



UNITED NATIONS INDUSTRIAL DEVELOPMENT ORGANIZATION
P.O. Box 300
A-1400 Vienna, Austria

UNIDO Clarification Note No. 3

Subject: UNIDO RFP No. 2010/004/CZ – Implementation of an Enterprise Resource Planning (ERP) System for UNIDO

Please find below UNIDO's replies to the questions raised by potential proposers:

Reference	Question(s):	UNIDO Responses
Appendix 2:		
2.2.5 Knowledge Management and Collaboration	What kind of documents and "media assets" shall be stored? Is migration of the current content to be included in the implementation services?	There should be no restriction on the types of documents but these are typically Ms Office and PDF e.g. DOC, XLS, PPT, JPEG etc... No migration is expected.
2.3 Implementation Releases and Approach	Deployment: Is training at various UNIDO offices to be part of the implementation services or will UNIDO execute trainings themselves? (In chapter 3 of Appendix 2, there is reference to a train the trainer concept, but also to a framework of services rendered by the implementation party which includes training) If training is in scope for the implementation partner: - In which languages do trainings have to be executed? - At how many locations do trainings have to be executed? - How many employees have to be trained at each location?	Training is expected by the Implementation services. This includes providing training to the UNIDO core team i.e. train the trainer approach, producing the training material. 1. The training must take place in English as mandatory other languages are desirable; 2. Training will take place at HQ, Vienna, Austria 3. Approximately 10 core team members need to be trained.
	In what languages does the system have to be able to store data? In what languages does the user interface of the system have to be?	1. English is the primary language in UNIDO but a facility to store data other official UN languages is desirable 2. English will be the default user interface language. A facility to switch to others should be available
	What is the Agresso system? What interfaces do you foresee for the integration to Agresso?	The Agresso system is used for Financials (GL, AP, AR, Fixed Asset, Projects and Budgeting) and Logistics (Purchase Orders, Requisitioning, Sales Orders and Inventory). Please refer to section 1.7 – Current IT system of Appendix 2 Terms of reference for a full explanation. The envisaged interfaces with Agresso will be Procurement, Financial and Budgeting data/information for Projects (Release 1) and a Batch Journal for HRM payroll (Release 2).
2.3.1 Release 1: Core Business	How many projects and programmes are initiated each year and how long are they	See the table below for the number of Technical

Reference	Question(s):	UNIDO Responses								
	typically running?	<p>Cooperation Projects per year. The Average project timeframe is 3 years.</p> <table border="1"> <thead> <tr> <th>Year</th> <th>No. of Projects</th> </tr> </thead> <tbody> <tr> <td>2007</td> <td>358</td> </tr> <tr> <td>2008</td> <td>408</td> </tr> <tr> <td>2009</td> <td>414</td> </tr> </tbody> </table>	Year	No. of Projects	2007	358	2008	408	2009	414
Year	No. of Projects									
2007	358									
2008	408									
2009	414									
	<p>Design: Is an integration of the approved budget into the overall budget planning required?</p>	Yes all Budgets should be fully integrated.								
	Does the "online standard document" also have to be available in a printable format?	Yes								
2.3.2 Release 2: HRM including Payroll	<p>Onboarding: Is the assumption correct that "entitlement in the HR system" pertains only to the HR system on not to any roles, access rights or similar in any other system?</p>	This relates to the recruitment of staff and predominately to the creation of staff information in the HR system. However any staff information created would also be available where relevant in the other ERP modules e.g. Travel, GL, Project, AP etc...								
	<p>Time and Absence Management: How is time recorded at present? Shall presence information of employees influence payroll (compensation)?</p>	Time is currently recorded in a bespoke client/server system for 'clocking in and out'. This is currently not connected to the payroll system but should accommodate this option for future development. future.								
	<p>How many employees does UNIDO currently have? Shall all of them be administered through the ERP system? Does the current UN template cover all legal and contractual requirements for a UN organization like the UNIDO? Are no employees employed according to local laws?</p>	<p>Please refer to section 1.2 – 'The organization' Appendix 2 Terms of reference for a full explanation and yes the majority will be administered through the ERP. The exceptions are some national experts administered through UNDP services.</p> <p>The UN template will cover the majority of all UNIDO's requirements. There will be some local deviations but will be mainly be parameterized e.g. Post adjustment for cost of living, local tax laws etc...</p>								

