Tender Questions & Answers

DRC DANISH REFUGEE COUNCIL

FROM:	DANISH REFUGEE COUNCIL
Tender No:	RFP-UKR-003582
Tender Title:	IT services for technical support of the Digi
Tender Issuing Date:	07-06-2024
Tender Closing Date:	25-06-2024

Danish Refugee Council Ukraine has in reference to above tender period received the following questions

to the Tender, and hereby provides responsive answers by best endeavour to all relevant Vendors & Suppliers.

#	Enquiries to the Tender		
+ -	Date	Question	Answer
1	14-06-2024	What technology stack was used for writing the FrontEnd and BackEnd parts of the website?	FrontEnd: React, Next.js, Redux, Redux Saga UI: MUI BackEnd: nodejs framework with the nestjs add-on Base: postgesql
2	14-06-2024	Can the bidder have access to the project code prior to evaluation in order to create the most accurate estimate?	According to confidentiality policy DRC cannot grant the prior access to the code and other additional accounts, etc.
3	14-06-2024	Is it possible to provide a more detailed description (functional specification) for the Partners Section?	Development of a new section of the website where all information about partners will be located, and through which appointments for consultations with partner lawyers will be made.
4	14-06-2024	What service is used for recording video as part of the video conferencing system?	The Smiddle service, which allows for video conferencing
5	14-06-2024	What is meant by monitoring and error detection?	The contract will include continuous IT support for the website and fixing any errors that may occur during this time
6	14-06-2024	Which type of contract will be signed - Fixed price, T&M?	Consultancy contract (type of the service contract) with a fixed price according to bidder's financial proposal.
7	14-06-2024	Which currency shall the proposal be submitted? And between which legal entity the contract will be signed?	The currency of the Bid shall be in UAH, USD or EUR. No other currencies are acceptable. If the financial proposal is submitted in USD or EUR by the supplier registered in Ukraine, the contract in USD or EUR will be concluded with the REPRESENTATIVE OFFICE OF THE DANISH REFUGEE COUNCIL IN UKRAINE. DRC will make payments in the national currency (hryvnia) at the exchange rate of the National Bank of Ukraine on the date of the services completion certificate. If the financial proposal is submitted in USD or EUR by the supplier registered in other countries, a contract in USD or EUR will be concluded with the DRC HQ (Denmark). In this case, the supplier is responsible for determining its tax liabilities and for the payment of any taxes and/or duties in accordance with local laws. DRC will not reimburse the supplier for any taxes, duties, or other contributions payable by the supplier.

8	14-06-2024	What are the supplier evaluation process and criteria?	First, the supplier will be assessed based on the submission of their proposal in accordance with DRC procedures: Proposals must be sent to the email address rfq.ukr@drc.ngo by 14:00 Kyiv time on June 25, 2024. The financial and technical proposals must be sent in separate emails. The subject line of the email should contain the tender number RFP-UKR-003582 Technical bid and RFP-UKR-003582 Financial bid. The technical proposal must include the technical component, specifically the methodology in this case. Next is the stage of administrative evaluation to check the presence of all necessary documents in the technical proposal, as requested in the invitation letter RFP-UKR-003582. At this stage, DRC may request missing Annexes, which are not essential (for example, A.1, B, C, D, E, F, G). Suppliers that pass the administrative evaluation proceed to the stage of technical evaluation according to the criteria specified in the invitation letter RFP-UKR-003582. Technical criteria: 1. Bidder`s Experience and Capacity 1.a Demonstrated experience in IT field 1.b Experience in creating cloud web services 1.c Experience in developing IT products meeting security standards (GDPR, HIPAA) 2. Methodology and Approach 2.a Clarity, effectiveness and feasibility of proposed methodology 2.b Alignment of proposed approach with project objectives and demonstrated understanding of project requirements 2.c How bidder`s foresee the risk mitigation strategies 2.d Realistic proposed timeline for project completion and ability to meet deadlines and deliverables as per the ToR 3. Track record and references 3.a Track record of successful project completions 3.b Relevant references or past performance records from similar previous consultancy projects (references from NGO/INGOs will be a plus) Suppliers that pass the technical evaluation proceed to the stage of financial evaluation.
9	14-06-2024	Are the technical and financial proposals discussed and modified after submission?	Once the submission deadline has passed, no changes can be made. The supplier's proposals will be evaluated based on the documents submitted to the specified email address.
10	14-06-2024	How is the validation process for lawyers registering on the Platform for providing consultations conducted?	All lawyers providing consultations on the Platform are from DRC's partner organizations, internal DRC lawyers, or lawyers from organizations that have signed a memorandum with DRC. The verification of lawyers occurs outside the website
11	14-06-2024	What is the priority task: redesign or fixing bugs?	Firstly, donors may specify certain requirements for the Platform that need to be prioritized. Secondly, DRC relies on the contractor's professionalism to determine and suggest the prioritization of various actions based on their experience and expertise.
12	14-06-2024	Regarding the issue in the section improvement of multilingualism (currently there are problems when switching between subdomains): Does this pertain to English and Ukrainian languages? Does it also include localization?	Yes, it pertains to English and Ukrainian languages, including localization.

