

QUESTIONS AND ANSWERS RFP/GRC/2024/003- Request for proposal for donor database system development and maintenance services for UNHCR Private Sector Partnerships in Greece		
SN	Question	Answer
1	Do you have a call center system in place? if, then please share more details on it	No, UNHCR PSP does not use an integrated call center system. Currently is working with external call center suppliers who are using their applications based on some standard specifications we shared. An export/import process is followed to exchange data with the supplier and update the Database.
2	What is the platform and data flow used for marketing in UNHCR?	It depends because PSP Greece works with different suppliers. At present, a marketing platforms is being utilized, fully integrated with the existing DBMS. Email and SMS technologies are also used to facilitate communication with donors, exchanging data with the platform and creating flows on demand.
3	Does UNHCR send different types of emails, such as newsletters, advocacy alerts, or event invitations?	Yes, this is part of the flows in current marketing system (Answer 2).
4	How does UNHCR segment its audience for targeted communications (e.g., by region, donor type, or program involvement)?	Yes and it depends on the fundraising goal and capacity. We usually work with a combination of segmentation criteria.
5	Are there specific events or milestones that trigger automated email or SMS journeys?	Yes, this is part of the flows in current marketing system (Answer 2).
6	Does UNHCR send transactional emails, such as confirmation of support or reminders for events?	Yes, this is part of the flows in current marketing system (Answer 2).
7	Does UNHCR currently send donor tax receipts in the email format to donors? Is it monthly receipt or total Annual donation tax receipt?	We are currently sending invoices via Email and SMS with a link. We are working with Annual invoicing, but we need to have the option to provide an invoice per donation, on demand.
8	Does UNHCR send surveys? If so, through which platform?	Yes, this is part of the flows in current marketing system (Answer 2).
9	How does UNHCR handle bounce management and ensure the cleanliness of its email lists?	There are specific SOPs for each case. For example, if an email is reported as Spam, we stop the communication with this specific donor even though the he/she is still subscribed.
10	Does UNHCR use dynamic content blocks in emails to tailor messages based on recipient data?	Yes, we use specific field values as placeholders to personalize the communication.
11	How does UNHCR manage multi-language and multi-region campaigns to ensure relevance and accuracy across different audiences?	We use segmentation, tagging and categorization to target the right Audience and we have access to html editors through current marketing platform to adapt our material in target language (Only Greek & English until now).
12	Is UNHCR looking for centralized consent management solution?	No, we do not have such requirement now.
13	How many donors or monthly average users do we have for invoicing cost management, so we can decide on the Marketing Cloud invoice sending costs?	Please refer to Annex A_5 UNHCR Donor DB Scenario. Please consider an additional 5% in case of large growth of donors' database.
14	Can the vendor propose additional roles, apart from the ones mentioned in Tab 1 of Annex B?	Yes , of course. We requested the minimum and standard roles and we consider only these in the evaluation.
15	In the financial offer form, it is mentioned that "Please add rows should you have other services to quote which are not listed in the table". But the sheet seems protected where the vendor is unable to either add new services or change the quantity. Can UNHCR send an unprotected sheet where the vendor can add/modify services along with their quantity?	Please refer to the file named "Financial Offer Form - Addendum I" for the updated document that has been unprotected, allowing bidders to add additional rows if required to describe more services. However, please note that the remaining cells are locked, and bidders are expected to complete the form by filling in the indicated sections.
16	As mentioned in Section 2.5.1 of ToR, The development phase of DBMS, inclusive of the initial development and configuration of the interface and the data migration, should last no longer than three months from the moment when the supplier accepts and confirms their availability in providing the services. Is the expectation that complete development including configurartion, data migration, testing etc. of the prodcut to be completed within 3 months?	Yes. If the mandatory services are not yet developed, they should be completed in the same period of time.
17	From RFP document it is appearing that UNHCR have some COTS product in mind. Are you planning to use some COTS product like Salesforce or other prefered products etc. to build / configure the functionalities mentioned in ToR or building all the features and functionalites from scratch. If it is COTS products, Can you please specify, if you have preference to any of the COTS products?	We are planning to migrate to UNHCR Global Solution with Salesforce in the future. We need a DBMS solution for fundraising purposes but we expect to have some customizations.