Reference	Question(s):	UNIDO Responses								
2.3.3 Release 3: Finance & Logistics	Financials: How many bookings per year does UNIDO have? Are there any country specifics to be taken into consideration? How many entities with separate balance-sheets does UNIDO have?	<p>Transactions entered in the GL for 2007/2008 and 2009</p> <table border="1"> <thead> <tr> <th>Year</th> <th>Transactions entered in GL</th> </tr> </thead> <tbody> <tr> <td>2007</td> <td>59,917</td> </tr> <tr> <td>2008</td> <td>41,441</td> </tr> <tr> <td>2009</td> <td>34,825</td> </tr> </tbody> </table> <p>All countries (entry listed in section 1.8.1 'International Network' of Appendix 2) must have direct access to the ERP for all types of data.</p> <p>Balance Sheet breakdown by source of fund this equates to approximately 30 entities.</p>	Year	Transactions entered in GL	2007	59,917	2008	41,441	2009	34,825
Year	Transactions entered in GL									
2007	59,917									
2008	41,441									
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	Accounts Receivables: Is an automated bill scanning functionality with matching to purchase orders envisioned?	Not for Accounts Receivable but yes for Payables i.e. invoice scanning for e-payment approval etc...								
	Travel Management: How is Travel Management handled currently? Why was Travel Management attributed to Release 3 (and not Release 2)?	This is currently linked to the General Ledger which is included in release 3. This can be changed to release 2 if the implementation service provider recommends otherwise.								
	Source/Procure: What kind of material shall be procured through the solution?	This will include Goods, Works and Services e.g. equipment, assets, inventory items, sub-contractors, training, consultants and temporary staff etc...								
	Utilize: How many warehouses does UNIDO have? How are items tracked currently? Is there any preference for a future tracking system (e.g. barcode, RFID)?	Currently there is only 1 warehouse at HQ Vienna using a Barcode system for tracking. This facility should be flexible enough to accommodate the various UNIDO Field Offices.								
2.3.4 Release 4: Knowledge Management and Collaboration	How deep is the integration between the ERP system and the Knowledge Management platform envisioned? Does it have to be part of the application stack of the ERP system or may it be a separate application platform?	<p>Any ERP documents stored and e-workflow/approvals should be available and integrated in the Knowledge Management system.</p> <p>It is desirable to be part of the ERP system but can be a separate application platform if recommended by the implementation service provider.</p>								
3. Project Infrastructure/Re	Please specify the concrete deliverables asked of the implementation partner in the	The implementation partner should suggest the standard deliverables and framework from their implementation								

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sources Esp. Roles of Implementation partner	bullet point "To provide a framework and services...?"	modality.
	What is the nature of the to-be interfaced IT systems? Please specify the interfaces to you currently foresee (directionality, complexity of data structure, frequency, file-based or live update...).	The 'to-be' ERP after the implementation of the Releases 1-4 must be fully integrated and not require any interfaces. During the implementation there will be the need to interface at Release 1 with the current Data Warehouse, Agresso, mainframe HR system this will be in the form of a batch processes and structured text files or database queries – updates are expected at least one per day.
	What service is expected by the bullet point "Support through all phases of each release"? Is the implementation partner expected to provide support services in the form of an IT helpdesk / 1st, 2nd and/or 3rd level support?	The implementation partner should suggest the various support levels and the details of the deliverables, including the relevant costings, during the roll-out and implementation of each release.
	Which party is responsible for data migration?	Both as the implementation provide the necessary formats e.g. flat file, XML etc.. Including advice on the data structure etc.. UNIDO will develop the interface from the existing IT systems to the new ERP based on this advice.
	Which party is responsible for test case preparation and test management?	Implementation partner with the UNIDO core team
	Which party is responsible for the IT operations of development, quality assurance and productive systems?	UNIDO IT team
	Please verify the following assumptions: We assume that the project office location is Vienna, Austria. We assume that the project language is English.	Yes in Vienna and in English
Appendix 3 1-A, "Documentation"	"Strictly in line" vs. "Deviations": Are proposals with alternative solution approaches to individual requirements permissible?	Alternative solutions to individual requirements are permissible, but the proposer shall clearly document why some of UNIDO's requests cannot be implemented or are not recommended and why the alternative would better fulfill UNIDO's requirements. Undocumented individual alternatives without sufficient explanation will not be reviewed.