

## **BIDDER'S CONFERENCE – MINUTES OF MEETING**

### **RFP/UNDP/SP4N-LAPOR!/146074/021/2021**

**Assignment Name:****4th Public Service Complaint Handling Competition****Date and Time:**28<sup>th</sup> July 2021 by Zoom Online Meeting<https://undp.zoom.us/j/2270581228?pwd=QVBzZ0xNWFOzYzd1bVF4di9zZUt6UT09>

Meeting ID : 836 2396 4313

Password : 774645

**Meeting record:**
[https://undp.zoom.us/rec/share/e98ACsk3JUJem\\_2MmulwCVApT58tn4uWNaPw0aP7TlwMFfNSgvJ3i\\_l1kKnijJcW.7tU6aaJYUZ3VwrXT](https://undp.zoom.us/rec/share/e98ACsk3JUJem_2MmulwCVApT58tn4uWNaPw0aP7TlwMFfNSgvJ3i_l1kKnijJcW.7tU6aaJYUZ3VwrXT)

Passcode: 7fJzk#bC

**Closing Date:**Please refer to the e-tendering system with event ID **0000009915****TO ALL INTERESTED BIDDERS**

No.	Introduction and Guidance	
<b>Information</b>	Bid Conference was opened with following agenda: <ol style="list-style-type: none"> <li>1. Explanation on RFP document – administrative issue (closing date, submission &amp; method, delivery place for submitting offer, contract award, etc.).</li> <li>2. Explanation on Annex I Description Of Requirement</li> <li>3. Explanation on Annex II - FORM FOR SUBMITTING SERVICE PROVIDER'S PROPOSAL</li> <li>4. Explanation on Annex III - Term of Reference (TOR).</li> <li>5. Q &amp; A (going through all sessions)</li> </ol> <p><i>*Bidders were encouraged to carefully read the RFP document before preparing the offer and to check regularly UNDP E-tendering &amp; UNDP website for any update/amendment to this tender document</i></p>	
	<b>Q&amp;A session is incorporated into the below minutes</b>	
1.	Q	<ul style="list-style-type: none"> <li>• Will the onsite award event to be held at a hotel in Jakarta and attended by all participants?</li> <li>• Can we get the material from the same event held last year as our reference to determine the methodology and price?</li> </ul>
	A	<ul style="list-style-type: none"> <li>• Yes, the onsite award will be held in Jakarta and will be attended by the winner that would be officially announced. (Not all participants will attend the onsite award event).</li> </ul>

		<ul style="list-style-type: none"> <li>The bidder will not be shared any material from last year event but bidder can refer to the website that stated in the bidder document (<a href="https://sipp.menpan.go.id/kompetisi-sp4n">https://sipp.menpan.go.id/kompetisi-sp4n</a>) and SP4N LAPOR YouTube channel for reference of visual design of last year event.</li> </ul>
2.	Q	Will the recording file of the meeting to be shared?
	A	The Minutes of Meeting and meeting recording link will be shared. Please refer to the above link.
3.	Q	<ul style="list-style-type: none"> <li>Kindly explain about the 2 scenarios proposal for online and offline especially in providing the financial offer for online and offline?</li> <li>How the contract will be since there are two scenarios of online and offline? Will it be amended?</li> </ul>
	A	<ul style="list-style-type: none"> <li>Bidder can refer to the annex II related to the technical &amp; financial proposal. Technical and financial proposal should be in a separate file with financial proposal to be protected with password. Other related cost in annex II has included all possible scenarios (online and offline). The document has not included unit price column which will be uploaded with the minutes of meeting (so bidder can provide the offer with the detail unit price). Please refer to new uploaded document with title ANNEX 2 - Form for Submitting Service Provider's Proposal - Revision 1.</li> <li>The amount which will be stated in the contract is the agreed and approved highest amount as the ceiling or maximum amount of the offered financial proposal and/or result of any negotiation if any. Regarding to the breakdown of the deliverables, the contract will accommodate two scenarios which are online and offline along with each amount of the deliverables. The execution and payment will be based on the feasibility of the actual delivery (online or offline). The invoicing should be based on the actual delivery.</li> </ul>
4.	Q	<ul style="list-style-type: none"> <li>Regarding the concept and flow of the competition, will it be developed by the selected vendor or it has been provided a guideline from SP4N LAPOR team?</li> <li>Is there any detail qualification for judges? Will it be proposed by selected vendor or it has been determined by the SP4N LAPOR team?</li> </ul>
	A	<ul style="list-style-type: none"> <li>Related to the flow and concept of the competition, there will be ministry decree and a guidance that has been arranged by a specific team (there has been a concept and guideline that can be referred by the bidder). The point has been explained in the tended document in the page of 25-point b.</li> <li>The judges for the event will be appointed by Ministry of Administrative and Bureaucratic Reform (KemenPANRB). The qualification for judges also stated in the scope of work point 3.</li> </ul>
5.	Q	Will there be any interpreter needed for the event?
	A	Interpreter will be provided for UNDP personnel (English speaking) which the cost will be covered by UNDP.
6.	Q	<ul style="list-style-type: none"> <li>One of the deliverables is risk management, what does this mean?</li> <li>How many is the targeted participants for the event?</li> <li>Should the personnel's qualification be 100% as per required qualifications? Could it be, e.g helpdesk, does not have 3 years experience but experience in handling 2 times LAPOR competition complementing the qualifications?</li> </ul>

		<ul style="list-style-type: none"> <li>Should there be any additional team e.g. designer, can we directly recruited or we also have to plan everything ahead and attached the CV and all the administrative document?</li> <li>Is it allowed for submitting subcontract, how is the rule and detail administration?</li> <li>Is there any exact budget for this tender?</li> </ul>
	A	<ul style="list-style-type: none"> <li>Risk management as part of deliverable is an overview of all the risk that may occur to be identified and plan for the mitigation steps.</li> <li>The target participants is 390 participants (Increasing from last year ±340 participant), but should the actual participants are more than target, there will be adjustment along with contract amendment related to the payment component.</li> <li>The requested qualification as mentioned in tender document is the minimum qualification. It brings a rule which bidder have to comply or fulfil.</li> <li>For offline event is required in package, so it does not require detail CV and the administrative document. For any additional personnel, it should have been included in the existing personnel.</li> <li>For the form of contracting, it is stated in tender document page 9 that UNDP will award the contract to One and only one Service Provider that will be responsible for the overall service requested.</li> <li>UNDP can't disclose the budget, we encourage all bidders to provide the best offer</li> </ul>
7.	Q	<ul style="list-style-type: none"> <li>In the tender document it's stated 3 ministry/institution involved, who will be the main responsible for the clearance and approval?</li> <li>When is the expected duration as there are two different duration stated in tender document</li> </ul>
	A	<ul style="list-style-type: none"> <li>In the tender it has been stated in page 9 related to personnel to review. For further coordination with KemenPANRB will be coordinated by UNDP, but for the approval report will be handled by UNDP. The person in charge from KemenPANRB (for coordination) will have a different mechanism</li> <li>The duration for the event is September 2021 – February 2022</li> </ul>

Jakarta, 29<sup>th</sup> July 2021