Georgetown, August 15th, 2019

Dear Sir / Madam,

Subject: **REQUEST FOR PROPOSAL (RFP) - GUY/RFP/19/001 Consultancy to Conduct: (A) Public Institutions ICT Mapping, (B) Multi-Dimensional Capacity Assessment of Public Institutions to Deliver ICT Services and (C) Comprehensive Capacity Assessment of National Data Management Authority**
Project: 00094518 - ICT Access and E-Services for Hinterland, Poor and Remote Communities

SUPPLEMENTAL INFORMATION

In reference to process mentioned above, we hereby inform you date for delivery of proposals has been extended to on or before **23:59 Hrs GCT -4 Tuesday August 27, 2019.**

Likewise, we offer the following clarifications to questions sent by you as indicated in bidding documents:

Question 1
3.2b Junior Consultants – Page 20
Please confirm if the two Junior Consultants combined can meet the outlined criteria, or if each of the Junior Consultants are expected to meet all of the criteria.

Answer 1
Each of the Junior Consultants must meet criteria indicated in Terms of Reference-TOR.

Question 2
III. Scope of work – A, B, C – Page 21
    a. Please provide the number of Ministries and agencies to be covered for assessment
    b. We understand, onsite assessment would be carried out on sample basis (to be mutually agreed), however remaining Ministries/Agencies would be covered through Survey. Please confirm.
    c. Please confirm the number and which Regions to be covered within Guyana.

Answer 2
    a. **Please refer to Answer 33.**
    b. **Onsite assessment will be done to all Ministries and surveys will be mutually agreed.**
    c. **All Ministries are in central Georgetown. Agencies are scattered within Regions, but accessibility will be considered, to determine the ones to be surveyed.**

TO WHOM IT MAY CONCERN

Question 3

V. Specific Duties and Responsibilities – B - Page 22

Please confirm the number and names of business processes to be assessed and reviewed under this engagement.

Answer 3

The number and names of business processes are part of the current consultancy results.
For further information please see: https://ndma.gov.gy/wp-content/uploads/2017/10/ICT-Needs-Assessment-Final-Report_revised.pdf

Question 4

V. Specific Duties and Responsibilities – B – Page 22

Please provide an estimated number of employees to be assessed. Is a sample of employees appropriate or is the scope expected to include all employees?

Answer 4

Number of employees is not available. It must be compiled by contractor within this consultancy. The scope is intended to include all employees.

Question 5

V. Specific Duties and eResponsibilities – C – Page 23
   a. We understand there is only one Data Center under assessment. Please confirm
   b. Is the Data Center ISO certified?

Answer 5

   a. **Yes, there is only 1 Data Centrer.**
   b. **The certification status cannot be confirmed at the moment.**

Question 6

V. Specific Duties and Responsibilities – C – Page 23

Please provide more details on coverage of Fiscal Management System. Is this a single system or multiple systems under Fiscal management?

Answer 6

The Fiscal Management System is one and it's used by all Ministries.

Question 7

IX. Expected duration of Contract/ Assignment – Page 24
   a. We understand 125 expert days are indicative, while bidders can recommend lower or higher efforts. Kindly confirm.
   b. Please share indicative budget for this engagement

Answer 7

   a. **Proposals shall be prepared in accordance with details provided in TOR.**
   b. **UNDP does not provide indicative budget. UNDP promotes free competition among participants, who must do their best to offer their best prices.**

Question 8

SECTION 6: RETURNABLE BIDDING FORMS / CHECKLIST – Page 26

There is no template provided in RFP for Proposal Security. We understand Proposal Security is not required for this bid. Please confirm.

Answer 8
Correct. As indicated in the bidding documents, Section 3 - BDS – No. 6, Proposal Security is not required.

Question 9
Is it expected that the consultants will be physically based in Guyana during the whole duration of the consultancy or can an on-off model with remote work and in-the-country missions also be envisaged?

Answer 9
Proposals shall be prepared in accordance with details in Terms of Reference – TOR provided.

Question 10
What are the planned locations carded or identified to receive the proposed ICT services?

Answer 10
The proposed ICT services will be received by all Ministries and Government Agencies.

