

Questions and Answers

To Develop a Contact Management System for the All-Island Dairy Association (AIDA)

Issue Date:	August 6, 2021
Deadline for Submitting Questions:	August 16, 2021
Closing Date for Proposals:	August 23, 2021
Closing Time:	5:00 P.M. Colombo
Anticipated Start Date:	September 6, 2021
Project Title:	Market-Oriented Dairy Project
Proposal Reference Number:	MOD-RFP-001-2021

1. Questions and Answers

The below questions were received for the reference RFP. Please find the accompanying answers underneath each question. As the due date for submitting questions has passed, no further questions will be answered.

1. Categories

Question: What are categories meant under organizations?

Answer: Currently we have 18 categories. Example: Dairy Producer & Collector, Dairy Processor & Manufacturer, Importer, Service Provider, etc.....

Question: Does it refer to industry category?

Answer: Yes, companies/individuals/universities related to Dairy

2. Events

2.1 Question: What are events?

Answer: As an association, AIDA will conduct Seminars, Workshops, Training, etc..., these are referred to as events.

2.2 Question: How does it relate to Organizations?

Answer: AIDA will be conducting these events, and they will invite participants

2.3 Question: Events are organized by which entity?

Answer: Events will be organized by AIDA

3. Membership

3.1 Question: Membership payments – how they are handled and managed from an operations viewpoint?

Answer: AIDA will not be handling any payments; this will be completely done by Finance division of the Ceylon Chamber of Commerce (CCC) and Finance will send an excel file with received payments and outstanding payments. CMS will only keep record of payments received and outstanding to send email reminders.

3.2 Question: What is mean by payments dues in the system and how is it tracked and managed?

From an operations viewpoint?

Answer: Payment due means, outstanding payments. These data will be sent by Finance of CCC, CMS will only capture the values. Simple CVS upload function would be sufficient.

4. Membership

4.1 Question: What is referred to as non-members under membership?

Answer: As per AIDA, Members will be paying a subscription, they will be referred to as members. Non-members are other stakeholders in the dairy industry who are not yet a member and therefore have not paid a subscription and are maintained primarily for contact management. They may become members later.

4.2 Question: The purpose of recording a non-member?

Answer: Record keeping (Complete Dairy Industry), these will be used for future leads in getting memberships and inviting for industry seminars/events etc.

5. Event Payments

5.1 Question: What is mean by event payments?

Answer: AIDA will charge participants for events (Workshops, Seminars, Training)

5.2 Question: How is it defined and managed from an operations viewpoint?

Answer: Emails will be sent to members/non-members regarding the event/ payment details. Participants will confirm attendance via email and make direct payments to CCC finance division. Finance division will send an excel sheet with participant payment details. Once this is received, AIDA will update the system with payment details for record keeping. Simple CVS upload function would be sufficient.

6. ER Diagram

6.1 Question: What is mean by portfolio service provider, portfolio, and portfolio importer?

Answer: Service provider includes many types, therefore; portfolio will be used to identify them in groups. Example.

Service provider	Portfolio
ABC Cargo	Transport

EXC Lanka	Packaging materials
RTY Exports	Animal Feed

6.2 Question: How does this related to the content management systems and its purpose?
 Answer: This will be used for data record keeping. So we have complete record on system. Refer above table. Primary use is to filter and obtain key service providers in a particular segment for targeted communication.

7. Stakeholders

7.1 Question: What is mean by this and their relevance to the system?

Answer: Members + non-members = Stakeholders, refer answer relating Membership and members, non-members.

7.2 Question: Are these the organizations?

Answer: It can be individuals, Organizations, Banks, Universities. Etc.

8. Seminars and Workshop

8.1 Question: Are these events or relates to something else?

Answer: These relate to events

8.2 Question: If so, detail on their scope of functionality in the system?

Answer: AIDA will conduct workshops, seminar, trainings. These are referred to as events. User will create the event (refer Presentation)> filter participants using the CMS send email through CMS>collect responses> payments will be received, updated on CMS on payments> event participation updates on CMS.

9. Question: Is the contact management system expected as a web-based application?
 Only?

Answer: Yes, but vendors are welcome to propose suggestions/Best practices with primary consideration being functionality (tried and tested, easy to use) and cost-effective