

Response to Bidders questions, FMIS procurement, 12 December, 2019

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33	Q	Please specify the number of users (User count for each modules) expected for the proposed ERP																																																																																																									
	A	<p>The number of users as estimated in the RFP is modified and now stated per module. Table 2 in the Financial Proposal is amended and replaced with the table below:</p> <p>Table 2: Breakdown of Licenses, Installation, and Training Cost</p> <table><tr><th>Name</th><th>Unit</th><th>Qty</th><th>Unit Price</th><th>Total Amount</th></tr><tr><td></td><td></td><td><i>A</i></td><td><i>B</i></td><td><i>C=A*B</i></td></tr><tr><td>I. Needs Assessment</td><td></td><td></td><td></td><td></td></tr><tr><td>Process mapping, hardware infrastructure needs assessment</td><td>Person/Day</td><td></td><td></td><td></td></tr><tr><td>II. Software License</td><td></td><td></td><td></td><td></td></tr><tr><td>Financial Management Modules: General Ledger; Bank and cash management; Budgeting and Forecasting; Accounts Receivables; Accounts Payables; Assets and Inventory Management;</td><td>User license</td><td>263</td><td></td><td></td></tr><tr><td>Procurement¹</td><td>User license</td><td>138</td><td></td><td></td></tr><tr><td>Human Resources²</td><td>User license</td><td>127</td><td></td><td></td></tr><tr><td>Systems Operation and security³</td><td>User license</td><td>4</td><td></td><td></td></tr><tr><td>Data import template/tool configuration: For SSRs</td><td>Excel/CSV templates</td><td>249</td><td></td><td></td></tr><tr><td>Annual maintenance and technical user support cost for 1 year</td><td>Year</td><td>1</td><td></td><td></td></tr><tr><td>Any other (Please specify)</td><td></td><td></td><td></td><td></td></tr><tr><td><i>Total</i></td><td></td><td></td><td></td><td></td></tr><tr><td colspan="5">III Installation and training</td></tr><tr><td>System set up, installation and configuration</td><td>Person/Day</td><td></td><td></td><td></td></tr><tr><td>Customization of reports</td><td>Person/Day</td><td></td><td></td><td></td></tr><tr><td>Training (<i>All trainings to be conducted in Jakarta- not less than 35 days dedicated full-day in country user training programme⁴</i>)</td><td>Day</td><td></td><td></td><td></td></tr><tr><td>Data transfer, testing and go live</td><td>Person/Day</td><td></td><td></td><td></td></tr><tr><td>Any other (Please specify)</td><td></td><td></td><td></td><td></td></tr><tr><td><i>Total</i></td><td></td><td></td><td></td><td></td></tr><tr><td>TOTAL I + II + III</td><td></td><td></td><td></td><td></td></tr></table>	Name	Unit	Qty	Unit Price	Total Amount			<i>A</i>	<i>B</i>	<i>C=A*B</i>	I. Needs Assessment					Process mapping, hardware infrastructure needs assessment	Person/Day				II. Software License					Financial Management Modules: General Ledger; Bank and cash management; Budgeting and Forecasting; Accounts Receivables; Accounts Payables; Assets and Inventory Management;	User license	263			Procurement ¹	User license	138			Human Resources ²	User license	127			Systems Operation and security ³	User license	4			Data import template/tool configuration: For SSRs	Excel/CSV templates	249			Annual maintenance and technical user support cost for 1 year	Year	1			Any other (Please specify)					<i>Total</i>					III Installation and training					System set up, installation and configuration	Person/Day				Customization of reports	Person/Day				Training (<i>All trainings to be conducted in Jakarta- not less than 35 days dedicated full-day in country user training programme⁴</i>)	Day				Data transfer, testing and go live	Person/Day				Any other (Please specify)					<i>Total</i>					TOTAL I + II + III				
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¹ Please note that 95 out of the 138 user's procurement module are also users of financial management related modules thus included as part of the 263 users

² Please note that 29 out of the 127 users using Human Resource module are also users of procurement module thus included as part of the 138 users

³ Systems Operations and Security functionality cuts across all the modules, the licence numbering here simply suggests that 4 IT personnel will be required to provide system operational support

⁴ The training days will be shared between SR and PRs trainings and may be split further between different categories. according to bidders own proposed training and overall implementation workplan. Bidders may propose more than the set minimum days for training with justifiable proposed training plan for maximum impact (*See ft note 6*).

