LRPS-2021-9167929 CORE System Localization Services in Indonesia, Malaysia and Philippines
Clarifications to Questions from Bidders
Part 1 - 1-Jul-2021

No	Reference	Question from Bidders	Clarification from UNICEF
1	Annex B: Term of Reference (TOR) 2. Objectives, Purpose & Expected results 3. Description of assignments 4. Deliverables	Regarding to DPO Data migration to CRM Salesforce, - What kind of data will be migrated? And how many data sizes in total?	Data migration includes supporter profile and donation history, consisting of supporter information, advertising campaigns, cases, contacts, custom objects, events, emails, tasks, etc. Size is estimated to be less than 10GB per country.
2	Annex B: Term of Reference (TOR) 2. Objectives, Purpose & Expected results 3. Description of assignments 4. Deliverables	- Will data migration only involve master data or also include data history? - If yes, please elaborate what are the data history and length of data years that plan to migrate?	Please see above.
3	Annex B: Term of Reference (TOR) 2. Objectives, Purpose & Expected results 3. Description of assignments 4. Deliverables	- Could UNICEF please elaborate your expected data cleansing? (deduplicate/merge/etc)	Data consist of active supporters who are donors, volunteers or advocates. It also contains leads for targeting. Dedupping and cleansing cosist of merging and reconciling any duplicity in the data to ensure a unique record is created for each supporter.
4	Annex B: Term of Reference (TOR) 2. Objectives, Purpose & Expected results 3. Description of assignments 4. Deliverables	Regarding Salesforce Development Services, there is one point saying "Manage all security settings and conduct regular security/configuration audits", - Does it refer to Salesforce Shield for advanced security? - or, Does it refer to user & role, data security matrix which are standard configuration of Salesforce?	UNICEF is not using shield. It refers to standard security configuration.
5	Annex B: Term of Reference (TOR) 2. Objectives, Purpose & Expected results 3. Description of assignments 4. Deliverables	Could UNICEF please elaborate business process for: 1. Sales Cloud 2. Service Cloud 3. Partner Community 4. Online donation system 5. Integration with banking interface & files 6. Integration with any other 3rd party system 7. Payment processing	These processes refer to activities performed to process donations, subscriptions and to track overall supporter changes related to them. In addition, the operational aspect includes financial reconciliations, payment recording, donor profile changes, and integration with payment gateways and other third party service provider. Detailed process flows will be shared with the selected partner.
6	Annex B: Term of Reference (TOR) 2. Objectives, Purpose & Expected results 3. Description of assignments 4. Deliverables	- Who will be responsible for installing the Sales Cloud Core package locally?	The selected partner will be provided the regional org with core package installed and other development environments (DEV, ST,SIT, UAT). Local partner will be developing under release management and governance process established by global technology team and under the guidance of global team.
7	Annex B: Term of Reference (TOR) 2. Objectives, Purpose & Expected results 3. Description of assignments 4. Deliverables	- Does local use separate org or use the same org with global? - If use the same org with global, how is the deployment strategy?	There will be regional org for each region. 3-4 or more countries will be using same shared org.

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8	Annex B: Term of Reference (TOR) 2. Objectives, Purpose & Expected results 3. Description of assignments 4. Deliverables	- How many expected systems to be integrated? - Are all integration using Azure integration services?	Yes, UNICEF is using Azure integration service. Number of intergration points needs to be defined during business requirement/gap analysis phase.
9	Annex B: Term of Reference (TOR) 2. Objectives, Purpose & Expected results 3. Description of assignments 4. Deliverables	- What kind of function & data needs to be integrated from each system?	Functional details will be shared with the selected partner.
10	Annex B: Term of Reference (TOR) 2. Objectives, Purpose & Expected results 3. Description of assignments 4. Deliverables	- Could UNICEF please list all the MC modules that will be used?	UNICEF is currently using Email Studio, Analytics Studio, Mobile Connect, Web Studio). Additional MC modules may be used based on business requirements .
11	Annex B: Term of Reference (TOR) 2. Objectives, Purpose & Expected results 3. Description of assignments 4. Deliverables	- What is the source for MC Data? - Is that from Sales Cloud or from external system?	The MC Data wil be using SC CRM and marketing cloud connector will be installed and integerated with Business Unit.
12	Annex B: Term of Reference (TOR) 2. Objectives, Purpose & Expected results 3. Description of assignments 4. Deliverables	- Is there any api integration from non-sales cloud system to trigger journey on a real-time basis?	At this point, UNICEF does not anticipate but this needs to be validated as part of local requirement sessions.
13	Annex B: Term of Reference (TOR) 2. Objectives, Purpose & Expected results 3. Description of assignments 4. Deliverables	- How many journeys does UNICEF want bidder/contractor to help for assists?	Journeys will be determined based on the country needs and have yet to be scoped.
14	Annex B: Term of Reference (TOR) 2. Objectives, Purpose & Expected results 3. Description of assignments 4. Deliverables	- How many data models/data extensions does UNICEF want bidder/contractor to help to configure?	This will depend on market dynamics and to be agreed with the selected partner.
15	Annex B: Term of Reference (TOR) 2. Objectives, Purpose & Expected results 3. Description of assignments 4. Deliverables	- What does UNICEF mean by "localize the email templates using HTML and CSS"?	Email templates need to be built in MC, leveraging templates from other countries through adapation / localization.
16	Annex B: Term of Reference (TOR) 2. Objectives, Purpose & Expected results 3. Description of assignments 4. Deliverables	- Could UNICEF please explain more about "Implementation of online donation system that consists of front end CMS, payment gateway and salesforce"?	Most of the UNICEF offices are using Drupal based CMS as front end donation platform which is connected to local payment gateway. The select partner need to work integration between these application.