

## **REQUEST FOR PROPOSAL (RFP)**

### **DESIGNING AND DEVELOPING OF MOBILE APPLICATION AND MOBILE-OPTIMIZED WEBSITES IN PILOTING A SUSTAINABLE CHARCOAL VALUE IN CAMBODIA**

**Process No: 35-54843**

#### **ADDITIONAL CLARIFICATION TO BIDDER'S QUERIES**

Reference to the above RFP, UNDP has received the below queries from bidder and we would like to share the clarification as below:

##### **Query 1**

1) Is there any go-to-market strategy/ direction/ vision with regards to this project?

##### **Clarification:**

The project aims to create a platform improving the efficiency of the charcoal sales and distribution, currently disorganized, by linking charcoal distributors to consumers, hence reducing delivery costs and improving sustainable charcoal competitiveness. In parallel, the system will allow to prove charcoal sustainability and legality allowing preferential treatment through exemption of fines/tax and benefiting from market promotion. At this stage the system aims to act as proof-of-concept in anticipation of larger project on the sector. Its implementation will be supported by a project team.

##### **Query 2**

1) How were the requirements of different systems formed? Has there been a needs assessment or any relevant research done? If so, would it possible to share at this stage so we can analyze?

##### **Clarification:**

The requirements have been designed based on research on the current value-chain and assessment of the potential interventions to improve sustainable charcoal competitiveness on the market. The assessment on which it is based will be published in early 2018.

##### **Query 3**

1) REF to Page 25, for the Charcoal purchase website, there would be a future integration with Facebook marketing campaign. Is the campaign running right now? And if so, would there be any relevant analytics/ data/ comments/ feedbacks that we can analyze?

**Clarification:**

The campaign is not running now. The website should be designed in order to maximize its integration in the Facebook campaign.

**Query 4**

1) What are the success measurements of this project?

**Clarification:**

Amount of sales of sustainable charcoal through the platform; level of engagement of the different actors of the supply-chain are the key indicators of success.

**Query 5**

1) Will the system only support Android phone? Or will they support the Tablet as well?

**Clarification:**

Minimum requirement is Android smartphone, further compatibility is a plus but not required.

**Query 6**

1) REF to Page 24, which roles have the right to create Cooperative staff accounts?

**Clarification:**

Cooperative Management and, at the beginning, project staff.

**Query 7**

REF to Page 24, under requirement of 2/b) " Check status of production quotas. Notification in the App and block selling function when harvest over quota allocated.", kindly explain:

1. what is production quotas?
2. how would you want notification to work?

**Clarification:**

1. Production quotas are quantities of wood that can be sustainability harvested in a woodlot, these quantities are entered by Local Administrators.
2. Notification should be made after each data entry and if the total annual entry exceed the production quotas.

### **Query 8**

REF to Page 26, under requirement of 4/c) Information page including video and content (to be provided), what kind of content to display?

#### **Clarification:**

This page aims to provide information about the sustainable charcoal production by Community Forests and its advantages. That includes text, pictures and videos.

### **Query 9**

REF to Page 26, under requirement of 4.d, kindly clarify below:

1. does cooperative staff ONLY view list of orders?
2. should cooperative staff be able to manage orders (accept/reject)?

#### **Clarification:**

- (1) According to the rights given (Local Administrator) the Cooperative Staff may have edition rights on the orders data based.
- (2) At this stage, no explicit approval is required by according to its rights a cooperative staff may delete an order if judged fraudulent.

### **Query 10**

Who will operate on the Forest Cooperative side?

#### **Clarification:**

The forest production side will be managed by already existing Community Forestry groups with technical support.

### **Query 11**

Are the sell units already defined (ex: number of trees, squared meters, cubic meters)?

#### **Clarification:**

Firewood is sold in stere, charcoal in kg to cooperative and in bags to consumers.

### **Query 12**

Will the inventory (for charcoal producers and distributors) be automatically or manually updated?

#### **Clarification:**

The inventory shall be updated automatically based on transactions (in/out).

### **Query 13**

How will we control wood supply from "other sources"?

#### **Clarification:**

The controlled wood will be controlled by different set of actors (Forestry Administration, NGOs, Cooperative Staff) in a sample basis. Non-compliance with rules will lead to Corrective Action Requests.

### **Query 14**

Did you take into consideration any existing software/tools which is already being used by the Wood and charcoal producers, and distributors? What that be possible to get a summary of that analysis if any?

#### **Clarification:**

As mentioned previously, the value-chain is disorganized which this platform aims to improve in efficiency, currently no relevant software/tools are currently used.

### **Query 15**

Are we required to implement the four visions: Wood supplier, Charcoal Supplier, Distributor, and consumers?

#### **Clarification:**

These represent the 4 actors of the supply-chain that insure the traceability. They must be included in the solution are required in the RFP.

### **Query 16**

Are we required to implement anything related to payment means?

#### **Clarification:**

As a first phase payment will be in cash on delivery.

### **Query 17**

If payment support is required, do you have a desired list of payment methods to support?

#### **Clarification:**

Non-Applicable.

### **Query 18**

Is there any law or regulatory act which we should comply with while implementing the solution?

#### **Clarification:**

The service provider is required to follow the UNCITRAL Rules.

### **Query 19**

At this stage are there any requirements on acquiring a certification of the solution to comply with any standard, regulatory act or a law? If there is an internal certification process as well, would it be possible to get more details on that?

#### **Clarification:**

Certification of the sustainability might be considered in the future, but there no specific requirements currently.

### **Query 20**

Are there any internal corporate policies/guidelines/processes which we would have to comply with?

#### **Clarification:**

Yes. That would be informed later.

### **Query 21**

Is there an existing solution or a database of Community Forestry groups (RCFG) or Sustainable charcoal producers (RSCP), or any other existing users or any other existing data which we would need to migrate into the provided solution?

#### **Clarification:**

No database is currently used.

### **Query 22**

Amongst all listed functionalities, are there any difference in level of priority?

#### **Clarification:**

The dates of delivery of the functionalities are listed in the RFP.

### **Query 23**

What would be the maximum number of users for the apps.

#### **Clarification:**

More than 1 million.

The model should be scalable, payment of servers/cloud platform will be paid separately based on the traffic.

### **Query 24**

Would you be OK if we suggest a platform on a licensing model? We have an amazing solution that can speed up your development process as well as help you with the future IT road map.

#### **Clarification:**

The RFP explicitly require that the "website and mobile application source code shall be shared with project team" and "All the infrastructure shall be located on agreed hosting platform / cloud computing platform. The costs of server management will be paid directly by the client." This represents a core requirement.

### **Query 25**

Will and Onsite - Offshore model work?

#### **Clarification:**

Onsite.

As stated in term of reference, section "Duty Station", The duty stations for this assignment are home country and Phnom Penh. At least 3 trips to Cambodia (approximate 50 working days) are required during the project time-frame.

**Query 26**

Normally during an RFP there will be a minimum bid amount we have to pay through which we can know a rough budget. As there is no such thing on the RFP is there a budget you would be able to share with me this can help us position a better solution.

**Clarification:**

We could not share the budget availability with bidders.