



12/06/2023

RFP 23-5283 – Preferred Service Provider(s) for building internal SPC capacity to engage with IMPACT OSS and provide technical advice to member countries.

Clarifications to questions:

1. Do you expect all activities listed to be completed within the first year of the preferred supplier period (with the exception of 6. "other related work")?

The Preferred Supplier Agreements in SPC are signed first for a year with the possibility of an extension of 3 years once after a performance evaluation of the consultant/consultancy firm in this is. PSAs are the overarching agreement where conditions are agreed upon. The actual specific work is captured in implementation contracts with specific ToRs.

For this RFP, it is not expected that all activities to be completed within the first year as the implementation of IMPACT OSS is expected to be longer. Once preferred suppliers have been selected, they will be provided with specific Terms of Reference (one or multiple) setting out the work and timelines. The first ToR issued to the preferred supplier(s) will cover a period of a year. This will happen after the conclusion of the RFP.

2. Could you clarify, if you foresee the two to three full-time staff (or equivalent) to be made available constantly or do you expect to have varying demands throughout the year? *Comment: Assuming that the individual implementation contracts for the specified activities will all have their own TORs, budgets and timelines, we expect that the demand for personnel as well as the specific skills will vary greatly from month to month and throughout the year.*

As stated in what section C of the terms of reference from the RFP, we expect that there will be sufficient work for two to three full time staff (or the equivalent). However, we encourage bidders to outline what flexibility they would have to manage varying workloads. The specific ToRs done for the first Implementation Contract will outline the activities and therefore the resources needed during that implementation (12 months).

3. Is it correct to assume that the work will not directly commence following the completion of the procurement process, but only following subsequent Purchase Orders (PO) and implementation contracts for the individual activities outlined in section 3.B?

As per above, a subsequent implementation contracts including specific terms of reference will be issued to the selected preferred supplier(s) that will detail the work to be completed. The Specific ToRs will be shared with the selected Preferred Providers and agreed upon shortly after the RFP process is concluded. This will include the start and end of the expected services.



4. If so, when do you envision the first of the activities to commence?

August / September 2023

5. Would SPC be open to us suggesting additional profiles and responsibilities of the team members?

Comment: Specifically, we regard the role of a UI/UX designer as crucial for the successful delivery of at least some of the activities outlined in section 3.B.

Yes, please go ahead with suggesting additional profiles that would benefit the implementation. SPC reserves the right to decide on the final profiles as long as they directly support the overall objective of this RFP.

6. Is it correct to assume that payments will be made exclusively for the individual implementation contracts for the activities outlined in section 3.B and not already for being a "preferred supplier"?

Yes, the SPC PSA is an agreement between 2 parties where conditions are agreed upon. The implementation contracts are the ones that will confirm the actual work to be done and therefore will have the financial commitment included.

7. Would SPC also be open to consider a retainer-like contract for a portion of the expected staffing requirement, e.g. for half a full time position (or ~ 25% of the estimated annual cost), which SPC could each month allocate to the most important activities in an agile manner (possibly defaulting to activity 5: "IMPACT OSS Source Code Updates"), with the option to procure additional resources as required and according to the likely varying demands?

All expenses listed in the invoices submitted to SPC need to be directly linked to the provision of services within the signed implementation agreement. If the consulting firm will be having one or more people assigned to working on the contract, then that is for the consulting firm to be able to show it in the reports and invoices.

The nature of the activities varies in so far as some are externally demand driven (e.g. country level installations), whilst some are within the control of SPC (e.g. source code updates). It will therefore be possible to prioritise activities based on levels of external demand and focus on SPC driven initiatives where that external demand is absent. Currently we anticipate starting the development of at least one country level installation in the first ToR that will be issued (which will cover a period of a year – likely August 2023 – August 2024), possibly two, plus the development of the One Stop Shop.

8. As the desired detailed monthly cost breakdown, including for individual team members, is hardly feasible, especially given that the timing and scope of the individual activities have yet to be specified and the required skills will vary greatly between them, we are wondering, if you would alternatively accept a breakdown of monthly averages based on the assumed overall efforts throughout the year for each profile?

Yes, the PSA will not set up the milestones/deliverables by date. That information will be detailed in the implementation contract that will be agreed upon with the successful bidders. Please provide a proposal with what you believe it is the best option for you and the committee will review all the proposals.



9. Likewise, as the start dates for any recurring services (such as managed hosting) is still unclear, does it suffice to provide the estimated monthly cost for each application, or do you prefer us to make reasonable assumptions?

It would be helpful if bidders could distinguish between fixed costs and costs that are dependent on demand (e.g., managed hosting). Estimations and reasonable assumptions are both acceptable.