Question 11
What is the total number of data centers per Ministry?

Answer 11
There is 1 national Data Center.

Question 12
What is the total number of data centers for NDMA?

Answer 12
Please refer to Answer 11 above.

Question 13
How many Government Ministries and their subsidiaries are involved?

Answer 13
Please refer to answer 33.

Question 14
Are there training policies for employees?

Answer 14
There are no training policies specifically for ITs.

Question 15
Are current policies aligned to a specific framework.

Answer 15
No, current policies are not aligned to a specific framework.

Question 16
Are there any shared services between Ministries?

Answer 16
There are no on-line services shared between Ministries, but there is a need for sharing.

Question 17
Are there any shared services between any Ministries/Subsidiaries and NDMA?

Answer 17
There are no on-line services shared between Ministries/Subsidiaries and NDMA, but there is a need for sharing.

Question 18
Would the consultant be provided a single point of contact for each Ministry/Subsidiary and one for NDMA?

Answer 18
Yes, the contractor will be provided with this information.

Question 19
Would the "baseline and needs assessment study for Hinterland" be provided to the consultant?

Answer 19
Please refer to Answer 3.

Question 20
In the project description reference was made to "strategic deployment of new technologies to foster the delivery of public services to all". Have these technologies been identified already?

Answer 20
Yes, these technologies have been identified.

Question 21
One of the activities that is requested of the consultancy is "Public Institutional Mapping". Please clarify what this means.

Answer 21
Public Institutional Mapping is real time and accurate information on the level of deployment of ICTs in the public sector, alongside institutional, fiscal and managerial capacities to implement e-government initiatives.

Question 22
One of the requirements is the assessment of the "business processes for Government Services". How many business processes are included in the scope and can a list of these be provided at this stage?

Answer 22
Please refer to Answer 3.

Question 23
A stipulation is that the "consulting firm is expected to allocate a minimum of two teams to the assignment to allow for work to be done simultaneously". Is there an expectation of the number of consultants that would comprise each team?

Answer 23
Please refer to TOR pages 24 and 25.

Question 24
In the BDS of RFP No. GUY/RFP/19/001„ 00094518 - ICT Access and e-Services for Hinterland, Poor and Remote Communities" a link is attached to the contractual documents of UNDP. We therefore assume that the **UNDP**

General Terms and Conditions for Contracts as well as the **Contract Face Sheet UNDP** apply to this RFP. Please confirm.

Answer 24
Yes, both documents apply to this RFP.

Question 25
It is stated in Section 2. Instruction to Bidders, Article 22.3 of the RFP that the mere act of submission of a Proposal implies that the Bidder fully accepts the UNDP General Contract Terms and Conditions (GTC). Would it however be possible to make some changes/amendments to these GTC e.g. under the Special Conditions, which are mentioned in the Contract Face Sheet but have not been provided so far?
As an example, under Clauses 12. Indemnification and 13. Insurance and Liability of the GCT, the liability is not capped. However, our Shareholder has very strict regulations regarding the limitation of liability. Therefore, we would like to know if it is possible to change/amend these General Terms and Conditions by a liability cap in the Special Conditions? Usually our liability is capped to 100% of the contract value.

Answer 25
As per UNDP Programme and Operations Policies and Procedures – POPP, (Section 8.1.5 Evaluation Process-d. Technical Evaluation "… a bid/proposal that does not accept the UNDP General Terms and Conditions of Contract cannot be considered as a "substantially responsive offer". Regardless of the procurement method used, the UNDP General Term and Conditions should not be modified, amend or deleted. Only under very specific circumstances (e.g., in cases of high risk/highly complex contracts) may modifications and/or additions to the UNDP standard contract formats be considered. In these cases, prior approval must be obtained from PSO and LSO and the appropriate legal resources should be identified to enact the revision.", this request is not applicable in this case.

Question 26
In Clause 13. Insurance and Liability, the requirements from UNDP regarding insurance coverage etc. are described. As we are under the insurance umbrella of our Shareholder, we most likely cannot fulfill all requirements (e.g. 13.3 cross liability, 13.5.1 name UNDP as co-insured, 13.5.2 waiver of subrogation etc.). We are checking these issues, but would it be possible to make any changes to these insurance clauses?

