

Request for quotation

Study and implementation of an Online Publication Ordering System

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Context

UNAIDS publishes a wide range of information materials related to HIV and AIDS, which it provides to the public free-of-charge. While most of these publications are available for download in the UNAIDS website, the organization also accepts orders for shipment of printed copies. Currently, site visitors can post orders by filling out an online form in the website. However, they can only specify 1 title per order and will have to provide their personal information for every new web session.

UNAIDS is now looking for a more sophisticated online ordering solution that would make it easier for site visitors to order multiple publications and keep track of their past orders, but at the same time not add too much burden on the team responsible for publication distribution. In particular, the solution should meet the following functional requirements:

- Be a shopping-cart-like solution that allows the site visitor to add or remove publications to the cart as they navigate through the website and review the ordered items before checking out. The contents of the shopping cart should be retained even when the user logs out or closes the browser so that he/she can resume making the order at a later time.
- Should interface with the Document Profiling System for the catalogue of publications, as well as the Publication Tracking System (PTS) for inventory levels. Ideally, the solution should obtain data from these applications real-time. But, if such a scenario is not possible, batch data transferring is also acceptable.
- Have a single-page checkout system to make it easier for customers to submit their orders. An email confirmation is then sent to customers to acknowledge the receipt of the order.
- Be accounts-based, meaning, personal information of customers are securely stored so that they can be reused later for repeat orders. Such a feature would also facilitate the generation of internal reports and statistics.
- Allow customers to view the details of their past orders.

Terms of reference and deliverables

Main objective

The objective of this project is to implement a simple-to-use and sustainable web-based ordering solution for UNAIDS publications within the first half of 2009. This solution should, as much as possible, interface with existing UNAIDS applications to minimize double entry and not add significantly to the work done by the Content Management Team (CMT), the team responsible for the distribution of publications.

Work to be done and deliverables

The selected contractor will carry out and deliver the following work packages:

Work package 1 – Feasibility study and cost-benefit analysis of potential solutions	
Work done by contractor	<ul style="list-style-type: none"> ▶ Organize data gathering sessions with the working group, consisting of staff from the Content Management Team (CMT), the Web team, and the Information Management and Architecture Team (IMA), as well as any other relevant staff to establish system requirements and scope. ▶ Study existing custom UNAIDS applications, in particular the Publication Tracking System and the Document Profiling System, and consider ways to exchange information with these. <ul style="list-style-type: none"> - The Publication Tracking System is a web-based application for managing all information related to the publishing, storage and distribution of UNAIDS publications. The data is stored in an MSSQL database. - The Document Profiling System allows users to publish documents (PDF, XLS, or PPT) in the UNAIDS website and stores keyword information about the publication in the file's document properties. Using these keywords in conjunction with the website's search engine, listings of publications can be obtained in XML or RSS format. ▶ Search for potential solutions from available off-the-shelf shopping cart packages in the market. ▶ Perform a cost-benefit analysis that compares each of the software packages that meet the requirements, as well as the option to build a custom application. Aside from financial costs, consider the work needed to customize the application in order for it to comply with UNAIDS branding and to interface with existing UNAIDS applications. ▶ Recommend a solution and implementation strategy
Deliverables	<ul style="list-style-type: none"> - System requirements based on sessions with UNAIDS staff - Cost-benefit analysis

Work package 2 – Customization/Development and implementation of selected solution	
Work done by contractor	<ul style="list-style-type: none"> ▶ Based on the results of work package 1, propose an implementation plan that details the timeline for customization/development, testing, and roll-out of the project. ▶ With the approval of the working group, carry out the proposed implementation activities using the contractor’s own servers and development environment. ▶ Conduct user acceptance testing and validation with the working group. ▶ Liaise with IMA and other IMT units, if needed, for the release of the final product in test and in production environments ▶ Conduct turnover sessions with IMA to discuss customization work done and any maintenance work required to sustain the system.
Deliverables	<ul style="list-style-type: none"> - Implementation plan - Documentation of customizations (for a software package) or technical documentation and release procedure (for a custom application) - Documentation of any middleware put in place - All other files (source codes, developer’s guide, etc.) pertaining to the project

Working conditions

As far as practicable, all analysis, customization and development work will be carried out by the contractor outside UNAIDS premises. UNAIDS will not provide any workplace or IT equipment (computer, laptop) to the contracting company. The contractor may be required to come to UNAIDS Headquarters for the work sessions. To ensure proper system turnover, the release procedure will be done by IMA staff, with the guidance of the contractor.

Expected Time frame

A functional prototype, at least, should be available for user acceptance by end of June 2009. This deadline does not include time allotted for release to the production environment. Additional time may be given, depending on the outcome of the user acceptance exercise. However, one week should be allotted between work packages to give time for the working group to review and approve the proposed solution.