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34 5	Q	<p>Could you indicate the number of payroll staff number?</p> <p>The answer previously given as 936 is hereby slightly adjusted downwards- the total number of staff to be included in the payroll is 922 as per the table below:</p> <table><tr><th>Component</th><th>PR</th><th>SR</th><th>Total</th></tr><tr><td>HIV</td><td>40</td><td>152</td><td>192</td></tr><tr><td>TB</td><td>65</td><td>529</td><td>594</td></tr><tr><td>Malaria</td><td>26</td><td>110</td><td>136</td></tr><tr><td>Total</td><td>127</td><td>809</td><td>922</td></tr></table> <p>Please note that the payroll is not centralised. Each of the three diseases (PRs) at the national office run own payroll, and each decentralised district/region (SR) expected to run own payroll. with possibility of remote/online access control by the national office.</p>	Component	PR	SR	Total	HIV	40	152	192	TB	65	529	594	Malaria	26	110	136	Total	127	809	922
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34		<p>Crystal reporting tools" is specifically required under the System Operations and Security (SOS) requirement number 18. However, Scope of Work (SOW) item 3.4 provides that "the system should have an inbuilt crystal reporting tool or comparable predictive analytic tools that enables easy navigation and additional reporting options". Which of these statements is final?</p>																				
	A	<p>The additional statement under SOS was only to emphasise the same point. The applicable final statement is as per the SOW:</p> <p>"the system should have an inbuilt crystal reporting tool or comparable predictive analytic tools that enables easy navigation and additional reporting options"</p>																				
35	Q	<p>What are the specific requirements of the UNDP / MoH with regard to onsite resources and remote resources for the project implementation and support?</p>																				
	A	<ul style="list-style-type: none">Onsite presence will be required for the project implementation through up to go live/system acceptance.Material post-implementation challenges significantly limiting the ministry from doing their work through the system should be handled onsite <p>Non-critical post-implementation support issues will be resolved remotely with designated service level agreement/response time mutually agreed upon beforehand</p>																				
36	Q	<p>We would like to try and determine the extent of the assessment required as the first activity and deliverable of the project. Your urgent response is requested on these questions.</p> <p>The TOR states that the following is required: A thorough infrastructure needs assessment is conducted prior to the installation of the software and a report with a list of requirements and cost is issued to inform the system rollout requirement that can guarantee a successful and sustainable software operation at the ministry and its Sub recipients; And The training is planned, spaced and detailed enough to ensure that users at the PR, SR and SSR are fully equipped with the operations of the software without significant reliance on the software vendor to address day to day functionality and reporting issues</p>																				

⁵ This response is a modification of response No 30 as previously provided


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		<p>other than those under standard maintenance and support. All training will be conducted in Jakarta.</p> <p>From the wording in the Scope of work item 3.1, it states that both the above should be determined during the assessment and the result thereof should, together with the training plan be included in the inception report.</p> <p>We are uncertain of the extent of the effort required to do this assessment and would like to clarify the following:</p> <p>Question 1: Are there 39 SR's or 119 SR's?</p> <p>Question 2: Are there a total of 249 SSR's</p> <p>Question 3: Are there thus a total number PR, SR and SSR's of 371?</p> <p>Question42: Is the assessment limited to only the 3 PR disburse funds and to the 119SRs, or is an assessment also required on the SSR level, for the 249SSR's?</p> <p>Question 5: Please provide the physical locations of each of the 3 PR disburse funds and of the all of the SRs if they are the only entities to be assessed. If the SSR's also need to be assessed we would also need their locations?</p> <p>Question 6: Regarding training, is it required for the bidder to evaluate each of the 371 staff to determine the training requirements for them to operate the system and the toolset? Or is it limited to the 119SR's and 3 PR's?</p>
	A	<p>Q1: Are there 39 SRs or 119SRs?</p> <p>This is the text in the ToR: <i>Currently, each of the 3 PR disburses funds to an average of 39 SRs and several SSR bringing the total number of SRs to 119, and at least 249 SSRs.</i></p> <p>What that means is that at the National office there are Three (3) Principal Recipients or Project Management Units: HIV, TB, and Malaria. Each of these are stated in the ToR to have an average of Thirty-Nine (39) Sub-Recipients (Decentralised Districts) which is (39*3) rounded up to come to a total of 119 Sub Recipients in total The districts further implement the project through local/community-based units called SSRs Sub Recipients which in total are about 249.</p> <p>Question 2: Are there a total of 249 SSR's</p> <p>Yes, there are 249 SSRs.</p> <p>Question 3: Are there thus a total number PR, SR and SSR's of 371?</p> <p>There are a total of 3 PRs, 119 SRs and 249 SSRs</p> <p>Question4: Is the assessment limited to only the 3 PR disburse funds and to the 119SRs, or is an assessment also required on the SSR level, for the 249SSR's?</p> <p>The Assessment is limited to the 3 PRs and the 119 SRs only and not the 249 SSRs.</p> <p>Please note that the only workaround SSRs is the provision of data import template/tool, they will not run the system as such neither an assessment nor training is required for them. The template should be introduced during the PR and SRs training and included in the training manual, the PR and SRs will be trained how to use the tool to enable them</p>