Answer 26
Please refer to Answer 25 above.

Question 27
According to your payment schedule displayed in the RFP and payment terms of 30 days after acceptance, we would receive the first 10% only after 2 months project duration. Would it therefore be possible to bundle the amount of invoices (so far 8 payment steps are foreseen) and to receive the first payment with delivery of the Inception Report?

Answer 27
Payment schedule detailed in RFP will not be modified. Please note first payment will be done in 4 weeks.

Question 28
The Form H is not one of the attached forms but it comes in the checklist. Should we just ignore that item?

Answer 28
Please refer to Answer 8.

Question 29
Timeline, project schedule and duration as stipulated in RFP: is it possible to propose own schedule based on firm's previous experience and proposed methodology?

Answer 29
Proposals shall be prepared in accordance with details in Terms of Reference – TOR provided.

Question 30
Team composition and respective evaluation criteria/scoring: is it possible to propose own team composition based on firm's previous experience and proposed methodology?

Answer 30
Proposals shall be prepared in accordance with details in Terms of Reference – TOR provided.

Question 31
Access to key personal in respective ministries and agencies: do you already have existing contacts (name, role, telephone, email) in these organizations that you can share with contractor before project start?

Answer 31
Yes, information will be provided to contractor upon signature of contract.

Question 32
Please specify the public ministries identified as sensitive for providing e-Services

Answer 32
Ministry of Public Health
Ministry of Finance
Ministry of Education
Ministry of Public Security
Ministry of the Presidency
Ministry of Social Protection
Ministry of Communities

Question 33
Please specify the relevant Public Services Ministries and the related associated agencies

Answer 33
Please note the list below is only the ministries. Each ministry has an average of 5 agencies. The firm awarded the contract will have to meet with the ministry and obtain the list of its agencies.

Ministry of Communities
Ministry of Legal Affairs
Ministry of Agriculture
Ministry of Natural Resources
Ministry of Public Health
Ministry of Finance
Ministry of Indigenous People's Affairs
Ministry of the Presidency
Ministry of Public Telecommunications
Ministry of Public Infrastructure
Ministry of Business
Ministry of Foreign Affairs
Ministry of Public Security
Ministry of Education
Ministry of Social Protection
Office of the Prime Minister

Question 34

Please give a rough estimate of relevant persons in each entity (see a) and b)) that are dealing with ICT / e-Services today and in the planned future

Answer 34

This information is not available. It must be compiled by contractor within this consultancy.

Question 35

Deliverable 6 from (A+B) and Deliverable 5 from (C): In order to elaborate a report on capacity gaps a relevant target picture of capacities is essential. Is this target picture already available or is the consultant asked to elaborate this target picture.

Answer 35

Please refer to *Annex 1 – "E-Services Vision and Roadmapping"* and Annex 2 – *"Documented stakeholders and their needs and requirements in regards to ICT capacity building"* enclosed.

Please also note, the information provided was based on an assessment done in 2015. The information should be used as a base amended and added to in order to obtain the full picture

RFP-19-001 – SUPPLEMENTAL INFORMATION - ANNEX 1

E-Services Vision and Roadmap

There are many reasons for fostering an eGovernment initiative, such as the increased effectiveness and efficiency of the public sector and the improved quality of government services provided to citizens (G2C), the business sector (G2B) and within the government agencies (G2G), which inevitably lead to economic growth and improved gross domestic product. Provisioning these government services online needs a close cooperation of all involved agencies and units, including a common vision, mission and strategy as well as a work split and clear mandate for the work to be done. The eGovernment Agency defined its vision to be the ICT vanguard that enables equitable digital citizenship for all Guyanese. This will be achieved by developing and implementing appropriate ICT solutions, i.e., e-Services that will transform the delivery of government services.