18	What is the size of the database?	Please refer to Annex A_5UNHCR Donor DB Scenario
19	What are the specific DBMS platforms being considered or preferred?	There is currently no specific preference regarding the DBMS platforms being considered.
20	Are there any existing systems that the new DBMS needs to integrate with?	Please refer to Annex J of the RFP/GRC/2024/003 Addendum I

21	What is the preferred system architecture (e.g., microservices, monolithic)?	There is no preference, as we are a fundraising department and rely on the supplier to make such technical proposals to guarantee the high quality of services
22	Are there any specific technology stacks or frameworks preferred for the development?	There is no preference, as we are a fundraising department and rely on the supplier to make such technical proposals to guarantee the high quality of services
23	What are the existing systems that need to be integrated with the new donor database system (e.g., ERP, CRM, marketing tools)?	Please refer to Annex J of the RFP/GRC/2024/003 Addendum I
24	What APIs or protocols are used by these systems for integration?	Regarding the current Marketing tool, it uses standard API and SMTP to send transactional emails. Cards Processing tool uses API that is SOAP-based and the requests should be encoded in XML. The rest integrations are currently based on processes and functions. We are a fundraising department, we need the supplier to collaborate with other supplier to apply the technical requirements. The summary of basic integrations are presented in an indicative Diagramme which is Annex J of the RFP/GRC/2024/003 Addendum I
25	What types of data will the system handle (e.g., donor information, transaction records, campaign data)?	Donor Information (communication data, demographics etc.) Donation Information (date, amount etc.) Regular Pledges Information (Acquisition channel, date, amount, frequency, payment method etc.) Transactions information (date, amount, payment method, feedback etc.) Communication Activities (one2one, massive) Email/SMS Events (date, reactions) Campaigns (Launch date, income, channel etc.) Documents (Applications .pdf, Invoices .doc etc.)
26	What are the data retention policies for donor information and transaction records?	We keep everything and only the Admin has the right to delete records or ask by ticketing for massive discards/changes (e.g. double imported data). The historical data and edit changes are stored as well.
27	What authentication mechanisms are required (e.g., OAuth, SSO)?	We are a fundraising department, we need the supplier to check these technical requirements for us. 2 Factor Authentication currently seems to work for us.
28	How should user roles and permissions be managed within the system?	The Administrator should have the option to apply the roles and rights from a list of choices.
29	Is there a preferred cloud provider or hosting environment?	No, we are a fundraising department, we need the supplier to get such technical decisions for us.
30	What are the requirements for infrastructure scaling and load balancing?	We have no critical flows that require scaling. The performance requirements are already mentioned in Annex A
31	What are the backup and disaster recovery requirements for the system?	We need to have backup and secure that our operation will be as much as unaffected as possible. The Maintainability requirements are already mentioned in Annex A.
32	How frequently should backups be performed, and what is the recovery time objective (RTO)?	A back up should be stored everyday. The recovery time should be the soonest possible, we expect from the supplier to inform us about this. The Maintainability requirements are already mentioned in Annex A.
33	Are there any specific design guidelines or standards to follow for the user interface?	It should be user friendly for users with different computer literacy level.
34	What are the key user roles, and what functionalities should be available to each role?	We need at least to have the roles of Admin, Donor Care, Reporting, Bank operations, Intern. The permissions and rights should vary regarding edit, write, read, upload/download.
35	What payment gateways are to be supported?	Please refer to the Annex J of the of the RFP/GRC/2024/003
36	Are there any specific fraud detection and prevention measures required?	There is no preference. As a fundraising unit, we rely on the supplier to propose a technical solution, ensuring that data security and the organization's reputation are maintained to the highest standards.
37	How should the system handle donor communications (e.g., email campaigns, newsletters)?	
38	Are there any requirements for integrating with external communication tools?	Please refer to the Annex J of the of the RFP/GRC/2024/003
39	What types of reports and dashboards are required?	The system should be able to develop any kind of reporting to support fundraising and income recording needs. We are currently using reports regarding Acquisition and Retention Reporting and Forecasting.
40	Should the system support custom report generation, and if so, what level of customization is needed?	The system should be able to help user create a report in a standard level. We are currently using reports regarding Acquisition and Retention Reporting and Forecasting taking into account the metrics due to UNHCR definitions.
41	What workflows need to be automated (e.g., donation processing, donor follow-ups)?	The system should be able to develop any kind of automations. We are currently have created flows for followup communications and file exports.
