

LRQS-2020-9164161 Hosting, supporting and maintenance services (24-months) of Oky App

Clarifications to Questions from Bidders

Part 1 - 8-Jan-2021

No	Reference	Question from Bidders	Clarification from UNICEF
1	Annex B - Terms of Reference 4. Deliverable	Annex B: TOR, page 3, "Provide hosting space on server for 4 domains (2 apks, 2 CMS and 1 website) for 24 months" - What are the 2 apks mentioned here since contract is only for global english app?	The 2 apps are: 1. The Android version of the global English app 2. The iOS version of the global English app
2	Annex B - Terms of Reference 11. Special terms & conditions	Annex B: TOR, page 6, "The vendor shall ensure provision of Data Protection as defined in UNICEF's data security guidelines (which the Oky security guidelines are mapped to)" - Could UNICEF please share UNICEF's data security guidelines? - Is the security guidelines already in place or expected to be implemented by vendor?	The data security guidelines can be found here: https://www.dropbox.com/s/i29895mm9qgi4I5/Class%20%20-%20Security%20Requirements.pdf?dl=0 The current set up already has the security guidelines in place, but the bidder/contractor is expected to abide by UNICEF's security guidelines (and as advised by the UNICEF IT team) when setting up the new hosting environment.
3	Annex B - Terms of Reference 3. Description of assignment	Annex B: TOR, page 3, "responding to any data protection or data security requests" - Could UNICEF please elaborate this?	At time UNICEF may have data subject access requests (under GDPR, for example). The bidder/contractor is expected to work with the Oky Product Manager to respond to these.
4	Others: In general	- Is the iOS app ready to be published? If not, by when will the iOS app be ready? - Are the features and UI on Android and iOS apps same?	The iOS app will be published by the end of Q1 2021. The features of the Android and the iOS apps are the same.
5	Others: In general	- What is the scope of Maintenance here? Bidder assumes that it is limited to hosting and bug fixes only. - Does the expectation is to include adding new features/enhancements as well?	The scope of this assignment is for hosting and bug fixes, as stated in the ToR. Any new features or enhancements are expected to be out of scope, unless they can be covered by support days (ie are minimal), and will be agreed with the Oky product manager on a case-by-case basis.

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6	Others: In general	- What is the approx. vendor team size that UNICEF looking for maintenance purpose?	UNICEF does not have a specific team size in mind. What UNICEF looking for is a contractor that has the right skills and capacity to deliver/provide services against the ToR.
7	Others: In general	- Is the solution (Mobile app / website) stable? - Can UNICEF share the open bug list?	- Yes, the app is stable. - There is no open bug list, as Oky currently has no known bugs.
8	Others: In general	- What is the technology used for Mobile app , website and backend development?	The Oky App is written in React Native with TypeScript. The application programming interface (API) uses Node with TypeScript. The content management system (CMS) is written in HTML, EJS, Node with Typescript, and uses Docker Kubernetes. It uses a Postgres database. The Global Website is built on HTML, CSS and JavaScript, but this is being migrated to WordPress (due to go live by end of Q1 2021).
9	Others: In general	- Could UNICEF please provide access to GitHub source code?	Bidders can view the whitelabelled source code here: https://github.com/alextyers/period-tracker-app-whitelabelled
10	Others: In general	- Which CMS technology used (.NET/Drupal)?	This has been specified in Q8.
11	Others: In general	- What and where is the current hosting environment? And current sizing? And expected sizing?	The current hosting environment for the Oky cluster is Azure, on UNICEF's server. Expected sizing is 12GB, 2/4 cores.
12	Others: In general	- What mobile App development technologies are used for development?	This has been specified in Q8.
13	Others: In general	- What are details of any devops- deployment scripts/processes used?	These are not public documents, and the information/details will be shared with the awarded bidder only.
14	Others: Submission timeline	- Request the submission deadline to be extended for additional weeks as most of staffs are still away from office during new year's holidays	UNICEF has considered to extend the bid closing date for additional weeks until 25-Jan-2021 at 10:00 am Bangkok time, this will allow sufficient time for bidders to prepare the proposals after the long festive seasons at year end closure.