These e-Services will address all citizens, regardless of their location, i.e., in the hinterland, poor and remote areas as well as in the economic hotspots along the coast. All e-Services will essentially be free of charge to consumers, thus poor communities are benefitting in the same way as remote and hinterland communities. Special e-Services will target hinterland and remote areas and increase the ability to communicate with the coastal areas, e.g., remote classrooms and Tele-Consultation. The extension of reach of selected e-Services to people living abroad might be considered at a later stage.

In the context of e-Service provisioning by all government agencies and ministries, a target picture of a complete service portfolio comprises all necessary components for an effective eGovernment and shows exemplary use cases for the domains of e-Learning, e-Health and other additional e-Services:

⏷ **eAssistance**: Provides general information concerning the public administration or government. This includes, for instance, opening times, contact numbers, staff information, forms or general description of government agency tasks. It can also be seen as self-marketing of the institution. The advantages for citizens are service improvement (quality and cost) and reaching the agency through multiple channels.

⏷ **eAdministration**: These are the typical public administration tasks and processes, which have to be done by citizens or businesses. Existing processes are handled digitally and possibly through a well-defined electronic workflow with minimal personal face-to-face visits. Examples include applications for all kinds of government issued licenses, electronic censuses, application for social welfare, registration in a new community, or electronic tax declaration.

⏷ **eParticipation**: This e-Service domain comprises online surveys to include the citizens and enterprise in the political process, eCommunities (electronic discussion arenas), internet petitions, or creation of government/agency wikis. Examples are the information about potholes on streets, general feedback about government performance (see: "Tell Us" project) or Q&A sessions with elected officials on government portals.

⏷ **Open Government Data**: All data, which is not expressly categorized as confidential, is proactively and completely published to make it accessible to other government agencies and the public. Open data enables new business models between government, citizens and businesses, but it also constitutes a major cultural and paradigm shift.

⏷ **eSignature**: This enabling service makes it possible to establish the identity of an individual remotely and securely. It is generally a challenge to administrations to guarantee the end beneficiary is truly the one she or he claims to be. Registered email systems or electronic national IDs with special encryption functions can serve as an electronic signature tool.

⏷ **Security** is a paramount guiding principle, which also needs to extend into the digital domain. This can be achieved by adhering to the ISO 27000 guidelines and a certification process.

⏷ **ePayment** is needed for some of the e-Services, which involve monetary transactions, and generally makes handling money more secure. A collaboration with existing payment systems by commercial providers might be prudent.

⏷ A **Government Service Bus** connects all administrative domains and ensures the availability of relevant data to all government stakeholders. Databases need to be harmonized and every citizen and business needs to be identifiable by a unique ID, e.g., the social security number or tax ID.

⏷ **E-Learning**, **e-Health** and **additional e-Services** are offered by ministries and agencies on top of the government ICT infrastructure to the respective stakeholders.

Documented stakeholders and their needs and requirements in regards to ICT capacity building
Several stakeholders are involved in the realization and usage of e-Services in Guyana. All of them must have a certain set of skills and capacities to fulfill their future roles in the e-Services ecosystem.

Stakeholders from governmental institutions will benefit from the usage of e-Services, but will also be responsible for the design of content and functionalities of the services.

Stakeholder	Roles and Responsibilities	Skills needed
e-Service Experts at NDMA/central project office	⬚ Securing the provisioning of basic online services (Email, web browsing, document download, ...) ⬚ Enabling the use of e-Services ⬚ Define service requirements and improve existing services; alignment with stakeholders to derive their e-Service related needs ⬚ Understand process needs of e-Services and their respective use-cases, i.e. the flow of information beyond the e-services (e.g. information from Tell Us application) ⬚ Understand enabling services: Identification management; payment services	⬚ Advanced knowledge on PC usage, and internet usage ⬚ Advanced knowledge in office software & data management ⬚ Use of e-Services ⬚ Design & Editing of e-Services
IT Experts at all Ministries	⬚ Design, operate and maintain e-Services ⬚ Create and publish content for e-Services ⬚ Operation and management of devices (remote)	⬚ Advanced knowledge on PC usage, and internet usage ⬚ Advanced knowledge in office software & data management ⬚ Use of e-Services ⬚ Design & Editing of e-Services ⬚ Creation and Publishing of content for e-Services ⬚ Basic knowledge of Network operation, data models ⬚ Basic knowledge of remote device management (laptops, Android, iPhone)
Officials at Ministry of Presidency/Department of Citizenship formerly Ministry of Home Affairs	⬚ Birth Certificate Provisioning ⬚ Process passport applications ⬚ Process marriage and death related information ⬚ Enabling services: Identification; Banking services	⬚ Using Computer and Managing Files ⬚ Information & Communication via Internet & via email ⬚ Organize data ⬚ Use of e-Services ⬚ Design & Editing of e-Services