42	Are there any specific business rules or conditions that must be implemented in these workflows?	It depends on the case, of course each workflow has specific criteria and conditions.
43	What are the expected peak loads, and how should the system handle them?	Currently the expected peak load has to do with exports donors, donations, regular commitments that the system permits in a specific time of the day to prevent simultaneous requests. In case we have a conflict, the system should respond without interrupting the fundraising operations.
44	Are there specific scenarios or use cases that need to be tested for performance?	The most crucial processes are the performance of Bank operations and the Import/Export.

45	What are the requirements for testing and quality assurance (e.g., unit testing, integration testing, user acceptance testing)?	No preference. We are a fundraising department, we need the supplier to get technical decisions for us to ensure the best result.
46	What is the preferred deployment strategy (e.g., continuous deployment, staged releases)?	No preference, it depends on the project that we need to build . We are a fundraising department, we need the supplier to get technical decisions for us to ensure the best result.
47	Are there specific environments that need to be set up for development, testing, and production?	Yes, the different environments are required and are already mentioned in Annex A Maintainability requirements. We are a fundraising department, we need the supplier to get technical decisions for us to ensure the best result.
48	What are the requirements for ongoing system maintenance and updates?	No preference. The updates/maintenance should be completed without interrupting the fundraising operations.
49	How should bug fixes and feature requests be prioritized and managed?	The answer is, the soonest possible. Of course we should have meetings to prioritize along with the supplier discuss and taking into account the time, cost and capacity.
50	are there specific data privacy laws or regulations that the system must comply with (e.g., GDPR)?	Yes, the system should store and manage different consent types with respect to GDPR policy.
51	What measures should be taken to ensure compliance with these regulations?	The system should store and manage different consent types coming from different sources, sync and warning in case of conflicts. This should be part of Data Quality requirement.
52	Does the system need to support multiple languages or regional settings?	The language of the system layout should be in English but should support the data storage in Greek Characters. The system time should be EEST.
53	What are the requirements for localization and internationalization?	We do not have such requirements at the moment.
54	Are there any custom modules or features that need to be developed?	Yes, there are many and mentioned in Annex A Functional Requirements. It is also depends on the core services of the provides system. We could adapt an already existing solution but should develop some custom features e.g. the export/import of Telemarketing data to be aligned with Telemarketing supplier application. Please refer to Annex J of the presentation
55	What is the process for requesting and approving custom development work?	The process is: PSP Greece discuss the development needs with the supplier, exchanging some emails & documents about the requirements and limitations, receiving from the supplier a specific financial offer along with the time estimation. PSP design with the supplier the necessary project steps. After the completion of the project or part of it - it depends on the complexity - we test and continue with the maintenance via tickets exchange. Once a project is sufficiently completed, we pay the invoiced amount for suppliers' services. We need to have in written the requirements, specifications, and the offers as future reference.
56	How will user feedback be collected and incorporated into the system?	The Admin collects the users feedback, detects common issues and discuss them with the Supplier.
57	What are the requirements for data migration and validation?	Cannot be specified on this stage. Everything should be imported correctly from the Supplier. After the migration, the Supplier should be constantly in contact with Admin for finetuning. Admin is responsible for checking the process and share issues with the Supplier.
58	Are there any expectations for innovative features or technologies to be included in the system?	No suggestions. We are a fundraising department, we need the supplier to get technical decisions for us. The supplier should be informed about the state-of-art in the fundraising tools and performance optimization.
59	How to evaluate the net Lifetime value in the donor page?	We subtract the expenses from the income.
60	What are the complex marketing campaigns and kindly provide details about the networks and channels?	A marketing campaign could be promoted in multiple channels and we need to track e.g. the income in total and seperately. A channel is Facebook ad, outbound email etc.
61	What is Hellenic Post money transfer system format?	Postal payment slip is a donation type that uses a codeline to detect the transaction. The import/export process of this codeline should be developed cased on Hellenic Postal guidelines.
62	What is the custom format?	It is a specific format e.g. each bank provides us with a different file with the bank deposits but with a very specific layout and we share with Supplier and we expect to prepare the system to import this file properly. In case we have a collaboration with a new bank, system should be able to develop another import process based on the new custom specifications.