13	14-06-2024	What are the priority issues when providing IT support for the website?	Currently, there are no urgent tasks. DRC requires stable service maintenance for the website.
14	14-06-2024	Can DRC provide information on the number of requests, users, and lawyers on the Platform?	Currently, there are on average 60 lawyers. By the end of the contract, it is expected to be no more than 70 lawyers. There are 600-650 registered users. The visit statistics show about two thousand unique users per month.
15	14-06-2024	Is it possible to transition to a different infrastructure for the Platform?	Yes, bidders' proposals will be considered, taking into account financial and security factors.
16	14-06-2024	Do examples of work and certificates need to be provided?	One of the requirements for passing the administrative evaluation is a CV with a description of previous experience in providing services for technical support of the IT infrastructure (including list of clients and active links to the previous projects or a link to the profile on https://clutch.co/) / for the company: the company profile with a description of previous similar experience (including list of clients and active links to the previous projects or or a link to the profile on https://clutch.co/) and CVs of key personnel potentially involved in the service delivery. As well two letters of recommendation from organizations or clients who have previously engaged the tender participant for providing services for technical support of the IT infrastructure, including contact information of the individuals or organizations providing the recommendation. Certificates can be provided by the supplier as additional information to the portfolio or CV.
17	14-06-2024	Could DRC please provide access to the user and lawyer accounts?	Lawyer: Login: vitalii.krasnytsia@drc.ngo Password: DRC.NGO1234 User: Login: vitalii.krasnytsia@gmail.com Password: WTFbro1
18	14-06-2024	Could DRC please provide access to the admin account (if possible) or a description of the functions it can perform?	According to confidentiality policy DRC cannot grant the prior access to the admin account. Description of functions: platform administration, uploading information to the blog section, Q&A. Managing lawyers' accounts. Access to all consultation information.
19	14-06-2024	Could DRC please provide a list of current infrastructure services and their monthly cost?	AWS, CloudFlare. DRC cannot provide information regarding the cost of those services.
20	14-06-2024	Could DRC please provide a list of third-party solutions and integrations (Twilio, CRM,....?)	Twilio, Smiddle.
21	14-06-2024	Could DRC please provide their expectations regarding the budget for this project?	DRC cannot provide any information regarding the budget.
22	14-06-2024	Considering the technical task, there are two main project implementation scenarios. The first scenario involves upgrading the existing system and maintaining the current code base. The second scenario entails developing a new system without being bound by current developments. Which of these scenarios is DRC prepared to consider within the framework of this project?	DRC considers the first scenario - upgrading the existing system and maintaining the current code base.

23	14-06-2024	23. For the first scenario - upgrading the existing system and maintaining the current code base: A. Is the project specification available for the functionality that will be refined? B. Is documentation available for the functionality that has already been implemented? C. What parts does the system consist of (website, admin panel)? What are the main user roles in the system? Website: pravovsim.org CRM https://crm.pravovsim.org/ Description of CRM system functions: platform administration, uploading information to the blog section, question and answer management. Management of lawyer accounts. Access to all consultation information	A. All information regarding the project specification is contained in the Annex A.1 Terms of References B. No, it is not available. C. Website: pravovsim.org CRM https://crm.pravovsim.org/ Description of CRM system functions: platform administration, uploading information to the blog section, question and answer management. Management of lawyer accounts. Access to all consultation information
24	14-06-2024	Are there defined acceptance criteria for completed work?	Work is accepted based on a Certificate of Completion, approved by the project coordinator.
25	14-06-2024	Who are the main stakeholders? Is project coordinator Vitalii Krasnytsia solely responsible for accepting work and making decisions on the project?	Currently Vitalii Krasnytsia handles all matters related to contractor work acceptance and project decisions.
26	14-06-2024	Are there any requirements for servicing and updating the website after release?	Maintenance should be performed regularly as needed.
27	14-06-2024	Are there any requirements for supporting the site infrastructure?	No, DRC does not have requirements for supporting the site infrastructure
28	14-06-2024	Are there any requirements and standards for code documentation and testing?	No, DRC does not have requirements for supporting the site infrastructure
29	14-06-2024	Are there any requirements for creating UI/UX design?	There are no requirements.
30	14-06-2024	Are there requirements for creating a custom design system or UI kit? Does it already exist?	There are no requirements for creating a custom design system or UI kit.
31	14-06-2024	Does a brand book already exist? Can you share it?	It does not exist; there is no brand book.
32	14-06-2024	For which devices, screen resolutions, and types of devices should the design be created?	Desktop, mobile
33	14-06-2024	Are there any preferred references? Separately for the logo and the website?	There are no specific references; DRC relies on the contractor's professionalism.
34	14-06-2024	What is the target audience of the website?	Ages 20-65, Internally displaced persons (IDPs) in need of legal consultation.
35	14-06-2024	Can DRC share user behavior analytics from the current site that could be used in UX design development (hotjar, google analytics)?	DRC cannot provide access due to restrictions.
36	14-06-2024	Will photo and video content be available for the website in the future?	Yes, photo and video content will be available for the website in the future
37	14-06-2024	Who will be responsible for textual content on the website? Does DRC have a copywriter?	DRC has one copywriter
38	14-06-2024	Considering the multilingual focus of the website, is there a need to design for RtL or LtR content placement? Do we need to create two types of designs?	No, it is not necessary
39	14-06-2024	What accessibility standards need to be adhered to (inclusive design)? Are there any requirements for this point?	There are no specific requirements.
40	14-06-2024	Are there additional requirements or preferences from the client (animation, complex blocks, non-standard loaders)?	DRC relies on the professionalism of the contractor.