Officials at Ministry of Public Health & Ministry of Health,	⬚ Basic Online Service (Email, web browsing, document download, …) ⬚ Warehouse management for medical supplies: Entering & monitoring receipt of drugs and other supplies; Entering & monitoring forecast data of needed supplies ⬚ Tele-Surveillance and Disease Forecast: Record public health indicators and enter in system in digital format; Retrieve analysis of epidemiologists panel from IT system; Raise appropriate alerts with health experts and community	⬚ Using Computer and Managing Files ⬚ Information & Communication via Internet & via email ⬚ Organize data ⬚ Use of e-Services ⬚ Design & Editing of e-Services
Officials at Ministry of education/NCERD	⬚ Basic Online Service (Email, web browsing, document download, …) ⬚ Teacher classroom support: Receive and send emails with attachments; Access websites and download material (static documents); Operate the equipment in the classroom, e.g. PC, projector, whiteboard; Interact with other teachers remotely for curriculum exchange ⬚ School management application: Access attendance records and school inventory remotely; Prepare classes schedule with software; Upload new student roster	⬚ Using Computer and Managing Files ⬚ Information & Communication via Internet & via email ⬚ Organize data ⬚ Use of e-Services ⬚ Design & Editing of e-Services

Officials at all Ministries	⬚ Basic Online Service (Email, web browsing, document download, …) ⬚ Process Information from Tell Us Application ⬚ Usage of enabling services: Identification; Banking services	⬚ Using Computer and Managing Files ⬚ Information & Communication via Internet & via email ⬚ Organize data ⬚ Use of e-Services

Head teachers, Teachers		
	⬚ Teacher classroom support: Receive and send emails with attachments; Access websites and download material (static documents); Operate the equipment in the classroom, e.g. PC, projector, whiteboard; Interact with other teachers remotely for curriculum exchange ⬚ Individual student learning: Basics of PC operation (on/off, Windows, file system, etc.); Operate the specialized software (Kahn Academy, SuccessMaker, …); Interact with game play in educational software (e.g., Play2Learn) ⬚ School management application: Access attendance records and school inventory remotely; Prepare classes schedule with software; Upload new student roster ⬚ Remote classroom: Operate the videoconferencing system; Operate the PC to connect to remote classroom; Download instruction material; Interact with the Q&A section for ad-hoc clarification	⬚ Using Computer and Managing Files ⬚ Information & Communication via Internet & via email ⬚ Organize data ⬚ Use of e-Services

Doctors, Nurses, Community Health Workers		
	⬚ Basic digital services: Send/receive Email on a stationary PC; Access websites with downloadable forms to be printed out; Access blogs and bulletin boards for information exchange; Document repository (document management system) ⬚ Create & manage electronic health records: Take clinical notes; Enter administrative data; Upload laboratory results; Track pharmacy dispersal ⬚ Warehouse management for medical supplies: Entering receipt of drugs and other supplies & forecast data of needed supplies ⬚ Tele-Consultation: Operating the application, incl. Video conference, audio, etc.; Uploading photos into	⬚ Using Computer and Managing Files ⬚ Information & Communication via Internet & via email ⬚ Organize data ⬚ Use of e-Services

	the application; Answering questionnaires, filling forms, etc. ⬝ Tele-Diagnosis: Capture vital statistics & upload to IT system, e.g., x-ray, ECG, ultrasound; Operate IT system for diagnosis ⬝ Tele-Surveillance and Disease Forecast: Record public health indicators and enter in system in digital format; Retrieve analysis of epidemiologists panel from IT system; Raise appropriate alerts with health experts and community	