Submission of a quotation to UNAIDS

Quotation submission dates

Please submit your written proposal in English or French to Alexandre Allouin and Josephine Dy by 24 April 2009, 12:00 Geneva Time, by email, in the form of a PDF file or Word document. Email addresses must be used jointly: allouina@unaid.org and dj@unaid.org.

Ensure that your email attachment is not larger than 2 MB; otherwise it might not be delivered to the recipients above.

Submission and awarding rules

- Submitting a proposal to UNAIDS can not be charged to UNAIDS and UNAIDS does not reimburse costs related to the preparation and submission of this proposal.
- Providing a quotation does not imply the bidder to be short-listed neither awarded.
- Selecting a contractor is based on the concept “*best value for money*” for the Organization.
- UNAIDS may decide not to award any company if the Organization considers that the result of the bidding process is not satisfactory in terms of quality and quantity of quotations.
- Submitting a proposal to UNAIDS implies, if the bidder is selected as contractor, the agreement by the bidder of the UNAIDS’ general terms and conditions for this type of contract.

Content of the quotation

The quotation must include from the bidder:

- Cover letter describing the added value that the company would bring if it is contracted by UNAIDS for the project
- Professional references in the same domain
- Description of the deliverables (form and content) and the method of the study and implementation (organization of work, communication with UNAIDS, and project management)
- Workload evaluation for the different work packages, including time spent in meetings with UNAIDS and the required effort on our side (how much time or resources must be dedicated by UNAIDS and by whom)
- The bidder can propose and describe, in addition to the required deliverables, other deliverables that could help reaching the *main objective* described above.
- Detailed cost (breakdown), with a total as a lump sum in one currency (USD or Euros or Swiss Francs), without VAT
- Skills of the staff doing the study, and contact person for the project
- Potential start date of the study and estimated duration of the study

Type of contracts and general conditions

Contracting for the described work would be done through an “Agreement for Performance of Work” (APW contract) and under following terms and conditions.

General conditions for APW

1. It is understood that the execution of the work does not create any employer/employee relationship. In this respect, the contractual partner shall be solely responsible for the manner in which the work is carried out. Thus, UNAIDS shall not be responsible for any loss, accident, damages or injury suffered by any person whatsoever arising in or out of the execution of this work, including travel. Without prejudice to the foregoing, UNAIDS may in certain cases provide insurance coverage for the contractual partner as set forth here below. For travel in UNAIDS vehicles, UNAIDS may provide passenger insurance covering the contractual partner. UNAIDS may also provide accident insurance coverage if and while the contractual partner, exceptionally, carries out work on UNAIDS' premises. UNAIDS declines any responsibility for non-payment by the insurance company of all or part of a claim for any accident, in which case the contractual partner shall be obliged to immediately reimburse UNAIDS all or part of any advance paid by UNAIDS to the contractual partner.
2. All rights in the work, including ownership of the original work and copyright thereof, shall be vested in UNAIDS, which reserves the right (a) to revise the work (b) to use the work in a different way from that originally envisaged, or (c) not to publish or use the work.
3. If the option, on the face of this agreement, for payment of a fixed sum applies, that sum is payable in the manner provided, subject to satisfactory performance of the work. If the option for payment of a maximum amount applies, the funds shall be used exclusively for the work specified in this agreement and any unspent balance shall be refunded to UNAIDS. In this latter case, any financial statement required shall reflect expenditures according to the relevant main categories of expenditure.
4. If the work is not satisfactorily completed (and, where applicable, delivered) by the date fixed in this agreement, UNAIDS may specify an additional period within which this agreement must be satisfactorily performed. Normally such additional period should be of at least one week duration, unless it is clear from the agreement that it was particularly important that the performance be completed on the date specified, in which case UNAIDS may specify a shorter period or refuse to grant any additional period at all. In the event that the work is not satisfactorily performed on the date fixed, or any additional period granted by UNAIDS, UNAIDS may rescind this agreement (in addition to the other remedies), subject to an equitable arrangement being made in case of delay caused by force majeure.
5. Any technical report or financial statement required shall be submitted upon completion of the work and, at the latest, within 90 days of the normal date for completion.
6. If the contractual partner signs this agreement in his/her personal capacity and not on behalf of a legal entity, then the contractual partner certifies that he/she does not presently, and will not during the term of this agreement, hold any form of contractual relationship with UNAIDS (including any UNAIDS regional, country or project office, as well as any programme, centre or other entity where staff is subject to WHO Staff Regulations and Rules) that confers upon the contractual partner the status of a UNAIDS staff member. The contractual partner understands that a false statement may result in the cancellation of any or all contracts, and/or the withdrawal of any offer of a contract, with UNAIDS.
7. Any dispute relating to the interpretation or application of this agreement shall, unless amicably settled, be subject to conciliation. In the event of failure of the latter, the dispute shall be settled by arbitration. The arbitration shall be conducted in accordance with the modalities to be agreed upon by the parties or, in the absence of agreement, with the UNCITRAL Arbitration Rules as at present in force. The parties shall accept the arbitral award as final.