

Q&A

1. Please note – the deadline for submission has been extended to the 16th Nov 2018!

2. Page 26 (current status) :

- i. Can you confirm that the Technical service provider for phase 2 has been selected in September and will not change during the course of this RFP

As per the RFP, any services or the Team presented at the time of proposal will have to be valid for 120 days!

3. Can you provide information on the current the status of the Phase 2 concerning the integration of payment means, such as:

The following info is expected to be researched for by the Vendor – all the info available have been included within the ToR

	Not Started	Design Phase	Test	Full live*
Mobile Payment (e.g. M-Birr, HelloCash, Amole,...)				
Payment Cards				
Bank Transfers				

*with procedures defined

4. Can you provide any other additional information concerning the state of advancement of Phase 2?

All the info available have been included within the ToR

5. Pages 30 and 43: can you clarify whether there is a difference between Deliverable 3 and 4? Should deliverable 3 be replaced by the deliverables for component 3 found on page 28:

- Customer Relationship Management Manual
- Call center staff at the technology provider trained on new operational procedures.

As per the TOR, please focus on the following:

Deliverables 3 :

- i. *Customer Relationship Management Manual*
- ii. *Call center staff at the technology provider trained on new operational procedures.*

6. Page 26 (end 1st paragraph): “This is an onsite assignment, requiring the firm to have some presence, or make arrangements to have staff in in Addis Ababa for the duration of the assignment” => does this mean that a continuous local presence is required throughout the complete duration of the project (at least 1 consultant) or do you allow partial presence based on our estimation of resources required to produce the deliverables?

This is left to the potential Vendors to decide – but the RFP clearly indicates the location of this RFP

7. Can you confirm that only 3 CVs will be rated (task manager, senior expert, junior expert) for the purpose of selecting a technical proposal? In case the areas of expertise required for the assignment require more than three experts, will the selection committee consider the additional CVs as part of the evaluation?

The Team will evaluate the Core Team - task manager, senior expert, junior expert – when completing the Evaluation process