

RFP Clarifications – Q&A – JCMC Training Programme

Question: Please confirm the deadline of submission proposal in 21,May,2017 as a mention in the RFP, while the opening proposal in 23,April,2017 So please clarify it ASAP

→ **Answer:** The deadline for submission of technical and financial proposal is 21 April 2017

Question: Per the RFP, specifically in data sheet clause # 21, the proposal submission date is May 21, 2017, 2 PM. Please confirm the date.

→ **Answer:** The deadline for submission of technical and financial proposal is 21 April 2017

Question: Per the data sheet clause # 24, the proposals opening date and time is 23rd April, 2017 at 3:00PM which is conflicting with the proposal submission date which is May 21st, 2017

→ **Answer: The correct deadline for the submission of Technical and Financial proposals is 21st April 2017;**

Question: Per the data sheet clauses #29 & #30 it is mentioned that latest commencement of the contract is May 1, 2017, which is conflicting with the deadline of submitting the proposal which is May 21, 2017

→ **Answer:** The contract start date is only indicative and will be adjusted to the completion date of the procurement process.

Question: If the proposer is going to submit technical proposal against all the LOTs mentioned in the RFP, shall he submit one technical proposal that covers all the LOTS, in other words, one technical proposal and it will cover all the requirements of all LOTs, so each LOT and its requirements will be attached to the main technical proposal as individual LOT , or it must be 5 complete technical proposal

→ **Answer:** That is correct. One technical proposal must be submitted for all LOTs should the proposer be interested in all the LOTs.

Question: Going through the Technical proposal structure, specifically “**SECTION 2 - APPROACH AND IMPLEMENTATION PLAN**” it was not referred to the area in which the LOTS requirements will be explained or described. So, please confirm the following:

- Shall it be described under clause number “**2.1. Approach to the Service/Work Required**”, so, the proposer will give detailed description on his methodology to achieve the terms of references for each LOT, if yes, please confirm.

→ **Answer:** Yes, it should be included under clause 2.1

- If no, shall the proposer add a section to

→ **Answer:** N/A

Question: The training will be delivered in Arabic, shall the training material itself be in Arabic or it does not matter if it is Arabic or English

→ **Answer:** The training material must be available in Arabic.

Question: The proposal as per required by the RFP will be submitted in English, whereas per mentioned in the RFP the training will be delivered in Arabic, Accordingly, the courses outlines which will be attached to the technical proposal will be submitted in Arabic or English

→ **Answer:** Essential course material must be submitted in English. However, Arabic versions of the training material must be produced for the actual trainings. The proposer must specify that the course material will be produced in Arabic during implementation.

Question: Please confirm the need for the proposal security “Bank Guarantee”, if it is needed, please mention the amount of guarantee as it is not mentioned in either the data sheet or proposal security form

→ **Answer: At this stage the performance security is not required. The performance security will only be obtained from the successful companies;**

Question: Please confirm the performance security is not required

→ **Answer: Performance Security is not required;**

Question: Please confirm the following information:

Name of services: **JCMC Training Program**

Contact address: **Procurement Unit, Service Center, 100 Meter Road, Near Airport, Erbil, Iraq,**

→ **Answer: Correct**

Question: Please confirm, the contact address is the same name and address of UNDP Focal Point which will be mentioned in the proposal security form

→ **Answer:** Please note that the Technical and Financial proposals need to be submitted to the email address mentioned in the Bid Data Sheet. The document should not be sent to any personal account or focal point email account. In that case the submission will be rejected.

Question: Please confirm that the location required in the proposal submission form is UNDP location and if yes, the answer will be **ERBIL**

→ **Answer: Yes, UN Compound, 100 Meter Road, Erbil.**

Question: Will the same group of attendees will be attending all the training lots, or for each LOT there will be a different group of attendees, in other words, let’s say, the group of attendees whom will be nominated to attend LOT A- INFORMATION ANALYSIS AND REPORTING “3 courses” will be the same groups whom will be nominated to attend the other 4 LOTS, or they will be different, please clarify

→ **Answer:** Some individuals will participate in all the Lot trainings and some will only participate in specific LOTs. Therefore, all LOTs will not have exactly the same group of participants.

Question: Does the proposer who will apply for more than one LOT have the right to run more than one course for the same LOT or different LOTs at the same time, in other words in Parallel

→ **Answer:** The training courses shall not be run at the exact same dates unless otherwise agreed with UNDP. The 3 training courses under one Lot increase in level of difficulty and therefore must take place one after another and not at the same time. Therefore, the proposer is expected to deliver trainings for all LOTs during the same time-period but not two (or more) trainings during the exact same date.

