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RFP/MUS/2020/004
**Consultancy Services for the development of Business Continuity Processes
(BCP) for the Republic of Mauritius**

Table 1. General queries/queries on eTendering

Query No.	Query	Response
1	Request for an extension of the submission deadline and at least 2 weeks' time from date of publishing the pre-bid clarifications for proposal submission.	Extension of 1 week agreed New deadline: 23 August 2020.
2	In case for submission of both the lots, we understand that two separate files (one for each lot) would be uploaded through e-tendering. Please confirm if our understanding is correct and same option is available on e-tendering portal.	This is correct.
3	Kindly confirm when the performance security should be provided? Is it a bid stage or when the contract will be awarded?	Performance Security is applicable at the Award stage for only to bidders who will win the award . This will be communicated later. It is not applicable at the bidding stage. Please refer to section 45 of the Instruction to Bidders and section 9 of the Bid Data Sheet
4	Request to make file size per lot proposal 10 MB if it is not system restriction.	The overall file size per lot is 45 MB. However, it should be in a zipped folder as mentioned during the pre-bid meeting.
5	For a single bidder, is there a need to submit separate proposals for each lot or one single proposal with Lot 1 and Lot 2? Please clarify.	Separate proposals are required for each Lot
6	Grateful if you can elaborate on a more precise definition for 'Ministries/ Institutions' e.g. in terms of Institutions, does it include parastatals bodies, etc.?	Institutions include parastatals attached to identified Ministries.

Query No.	Query	Response
7	I strongly qualify on the technical aspects since I have been working on Business Continuity and Digital Transformation for large commercial entities. However, being in the industry for more than 20 years and recently getting laid off due to Covid-19, I do not fulfill the financial requirements of having an average annual turnover of USD 500,000 for the last 3 years since I registered my business very recently. Kindly advise if I should still go ahead and submit my proposal.	This proposal will not be acceptable since several areas of specialisation will be required to work in parallel. The bids are open to firms with all requirements stipulated.
8	Can we use 1 power of attorney for both lots?	Yes.
9	Can we propose same team leader for both Lots?	No, the Team Leader and the team of consultants will need to be separate for each lot. This is to ensure efficiency and time management. Both lots are implemented in parallel and cannot afford to delay due to funding constraints and donor requirement to finish on time.
10	For this proposal, we would like to obtain a confirmation on the organisation name, will it be United Nations Development Programme (UNDP) or United Nations Development Programme in Mauritius and Seychelles?	Both work for us but the specific name is United Nations Development Programme in Mauritius and Seychelles.

Table 2. Queries on technical aspects of RFP

Query No.	Query	Response
1	(For lot 2) The RFP mentions that the E-Business plan will need to be approved by relevant authorities before preparation of the RFP. Can you please specify the relevant authorities that will need to approve the E-Business Plan and what is the approval time envisaged?	The e-business plan will have to be approved by Statistics Mauritius before preparation of the RFP.

Query No.	Query	Response
2	<p><i>In respect of reference letters for key experts –</i></p> <p>Request to please re-consider this. Client generally give completion certificate/letters at the firm level and not at individual levels.</p> <p>Also it would be difficult to arrange for such certificates in this short time. Generally self-certification and client contact details can be given in-lieu of reference letters</p>	<p>Agreed. The consultants are required to provide self-Certification and confirmation of availability for this project.</p> <p>Please note that cross reference checks will be carried out by UNDP once the preferred bidder has been selected.</p>
3	<p><i>In respect of 10 years' experience requirement in BCP field for Lot 2</i></p> <p>Request to please confirm if the Business continuity experience is also applicable for Lot 2.</p> <p>As per scope of work provided in the tender document, relevant experience would be preparation of e-business plan/ information plan/ IT strategy.</p>	<p>Business Continuity experience is also applicable for Lot 2</p> <p>Relevant experience in preparation of e-business plan/ information plan/ IT strategy acceptable but in the context of business continuity.</p>
4	<p><i>In respect of written evidence for experience claimed in the form of reference letters from the client should be provided in the technical proposal</i></p> <p>Request to please re-consider this. Public sector clients generally give completion certificate/letters at the firm level and not at individual levels.</p> <p>Also, it would be difficult to arrange for such certificates in this short time. We request you to accept self-certification and client contact details, signed by authorised signatory of bidder. in-lieu of reference letters.</p>	<p>Agreed. The consultants are required provide self-Certification and confirmation of availability for this project.</p> <p>Please note that cross reference checks will be carried out by the UNDP once the preferred bidder has been selected.</p>

