



**Minutes of the Bidders Conference for Companies interested in the international tender UNFPA/MOZ/RFP/18/003 for a contract for the provisions of the services of maintenance of four existing Real Time Monitoring Systems (RTM) including updating them as required, provision of training sessions for relevant RTM system users and development and implementation of a new platform jointly with relevant National Ministry**

Date: 26 June 2018

Time: 10:00am, Maputo Time

**UNFPA**

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**Background:**

UNFPA is looking for a service provider with relevant qualifications and experience to carry out maintenance service of four existing Real Time Monitoring Systems (RTM) including updating them as required, provision of training sessions for relevant RTM system users and development and implementation of a new platform jointly with relevant National Ministry. For that reason, UNFPA launched an international tender (Request for Proposals) on 7 June 2018 inviting potential national and international bidders to submit proposals for the provision of the above mentioned services. In the context of this RFP, UNFPA organized a Bidders Conference for all interested bidders to get familiarized with the purpose of the tender, the procedure of the RFP and to clarify open questions relating to the Terms of References (TOR). The Bidders Conference took place at the office of UNFPA Mozambique, Av. Julius Nyerere 1419, on 26 June 2018, at 10:00am hours Maputo time.

**Minutes:**

Three Representatives from UNFPA and four (4) representatives of companies who are interested in participating in the bidding process attended the Bidders Conference.

UNFPA structured the meeting in three (3) parts:

1. Major aspects to consider for submitting bids including closing date and time as well as mandatory forms
2. Technical considerations over the RFP and the requirements of the real time Monitoring system (RTM)
3. Questions for clarification

The questions and requests for clarifications are presented below:

Question submitted electronically and discussed during the bidder's conference

1. Are you okay with support and development being done from India?  
Reply: The development is possible in India or elsewhere, however the support (helpdesk, training sessions) should be in Mozambique
2. Is there any existing vendor who is currently supporting the applications?  
Reply: Yes, but the initial contract ended, that is the reason of this RFQ
3. Currently how big is the support team?  
Reply: The organization of the support team (headcount) does not matter but the quality of service given does.
4. What will be the duration of the transition/ handover?  
Reply: There is no transition period.
5. What is the arrangement with current contractor to provide support during transition period and post transition especially during guided execution?  
Reply: There is currently no arrangement for a transition period, however the Potential Service Providers can propose a way forward.
6. What is the ticketing system currently being used? Do we need to use the same ticketing system?  
Reply: Currently there is no ticketing system as only direct reply is needed. The service provider is expected to organize archives of the support given
7. Please provide Past Incident Data/Historical Data in order to analyse nature of Incidents  
Reply: There is no past information available.
8. Can you provide the number of incidents reported for severity 1,2,3 in the last 1 year monthly basis  
Reply: There is no past information available
9. Availability of personnel to provide training and technical support in Portuguese language.- Is knowledge/understanding of Portuguese a mandatory requirement?  
Reply: Yes it is.
10. With representation in Maputo, Mozambique to enable them to conduct the design and development of the new RTM system, to provide the maintenance required, and also to conduct the training activities. - Does this mean that the bidders need to have a local office in Maputo, Mozambique?  
Reply: Yes, the bidder should have a local office in Maputo.
11. Copies of current certificates such as GMP/quality, FSC/CPP, manufacturer's ISO certificate for any product, manufacturer's CE certificate, USA 510k, Japan QS standard, etc. as and if applicable - Will CMMI suffice this requirement?  
Reply: Any recognized quality assurance certification will be acceptable. Bidders are encouraged to submit all quality assurance certification that may demonstrate commitment to internationally acceptable standards

12. UNFPA requests Bidders to submit information on environmental and social policies and any related documentation in their Bid. - Can you elaborate with some examples on this requirement?

Reply: As per clause 2 of Section 1 of the RFP; how bidders subscribe social policies advocated by UN such as employment of minors in their organization, gender issues etc

13. We are unable to access the website KiriBiz with the credentials supplied - are the credentials correct?

Reply: Due to confidential data (personal files), full access cannot be granted; credentials to use are: <http://188.93.227.67:8840/pt-PT/Account/LogOn> ;  
Utilizador: Visitante  
Password: 12345

14. Can you provide details on the technologies for the 3 websites?

Reply: Architecture

- PGB/InfoBiz: App (ODK v1.4.3); Web App; Armazenamento na Nuvem EC2; Base de dados em MySQL; Backup e Armazenamento
- KiriBiz: Kiri Off line app para android em JAVA; site sobre Windows Server e IIS programado em C# .net e javascript; Responsivo arquitectura em MVC; Base de dados em SQL Server 2017
- SMART: App (ODK v1.4.3); Web App; Armazenamento na Nuvem EC2; Base de dados em MySQL; Backup e Armazenamento

15. Participation in 6 meetings with relevant parties to report about activities and implementation results.- Are these face to face meetings?

Reply: Yes they should be face to face meetings.

16. Continuous availability for troubleshooting - Helpdesk services (office hours, 7/7); - Does this mean 24x7x365 days L1/L2/L3/L4 support in Portuguese language?

Reply: Yes, the support should be in Portuguese

17. Please elaborate on the communication mechanism between the 1st line support and 2nd line support outside business hours

Reply: The Potential Providers should propose this in their proposals.

18. Can you share the scope of work for L1/L2/L3/L4 support resources?

Reply: This information cannot be shared.

19. Do you have the SLA's for the applications to be supported?

Reply: There are no SLAs at the moment. This should be developed with the new contract.

20. Please share existing SLAs on ticket resolution based on Priority (P1,P2,P3)

Reply: There are currently no SLAs N/A

21. 8 training sessions (2 in Zambezia, 2 in Nampula)- What is the duration of these sessions?

Reply: The training sessions are of about 1 to 2 days.

22. 7 training sessions in Tete province for InfoBIZ (4) and Kiri Biz (3) system - What is the duration of these sessions?

Reply: The training sessions are of about 1 to 2 days



### **Question submitted during the Bidders' Conference**

1. What is the estimated number of trainees per session?

Reply: The estimated number of trainees per session is of more or less 30

2. There seems to be similarities in the Applications to be managed/maintained. Wouldn't it be required to integrate these Apps?

3. Reply: No, because the target group and their nature are different

4. Is it possible to obtain the contact of the companies that have developed the Apps?

Reply: It is not possible to obtain the contact because they could be a conflict of interest particularly if they are also interested in this RFP.