63	What is the specification of massive import of external files?	It depends on the kind of the files. Each operation have different needs of import/export files layout.
64	Entering of data by automated scheduled procedures integrated with other supplier and platforms and real time integration services (such as integration with credit card service provider, marketing platform, lead generation, BI tool) Kindly specify the supplier and platforms and real time integration services	Please refer to the Annex J of the of the RFP/GRC/2024/003

65	Ability to provide statistical data based on donation records for KPI management and donor segmentation (Yearly/Periodic donation amount etc.) What statistical data is required, kindly specify.	Demographics, Income, Expenses, Totals, Averages, Max, Min etc.
66	Process of donation cancelation, kindly specify, if any specific steps	There are specific SOPs for cancelation. For example, if a donor asks for a cancelation via email, this should be feasible to be recorded in database.
67	Process of donation cancelation, kindly specify, if any specific steps	There are some popular payment systems that we should be able to adapt if we would like to use their services in the future.
68	How much data migration is required?	Please refer to Annex A_5 UNHCR Donor DB Scenario
69	Earmarking table in accordance with UNHCR internal standards and requirements – More information will be provided upon request Kindly provide information	Earmarking is a fund allocation practice in which UNHCR sets aside a determined amount of funds to use for a specific campaign e.g. Yemen Emergency funding. Along with the funds, we should be able to match with donors, expenses, income channel etc. The Earmarking model is well defined in UNHCR and will be shared with the supplier to get the right income allocation.
70	"Ability to upload various formats of the document (pdf, jpg, jpeg, html, doc format, etc.) such as campaign material, donation receipts, voice recordings." Kindly specify if any format present	We are currently store .pdf and .doc
71	Producing basic summary statistics on selected data -What basic summary statistics on selected data is required?	Totals (e.g. Total number of donations, Total amount of donations)
72	Downloading selected data according to 1) predefined record layouts, and 2) rough formats "Kindly specify- 1) predefined record layouts, and 2) rough formats"	For example, to have the option to download an .xls file with specific fields e.g. Donation amount, Donation date, Donor id etc.
73	Editing and manipulating selected data with massive update procedures What are the massive update procedure?	Please refer to Answer 63
74	Possibility of building system integration functions with new payment systems What are the new payment systems?	Please refer to Answer 67
75	Ability to create a campaign and proceed to campaign on the system What type of campaign is required to be created?	A fundraising campaign is fundraising that happens over an extended period of time and highlights a specific, predetermined goal. The goal could be to raise awareness about our mandate and collect some donations. The campaign should target specific audiences via specific channels depending on the strategy.
76	Warning system: ability to insert alert on donor page highlighting fields to be verified (Date format, account/credit card validity check, blocking rules etc.) What are the fields which are required to be highlighted?	It could be a missing date that is mandatory, for example the date that a Donor signed a Regular Giving Commitment.
77	"Standardization of donor data (personal data, address detail, phones etc.) according to Greek & Cypriot format standards and grammatical specifications" If any specific format, kindly provide	Every field have to be in a very specific format, for example the telephone numbers in Greece are consisted of 10 digits starting with the country code "0030". The format depends on the field and could be many more.
78	All the resources should be from the Europe based location, kindly specify	<a href="https://en.wikipedia.org/wiki/Europe#List_of_states_and_territories">https://en.wikipedia.org/wiki/Europe#List_of_states_and_territories</a>
79	Do you have any architecture or flow diagram for the current system? If yes, please share.	Please use as an indicative Diagram (Slide 8 & Slide 9 Presentation)
80	Is data migration also part of the scope? If yes: a) What volume of data is to be considered? B) Will the vendor be responsible for data cleansing as well? C) What sources of data needs to be considered?	Yes, it is. a) Please refer to Annex A_5 UNHCR Donor DB Scenario B) No C) The only source is current database in DBMS System. Regarding data sources, please use as an indicative Diagram Please refer to the Annex J of the of the RFP/GRC/2024/003
81	Has UNHCR finalized any CRM tool? If yes, which one?	We have a current contract with a supplier providing a DBMS solution.