Query No.	Query	Response
5	<p><i>Under this assignment, up to 6 Ministries/ institutions will be selected based on request being transmitted to UNDP</i></p> <p>It is mentioned that up to 6 ministries/ institutions will be selected but only 4 names are stated in the RFP.</p> <p>Can you confirm if the 4 Ministries/ Organisations are final?</p>	<p>The 4 Ministries listed on the document are final. The other two names of the institutions will be finalised during meetings with the authorities.</p> <p>For all institutions, the focus should be on the three key aspects mentioned below:</p> <ol style="list-style-type: none"> 1) Electronic Document Management 2) Financial Management 3) Human Resources, in relation to productivity and performance management
6	<p><i>In respect of Lot 1 timeline</i></p> <p>Considering the scope and timelines, request to please have 4-member team:-</p> <ul style="list-style-type: none"> • Team Leader: 40 person days • Business analyst (Government process): 40 person days • ICT expert (Government ICT expertise): 40 person days • Legal expert: 20 person days <p>Request to please include “ICT Expert” to evaluate systems & ICT infrastructure, as it needs specific skill-sets.</p> <p>We understand that consultant would be additionally compensated on mutually agreed terms if actual effort while executing the project goes beyond 110% of effort estimated in tender document. Please confirm due to any reason not solely attributable to consultant.</p>	<p>The list of expertise is the minimum required. Additional resources can be added by the bidder during the implementation. However, the time frame included will not be increased.</p> <p>The consultant will not be additionally compensated. The payment will depend on the submission and approval of deliverables as per Section B5 of the TOR.</p> <p>Evaluation of Financial officer is key factor for getting the award.</p>

Query No.	Query	Response
7	<p>Since it is lumpsum assignment, bidder will be free to assess requirements of key resources at onsite/ offsite ensuring that project runs smoothly.</p> <p>We request flexibility on field time & home time due to present COVID pandemic situation.</p> <p>Request to utilise online tools for conduct of key meetings with UNDP team and the Government team for this project.</p> <p>However, key resources will be available for key meetings online. Please confirm if our understanding is correct.</p>	<p>This is acceptable for meetings only, subject to approval by the government stakeholders. In some cases, the consultants will have to go on-site for necessary interactions and visual inspection.</p>
8	<p><i>In respect of Lot 2 timeline</i></p> <p>Considering the scope and timelines, request to please relook at the time commitments:</p> <ul style="list-style-type: none"> • Team Leader: 60 person days • Business analyst: 60 person days • Statistics expert: 20 person days • Request to please include “ICT Expert” and “Procurement Expert” as it needs specific skill-sets. • ICT Expert: 40 person days • Procurement expert: 40 person days <p>We understand that consultant would be additionally compensated on mutually agreed terms if actual effort while executing the project goes beyond 110% of effort estimated in tender document, due to any reason not solely attributable to consultant. Please confirm.</p>	<p>The list of expertise and the time allotted in the document are the minimum requirements. Additional resources with additional time-frame can be added by the bidder for the implementation at their own expense.</p> <p>The consultant will not be additionally compensated. The payment will depend on the submission and approval of deliverables as per Section c4 (iv) of the TOR.</p> <p>Evaluation of Financial officer is key factor for getting the award.</p>
9	<p>What are the key functions/ departments of the ministries that will be involved?</p> <p>What are the key services provided by these ministries?</p>	<p>These queries are part of the work of the consultant team after the award of contract.</p> <p>UNDP will not be obliged to answer any of these queries.</p>

Query No.	Query	Response
	<p>How many employees are there in the selected ministries?</p> <p>Is it possible to share the hierarchical structure for each ministry?</p> <p>Kindly list the key ministries or other key stakeholders on which the ministries in the scope are dependent?</p> <p>Who are the interested parties? e.g.:</p> <ul style="list-style-type: none"> • Private Companies • Citizens • Investors • Government • Regulators • Media • Emergency services <p>Kindly specify how each interested parties may affect the business continuity management system.</p> <p>Are there any existing policies that should be taken into consideration when planning business continuity? If yes, kindly list same.</p> <p>What are they key potential impacts of being unable to run the processes of the selected ministries?</p> <p>Are there any existing continuity plans?</p>	

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