

QUESTIONS & ANSWERS

Request for Proposal (RFP) Ref. 91166

Implementation Handbook on Interoperable Payment Solutions

26 May 2022

This Q&A document is based on queries received from potential offeror to the abovementioned procurement opportunity.

In some cases, multiple queries were received which effectively refers to the same questions stated in different ways. Such questions have thus been combined and some were edited for better clarity. Below is the final set of questions/requests for clarifications received as of the deadline for raising questions, 20th May 2022, as well as our responses to them:

1. What are the "governance models" that are being referred to? Could you please elaborate on that? Would these be provided to us at start of the project?

Answer : UNCDF: Governance models refers to the different role the regulators can play in scheme depending on the organizational structure of the scheme. The spectrum of roles the regulator can play includes Oversight, Catalyst, and Operational. It is explained in existing literature in the following document for example, at p28:

https://www.cgap.org/sites/default/files/publications/2021_01_Technical_Guide_Building_Faster_Better.pdf

2. We assume that we get access to non-public information to identify key individuals involved in the interoperability schemes as well as internal documentation from the participants throughout the project. Can you please confirm our assumption?

Answer : UNCDF assumes that, during the desk research phase, the selected consulting firm will be able to identify key individuals to be interviewed. Any non-public information could be shared by the interviewees themselves, but UNCDF does not hold non-public information that will be shared to the consulting firm as an input to the desk research phase.

3. We assume that we will get the documentation from the participants in English and also, the project deliverables would be in English too. Can you please confirm our assumptions?

Answer : The consulting firm could receive documentation from participants in English but also in French. Deliverables can be provided in English.

4. Would there be a key contact from UNCDF to facilitate setup of interviews with the key individuals, to lend credibility to the project. Also please advise if UNCDF already has an extensive list of potential key stakeholders.

Answer : UNCDF does not already have an extensive list of potential interviewees. The consulting firm has the responsibility to establish such list. However, UNCDF could facilitate the effort of the consulting firm to connect with the interviewees by sending introduction letters explaining the purpose of the interview and assuring them of how the information from the interview shall be handled by UNCDF.

5. Can you please advise when will the selected party be notified about being awarded this project? From UNCDF point of view, is 20th of June a realistic start date for the project?

Answer : As of this time, the contract is expected to be awarded on 15 July 2022. This timeline as well as the start of the project may be delayed if the deadline for applications is extended. Please do check the RFP website for an update.

6. Please explain what is the purpose of Form H: Form of Proposal Security. Is this a mandatory form?

Answer : Please note that the Form of Proposal Security is not required. Please disregard Form H.

7. Would it be acceptable to receive the proposal without a physical stamp (official stamp of the bidder) but with an electronic signature? Due to bank holidays in Europe, it will be difficult to submit documentation with a stamp on time.

Answer : It is acceptable to submit the proposal without a physical stamp provided that it contains an electronically generated and authenticated signature (e.g., DocuSign, not cut-and-paste of signature photo).

8. Form E: Could UNCDF please provide clarification on this statement, in particular the underlined portion: "The Bidder's proposal should be organized to follow this format of Technical Proposal. Where the bidder is presented with a requirement or asked to use a specific approach, the bidder must not only state its acceptance, but also describe how it intends to comply with the requirements."

Answer: All technical proposals should follow the structure and order prescribed in the RFP Section. Section 6 of the RFP. The clause cited means that the bidder must diligently follow, comply with, and provide every detailed requirements as per template and forms of the RFP, supplementing them with as much proof and evidence as possible.

9. Technical proposal

9.1 Section 1: Expertise of the firm

Several of the items listed (1.1-1.7) are captured in Forms B & C either as responses to questions or attachments. Does providing completed Forms B & C address this requirement or is additional content expected?

For example, for item "1.1" is additional content required to satisfy this, beyond the submission of the Company Profile and registration/permit documents required for Form B?

Answer: Form B and Section 1: Expertise of Firm of the Technical Proposal are not identical. Form B addresses some formal requirements whereas, for example, Part 1.1 of the Technical Proposal requires technical content that describes the nature of the business, field of expertise, licenses, certifications, accreditations.

9.2 Could UNCDF please provide clarification on what is expected for the following items in the technical proposal?

9.2.1 Quality assurance procedures and risk mitigation measures": How is this different from requirements #2.2 and 2.4 from Section 2 of the technical proposal?

Answer: Section 2 of the technical proposal is linked to the assignment whereas 2.2 not linked directly but give an insight into the bidder's quality assurance review mechanisms in general.

9.2.2 Organization's commitment to sustainability": How is section 1.7 different from requirement #2.6 from Section 2 in this form?

Answer: Section 1.7 requires an insight into the bidder's commitment to sustainability in general whereas Section 2.6 asks about how sustainability will be built in the methodology of the project and how sustainability measures will be in mind when executing this very project.

9.2.3 SECTION 2: Methodology, Its Appropriateness to the Condition and Timeliness of the Implementation Plan in Response to TOR in Section 5

Please see questions above with references to requirements #2.2, 2.4, and 2.6.

Answer: Section 2 requires information on the bidder to describe how it will approach and work, what methodologies will be adopted to deliver on the demands of the work, and what are the detailed activities that will be undertaken at what point in time during the contract implementation, as well as risks and quality assurance measures in place and applied specifically for this assignment. Additional inputs addressing risk mitigation and quality assurance would be an invaluable part of the overall technical proposal.