82	Do you use in-bound channels to collect donations from individuals? If yes, do you need to integrate those systems?	Yes, we do. We collect donations from various systems and we currently use import processes to the database or API and protocols. Please refer to Annex J
83	Do you utilize any external agencies for collecting the donations? If yes, do you the need to integrate the new solution with these agencies' systems?	Yes, we are working with external call center suppliers who are using their applications based on some standard specifications we shared. We follow an export/import process to exchange data with the supplier and update the Database. We investigate the ability to advance to API integration.
84	Do you need any external site or portal for donors or external vendors?	No, we do not have such requirement now.
85	Do you have any process for donor request/case management?	We have specific SOPs. For example, if a donor asks for a cancelation via email, this should be feasible to be recorded in database. Additional details are quite irrelevant to the bid process.
86	Do you need a volunteer management module to track the events organized	No, we do not have such requirement for now.
87	Which existing systems and platforms need to integrate with CRM (like, payment gateways, CRM, marketing platforms)?	Please refer to Annex J of the RFP/GRC/2024/003 Addendum I

88	Do you utilize any data warehouse?	No, we do not.
89	Can you share an overview of the SDD processing system?	Please refer to Annex J of the RFP/GRC/2024/003 Addendum I. We exchange files (XML, XMI) via an SFTP server. UNHCR sends debit requests with a standard layout along with IBAN accounts. UNHCR receives from SDD processing provider specific successful/failed feedback on transactions in a standard layout
90	What is F2F Acquisition system that needs to be integrated?	Please refer to Annex J of the RFP/GRC/2024/003 Addendum I. Face2Face Agency a batch file of records regarding the regular donations signups. We use an upload process to store the data properly in our current system.
91	Can you please give us an indication of the project timelines?	It depends on the number of developments. As mentioned in the TOR "The development phase of DBMS, inclusive of the initial development and configuration of the interface and the data migration, should last no longer than three months from the moment when the supplier accepts and confirms their availability in providing the services."
92	Annex A_ Terms of Reference, Section 2.4.2 it is mentioned " Certificates certifying compliance with PCI DSS data security regulations (Credit Card Industry Information Security Standard Rules) must be available (submit AOC or SAQ)'. In the context of this project, is PCI DSS compliance required? Do you plan to store PCI DSS data in the New System?	Yes, PCI DSS compliance is required.
93	Annex A_ Terms of Reference, Section 2.4.12 " Annex A_ Terms of Reference, Section 2.4.12". We understand that data migration services are required from the legacy system to the New System. Why is proof of experience in data migration to Salesforce is required? Is the New System to be developed in Salesforce?	We are planning to migrate to UNHCR Global Solution with Salesforce in the future. We need a DBMS solution for fundraising purposes but we expect to have some customizations.
94	Annex A_ Terms of Reference, Section 7.1" Clients and similar projects (30 points)". Our clients in similar projects are mainly from the private sector. Is it a prerequisite and/or a significant scoring factor for a vendor to have similar projects in the non-for-profit sector?	In line with the Cover Letter of the tender document, paragraph 2.5.2, Annexes A&B, please note that having similar projects in the non-profit sector is not a prerequisite for this criterion. However, it is a significant scoring factor for which bidders may obtain a maximum 30 points. The non-profit experience is needed for the nature of the service/data managed for UNHCR PSP Greece.
95	Development of DMBS will be from scratch or will it be based on an existing system?	Taking into account the Functional Requirements, it is supplier's decision to evaluate which solution is better. No preference from our side if the completion is within the time restrictions.
96	How the innovation in terms of new approaches, activity follow up and tests for standard and emergencies activities will be evaluated?	Detailed technical criteria are presented in the tender document , Annexes A, B and the cover letter.
97	Will the HQ of the proposed account management team (city & country) will be valued more if it is in Greece	No, it makes no different to our operation.
98	Since the scores of the "Project Management Team" will be based on the number of relevant years of experience in the database management field, what is the minimum number of years of experience to qualify as "senior developer"?	Seniority could be defined as an expert with a deep knowledge of the product in architecture and features level and having a high level in design and development skills. For ranking, we will check on the average experience of the set consultancy and rate in the range of 0 to 5 based on years of experience (e.g. 1 year experience on average = 1 score)
99	What is the procedure to ask for a subcontractor's approval	Bidders should provide a details company profile of their subcontractors describing their capacity to perform the service. In principle subcontractors should also acknowledge and abide with UNHCR General terms and Conditions and UN supplier code of conduct. Please refer to UNHCR's General Terms and conditions paragraph 5 about subcontracting
100	How should be interpreted the "per hour" quantity specified in the financial offer? For example: maximum hour of consultancy per year?	Hourly rate means that UNHCR will remunerate the supplier for the work based on the number of hours agreed & spent. The vendors are expected only add the hourly rate applicable for the different phases. The expected volume is already indicated by UNHCR and by adding the hourly rate, the total is calculated automatically.