Question: Per the RFP, the following information has been mentioned the

Other activities: online training platform to be created for the JCC

- According to the above point, are all the training attendees who will attend the onsite training will be from Joint Crisis Coordination center (JCC), If yes, is there preferred training location or the training location can be in ERBIL
 → **Answer: It is the responsibility of the firms/company to identify any suitable training site;**
- Shall the online platform for web based training be existing for the training period and extend after the training for a certain period? Please clarify (Y or No).
 → **Answer:** Only during the duration of the training programme.

If the answer is yes, then clarify the following points:

- How many user will be accessing the systems web based “virtually”,
 → **Answer:** Approximately 70
- Support for the solutions, Support activities including:
 - Back to back support only “Main vendor support” on the current scale
 - Professional services from the provider in other words service level agreement should be provided for the hall setup? Please clarify the period “Bidder” to cover
 - System administration
 - Customization (add / remove users, storage, etc---)
 → **Answer:** all the above to be provided by the proposer/contractor
- Do you have existing infrastructure available to implement the system?
 → **Answer:** The virtual learning platform is to be created and administered by the proposer. Any ICT infrastructure required is to be provided by the Proposer. The users will use their own infrastructure.
- Servers (Virtual or physical) to implement the system on it
 → **Answer:** virtual
- Specify the current training programs provided to the employees
 → **Answer:** There are currently no on-going training programmes.
- Is there any Internal training portal existing?
 → **Answer:** No
- What is the technology used for the internal portal ex (Microsoft SharePoint , ASp.net, developed web application, Java based LMS system)
 → **Answer:** N/A
- Published or not published (cover multi locations or one location only)
- Training material will be stored on premises storage or cloud storage
 → **Answer:** all training material to be made available on the virtual platform and shared both electronically and in hard copy with UNDP and the participants
- Location of implementing the solution
 → **Answer:** virtual location
- Should the solution be high available (redundant servers)
- Are there any restrictions about the learning management solution (LMS) platform which will be used for the training, for example (Integration with the existing systems)
 → **Answer:** no
- How frequently training waves occurred “live”?
 → **Answer:** the trainings are not to be provided online. The purpose of the virtual learning platform is solely to complement the on-site training courses by making the course material and self-learning options available for the participants.
- State the availability of training materials

Question: In light of the above, the course will be delivered on site for a certain number of students and at the same time it will be delivered to other attendees from JCMC (yes or no), if the answer is yes, then clarifications are required on the following points:

- **Answer:** No. the on-site training and virtual learning platform will be used by the same group.
- There will be 3 courses to be delivered, in each LOT the online platform should be existed or for only one course (please clarify)?
 - **Answer:** The online platform is to be available to the course participants throughout the training programme and allow easy access to course material, schedule and self-learning material for the participants of each LOT.
- How many attendees will be attending the web based training per each course, or the total number of attendees “onsite & web based training” will be 20 per each course?
 - **Answer:** please see earlier answers. No training is to be provided through the virtual platform. It shall function as a resource center and not online training programme.
- Shall the training material will be sent electronically via email or via other mean only or hard copies of the training material will be delivered to the web based training attendees
 - **Answer:** the training material is to be shared electronically with UNDP and both electronically and in hard copy with the course participants. Moreover, it shall be made available through the virtual learning platform.
- How will the training material be delivered to the web based training attendees, shall the UNDP will be responsible for delivering the training material to them or it will be the responsibility of the contractor
 - **Answer:** no online training is expected. The proposer/contractor is responsible for making sure all course material, self-learning material, schedule and other relevant course material is available on the virtual learning platform. All courses under all the LOTs are to be delivered by the proposer/contractor on-site.
- The location of the web based training will be in the attendees’ work location?
 - **Answer:** Please see earlier answers. No web-based training.
- “if the answer is yes”, then shall the locations is ready with the infrastructure required for the web based training, if the answer is yes, please specify the infrastructure of the remote work locations (internet connectivity, server infrastructure and existing training portals or system “if exist”)
 - **Answer:** all trainings are to be delivered on-site.

Question: Per the instructions which have been mentioned in the RFP, the course topics covers the **Coordination in crisis response and humanitarian operations**, which are the same topics which have been mentioned in the RFP for LOT D coordination course, please clarify

Answer: The question is not clear to us, please further elaborate your question.