41	14-06-2024	What are your preferred cloud providers?	CloudFlare
42	14-06-2024	What is the current system deployment scheme? Should we adhere to it or can we enhance or develop a new one?	The supplier can develop a new one
43	14-06-2024	Are there any SLA (Service Level Agreement) requirements?	There are none
44	14-06-2024	Does DRC plan to conduct GDPR and HIPAA compliance audits after the project implementation?	Yes, DRC plans to conduct GDPR and HIPAA compliance audits after the project implementation
45	14-06-2024	Are there any requirements for the frequency of backups and disaster recovery?	Update weekly
46	14-06-2024	What documentation should be created during the project development from the QA side?	All technical documentation
47	14-06-2024	What are the customer's requirements for manuals and instructions?	There are no specific requirements.
48	14-06-2024	Should automated tests be included in addition to manual testing of system coverage?	Yes, automated tests should be included in addition to manual testing of system coverage
49	14-06-2024	What percentage of the system should be covered by automated tests?	Unfortunately, there is no answer to this question.
50	14-06-2024	What level of security is expected from the system? Are there any planned expenditures for security?	Basic level, no additional costs are foreseen
51	14-06-2024	What personal data will be collected from users (e.g., names, email addresses, local addresses)? What is the purpose of collecting this data?	Names, phone numbers, emails. There is no specific purpose, only for registration and account information recovery functions.
52	14-06-2024	Can you share the existing SEO audit that has been done?	• The link is below: https://docs.google.com/document/d/1iIz85jEvm9OlU5T9NRCO_9RnU8Be0mAGtxojjvS6960/edit#heading=h.9y7kop5yv0lk
53	14-06-2024	What exactly is happening for Rabbit MQ and why does it need rework	Not required according to the Annex A.1 Terms of References
54	14-06-2024	Do you have some specific technical issues that need resolution?	No specific ones. Considering a service contract with refinement and bug updates as they arise.
55	14-06-2024	Regular monitoring of infrastructure, logs, analysis of logs and errors; - what exacly is incuded in this request and how you ideally would see it	Everything related to logs is included
56	14-06-2024	Seo Audit - how many pages there are currently?	46 pages
57	14-06-2024	Do you have a marketing manager	Yes
58	14-06-2024	Do you have an existing SEO audit or do you need for it to be performed?	Yes
59	14-06-2024	Monitoring: do you currently have monitoring if so if you can share the results or do you need us to share the monitoring?	No, not available.
60	14-06-2024	Does the monitoring includes the bug fix or it will be excluded/ additional to the tender	Not included
61	14-06-2024	Google Caledar Sync. - can you provide more details. Full sync with the calendar, only google or additional calendars like outlook? Import/export Please provide extended information	Not required according to the Annex A.1 Terms of References.
62	14-06-2024	Branding: only logo and brandbook or also emails, merch and other - please elaborate	Only a brand book and logo.

63	14-06-2024	Do you have anyone for content writing or you expect from the vendor to take on this role?	DRC has a content manager
64	14-06-2024	Messanger - would you like us to include transfer to Viber and Whatsapp?	Not required according to the Annex A.1 Terms of References
65	14-06-2024	What tools you are using for the calls (google suit) or other? Please elaborate on current process and what is not working/working right now	Not required according to the Annex A.1 Terms of References
66	14-06-2024	Security: What do you currently have/What are you using? We can provide an audit and based on the audit make the specific fixing of critical point?	Cloudflare
67	14-06-2024	Do you have a list of the unique functionality as required for the partners (partner lawyers)	There is no specific functionality, and no additional functionality is planned.
68	14-06-2024	What documents are you storing on the backend?	Not required according to the Annex A.1 Terms of References.
69	14-06-2024	What is the current flow of work with the lawyers - is it pro bono or paid - do they have to report on time spend with the people they consult? and the results?	All absolutely pro bono
70	14-06-2024	Analytics: what you currently have/ what you want to have and with what target?	Google Analytics and Google Tag Manager.
71	14-06-2024	Please share any additional available technical documents	DRC cannot share technical documents due to privacy and confidentiality rights.
72	14-06-2024	Regulations and compliance (storage of information)	Not required according to the Annex A.1 Terms of References.

On behalf of DRC

Yours sincerely,

18-06-2024