101	What is the native language of the system?	Please refer to Answer 52.
102	Could you provide a use case to help illustrate the purpose of A/B testing when querying a record?	We would like to send for the first time an email to an event invitation with formal/non formal language. We would like to easily create a random audience to check the donors' responses.
103	Could you provide a use case to help elaborate on "Regular pledges search and filtering through the presence/absence parameter of attached documents" requirement?	A donor might have been asked for a regular commitment, giving us the mandate to debit request regularly. This commitment is crucial to be matched with an attached file. This commitment has a unique id but the donor might have multiple commitments. We need to be sure that we have stored and matched the applications and been warned in case of absence.
104	Can you please let us know which business intelligence tool is UNHCR currently using?	Please refer to Annex J of the RFP/GRC/2024/003 Addendum I.

105	Can you please let us know which currently which Middleware system is used by UNHCR? Please mention the name of the system.	We do not have access to such information, we are a fundraising department, the supplier has the expertise of these kind of systems.
106	Could you please clarify the expected model of cooperation?  According to Clause 3 of ANNEX E, it seems that the arrangement should be based on a Dedicated Team or a Time and Materials (T/M) model. However, Clause 29 of ANNEX E, which states that "UNHCR shall, upon fulfillment of the delivery terms, unless otherwise provided in the Contract or purchase order, make payment by bank transfer within thirty days of receipt of the Contractor's invoice for the goods and copies of any other documentation specified in the Contract," and Clause 2.4.2 of RFP, which states that "The financial offer must cover all the goods / services to be provided (price "all inclusive"), meaning that no further cost will be absorbed by UNHCR in case of selection", suggest a Fixed Price model.	The expected cooperation model for this project is a Fixed Price Model as outlined in the RFP Cover Letter page 1 : "UNHCR may award Frame Agreement(s) with initial duration of 3 (three) years, potentially extendable for a further period of 2 (two) years. The successful bidders will be requested to maintain their quoted price model for the duration of agreement". This means that the financial offer should be all inclusive. After the selection, and establishment of the contract, UNHCR will issue Purchase Orders under the Frame Agreement, detailing the description of the requirements and their relevant cost, as agreed upon in the submitted and accepted by UNHCR financial offer. No additional costs beyond those agreed upon these Purchase Orders will be absorbed by UNHCR .
107	Could you please clarify whether payments will be made on a monthly basis or upon the delivery of services?	UNHCR's standard payment terms are described in detail in Annex E_UNHCR General terms and Conditions for the provision of Services paragraph 29 and in Cover Page of the RFP document, paragraph 2.8 .
108	If payments are made upon the delivery of services, how frequently are these delivery dates expected to occur	This is standard UNHCR payment terms. The project with the selected vendor will be managed via regular project documents (called Statement of Work) outlining timeframes, deliverables, KPIS and corresponding payments. Details will be discussed with the selected service provider prior to launch the project.
109	According to Clause 2.4.2 of the RFP, the standard payment terms are by bank transfer, net thirty (30) days after acceptance of the contractor's invoice and delivery of the goods and/or acceptance by UNHCR of the services. However, ANNEX E does not appear to specify any acceptance criteria.	Please refer to paragraph 29 of Annex E_UNHCR General terms and Conditions for the provision of Services
110	The high-level technical requirements are described in Annex A: Terms of Reference. Do you expect the vendor to create more detailed system requirements specifications (SRS), architecture, wireframes, and other documentation, or will these be provided by your team?	Please refer to Annex A_2.4.14 Training & Documentation
111	Could you please clarify what acceptance procedure is expected for the delivery of goods and services under this contract?	Payments will be made based on certain deliverables that will be agreed with the awarded company and UNHCR, in line with the terms of reference.
113	Could you please confirm that insurance is not mandatory at the stage of submitting tender documentation, but that the vendor is required to take out and maintain insurance prior to the commencement of obligations under the Contract?	Please note that the General Conditions of Contracts (Annex E) will be strictly adhered to for the purpose of any future contract. The Bidder must confirm the acceptance of these terms and conditions in writing.