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		<p>train the SSRs on usage and importation of data into SR system without SSRs directly accessing the system.</p> <p>Question 5: Please provide the physical locations of each of the 3 PR disburse funds and of the all of the SRs if they are the only entities to be assessed. If the SSR's also need to be assessed we would also need their locations?</p> <p>The 3 PRs are based in Jakarta. Being a remote access/online system all ICT hardware infrastructure and related systems required to run the software will be based in Jakarta. All the hardware procurement for the SRs are usually done by the three PRs on behalf of the SRs, current IT hardware list for SRs, their specifications and quantity can be explained by the PRs at the national office. Therefore, the assessment of IT hardware and related infrastructure needs both for PR and SRs should be undertaken in Jakarta at the PR National office.</p> <p>Question 6: Regarding training, is it required for the bidder to evaluate each of the 371 staff to determine the training requirements for them to operate the system and the toolset? Or is it limited to the 119SR's and 3 PR's?</p> <ul style="list-style-type: none"> ▪ The RFP does not state that 371* as the number of staff. 3 PRs 119 SRs and 249 SSRs do not refer to the number of staff but the number of project implementation institutions at the national and district/local levels as explained above. The information is provided to enhance the understanding of bidders of the implementation environment and the theme of online/remote access, simplicity, and agility of the system desired. The average estimated number of users was provided in the RFP as 153 persons. Which has since been broken down per module as follows ▪ A training needs assessment is Not required. The only assessment required is IT infrastructure and process mapping. This is the text in the first paragraph of the scope of work: <i>'Conduct a detailed needs assessment in the country focusing on the current vs necessary hardware and communication infrastructure required to support the smooth operation of the proposed software and issue an inception report detailing list of necessary hardware and communication requirements with specifications, quantity and estimated cost'</i> <p>'The second part of the text which introduces training plan in the inception report states as follows: <i>The inception report should also include a training plan for the many users at the PR and SR/SSRs with a clear split between standard and super users. The systems training must all be done in-country (Jakarta) for not less than a total of thirty-five days under a comprehensive training programme sequentially spaced for maximum impact and user readiness'</i></p> <p>The inception report simply gives the selected bidder the opportunity to refine and enhance the training planning and sequencing already stated in the proposal following the understanding of the current ICT used by the ministry and their transaction process flow. It is not aimed at conducting a training needs assessment since all users' will have to be trained.</p>
37	Q	How many employees are going to be in the payroll system?
	A	922, Employees in total. Please see response to Q34 to a similar question
38		How many companies is going to be at the payroll system

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	A	There are three 3 PRs: HIV, TB and Malaria. Each of the PR have their distinct chart of accounts, employees, and budgets with completely unrelated activities hence should be set up as separate companies.
	Q	Is there going to be any branches, how many
		Each of the PR has an average of 39 SRs. Making a total of 119 SRs (See explanations to Q36). The SRs implement specific activities of the PR, they have distinct bank accounts, distinct budget. They share the same chart of account as that of their respective PRs except, their view and access is limited only to the accounts relating to the activities, they undertake on behalf of the PR (See RFP GL section under table 3.3.1). You may compare them to branches in the private sector but the design and autonomy, in this case, is limited because the PR at the national office must be able to remotely control SR system access etc and run reports.
39		How many are going working shift will be in the system.
		The standard working time is 8 am -5pm as applicable in the government- there are no shifts. The HR system should however allow timesheet and overtime management as explained in the RFP
40	Q	Is there any chance for us to have a sample of report regarding Expenditure by Activity
	A	Yes, herewith attached again – Please refer to pre-bid minutes Q No 23  Expenditure by Activity.xlsx
41	Q	At UNDP etendering website, Event Details, what the difference question number 8 and number 14. Did the question of number 8 and 14 same question about bid proposal or difference questions ? If difference question, what the details of difference?
	A	Both questions are the same, the question no. 14 is to emphasise that the bidder must submit the original proposal security to the appointed address.
42	Q	At UNDP etendering website, Event Details, Question number 13, Ideal response is Yes, how about if our company for this tender unable Consortium with the other company ?
	A	Please response with “YES” and if the company is not a consortium, please provide the reason in the “add comments”.
43	Q	At UNDP etendering website, Event Details, Question number 16, Ideal response is Yes, how about if our proposal sign by our director?
	A	Please response with “YES” provide the reason in the “add comments”