky cluster is Azure, on UNICEF's server. The vendor will be responsible for migrating it over.
8	Annex B - Terms of Reference 2. Objectives, Purpose & Expected results 3. Description of the assignment 4. Deliverables	- If bidder/contractor migrate from an existing hosting platform or provider then will it be possible to provide all the data and access?	Yes. The vendor is expected to work with the UNICEF ICTD team who currently manage the server to migrate it over. The ICTD team will provide access.
9	Annex B - Terms of Reference 2. Objectives, Purpose & Expected results 3. Description of the assignment 4. Deliverables	- Will the steering committee have a fixed schedule to meet e.g. monthly or quarterly on a particular date or day of the month?	This has not been determined yet, but it is likely to be a fixed schedule.
10	Annex B - Terms of Reference 2. Objectives, Purpose & Expected results 3. Description of the assignment 4. Deliverables	- What is the current hosting configuration of Oky app, CMS and website? - Will UNICEF share the details with the bidder?	This has already been answered in a previous question. The current hosting environment for the Oky cluster is Azure, on UNICEF's server. Expected sizing is 12GB, 2/4 cores.
11	Annex B - Terms of Reference 2. Objectives, Purpose & Expected results 3. Description of the assignment 4. Deliverables	- How often does UNICEF initiate the site backups for current CMS and website?	This information is held by the UNICEF ICTD team and will be provided to the winning bidder.

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12	Annex B - Terms of Reference 2. Objectives, Purpose & Expected results 3. Description of the assignment 4. Deliverables	- Does UNICEF EAPRO have a budget defined / funds allocated for hosting the Oky app, CMS and website for the 24 months indicated in the RFP? - If yes, what is the allocated budget (if this can be disclosed)?	The bidder is asked to submit their best offer in response to the requirements outlined in the TOR. If the bidder wishes to include any additional or optional services in their proposals, these should be clearly highlighted and priced separately as additional options.
13	Annex B - Terms of Reference 2. Objectives, Purpose & Expected results 3. Description of the assignment 4. Deliverables	- Does UNICEF currently have a security and disaster recovery plan in place?	This information is held by the UNICEF ICTD team and will be provided to the winning bidder.
14	Annex B - Terms of Reference 2. Objectives, Purpose & Expected results 3. Description of the assignment 4. Deliverables	- How often are security patches and updates currently applied to the server?	This information is held by the UNICEF ICTD team and will be provided to the winning bidder.
15	Annex B - Terms of Reference 2. Objectives, Purpose & Expected results 3. Description of the assignment 4. Deliverables	- Does UNICEF currently use any tools to manage web accessibility?	This information is held by the UNICEF ICTD team and will be provided to the winning bidder.
16	Annex B - Terms of Reference 2. Objectives, Purpose & Expected results 3. Description of the assignment 4. Deliverables	- If the bidder does not have a prior experience in handling projects with target audience (adolescent girls) and in emerging markets, but is equipped with the technical expertise to fulfill your service requirements, can the bidder qualify for this RFQ?	UNICEF would prefer vendors with experience working specifically with adolescent girls and in emerging markets.
17	Annex B - Terms of Reference 2. Objectives, Purpose & Expected results 3. Description of the assignment 4. Deliverables	- What is the preferred submission process for the bid?	The submission process is clearly outlined in the invitation email and RFQS document. Bidder is kindly advised to submit the proposals by email.