114	Could you please clarify whether UNHCR shall evaluate and accept bidder's detailed insurance policy ?	At this stage, bidders are expected to adhere to the UNHCR general terms and Conditions and tender requirements.
115	Does the Customer have ready-made CRM and Call Center solutions with which to ensure integration, or is it necessary to find relevant solutions, install and configure them, and then integrate with them?	Telemarketing processes are core and essential for our operation, so on the first stage we prefer replicate the existing import/export process.
116	As we understood from the requirements, this is not a pure database management solution but a full-fledged solution for all processes necessary for operational work, data analysis, and integration with external systems, with its own backend, frontend, database, and BI solution. We see it as a full-fledged cloud solution. Is the Customer considering possibly hosting this solution in the AWS cloud, particularly on the Frankfurt AWS instance?	There is no preference.
117	Does the Customer have preferences for using DB Engine (Oracle, PostgreSQL, MySQL, ...)?	There is no preference.
118	Does the Customer have preferences for using BI Framework (Oracle Business Intelligence 12c, IBM Cognos Analytics platform, Microsoft Power BI, Qlik Analytics Platform, Salesforce Einstein Analytics platform, ...)?	There is no preference.
119	Does the Customer expect the integrated solution to include not only an operational data layer (DB Core) but also a dedicated DWH/Datamarts layer for analysis and management purposes (MIS)?	No, we do not have such requirement now.
120	Does the Customer consider the possibility of building a solution in a multi-tenant architecture so that such a solution can be applied to other countries using one instance of the solution?	No, we do not have such requirement now.

121	We note that in the Financial Offer, the Customer requests pricing for services with a pre-set number of hours per month (lines: 9-19, 29, 41, 45, 49, 53, 57, 61). If the Customer requires additional hours beyond these amounts, will the vendor be compensated for the extra hours?	In the financial offer form, bidders are required to complete the unit prices of the proposed services for different unit of measures as described in detail under the column " Unit of Measure" . In case that additional hours will be required for the successful completion of the work, vendor will be compensated for any additional hours beyond the pre-set number of hours specified in the financial offer , based also on the agreed fee. However, the vendor must inform well in advance UNHCR about this , and UNHCR shall agree in writing before they commence.
122	A.What is the current tech stack used for data management and integration?	We do not have access to such information, we are a fundraising department, the supplier has the expertise of these kind of technologies.
123	B.What is the source database/platform (e.g., SQL Server, Oracle, MySQL, NoSQL, cloud storage)?	We do not have access to such information, we are a fundraising department, the supplier has the expertise of these kind of technologies.
124	C.Can you provide details on the current data architecture and schema?	We do not have access to such information, we are a fundraising department, the supplier has the expertise of these.
125	D.What is the size of the data to be migrated (e.g., total records, database size)?	Please refer to Annex A _5UNHCR Donor DB Scenario
126	E.What types of data will be migrated (e.g., structured, unstructured, semi-structured)?	All types of data, mostly structured
127	F.Are there any specific data formats involved (e.g., CSV, JSON, XML)?	Yes, we use .csv in the most some data exchange processes e.g. Telemarketing data exchange with Call Center Supplier. We use XMI files regarding the donations coming from DIAS Direct Debits
128	G.Are there any special data types or large objects (LOBs) like images, videos, or documents?	We have a special type of file .dat regarding donations coming from the postal payment slips. We store documents like regular commitment's applications forms and invoices.
129	H.Are there any data transformation requirements during migration (e.g., data cleaning, normalization, enrichment)?	No, we do not have such requirement in the migration stage.
130	I.Will there be a need for data synchronization between the source and target systems post-migration?	It depends on what implications would happen during the project. We will plan with Supplier the migration steps in order to have the biggest efficiency and the least effort
131	J.What requirements do you have for Data Quality Check?	Data Quality depends on standard rules to keep data clean and accurate. For example, the postal Code for Greece should always be a number 5 digits without spaces. If there are some data in this field that break the rule, should be reported as anomalies
132	In Annex B_Functional Requirement, the requirements in Row 65 & Row 68 are missing the tag Mandatory or Desirable. Could you please define?	These requirements should be considered as Desirable.