

QUESTIONS & ANSWERS

Request for Proposal (RFP) Ref. 91168

Portability of Digital Identification as an Enable to Cross Border Payments and International Remittances

23 May 2022

The Q&A document is based on queries received from potential applicants. Please note that in some cases multiple queries were received which asked the same questions in different ways. Similar questions have thus been combined and in some cases edited for clarity. This is the final version of the FAQ, and no further updates are expected.

Questions/Requests for clarifications received by deadline for questions, by 20th May 2022:

Question 1: What is the expected budget amount for the proposed engagement?

Answer: UNCDF procurement policy does not allow communicating any information on the budget to prospective bidders. As per the Terms of Reference, applicants are expected to submit a financial proposal based on their approach and team composition in the technical proposal.

Question 2: Will UNCDF assist/ facilitate the stakeholder interviews for the consulting firm?

Answer: UNCDF may connect the consulting firm with some stakeholders depending on UNCDF's access to them. As per the Terms of Reference, the consulting firm is responsible and accountable for the arrangement and completion of the interviews.

Question 3: Is UNCDF open to interviewing a few end beneficiaries to cover all the important stakeholders?

Answer: The vendor is expected to adhere to the Terms of Reference and interview experts from policymakers (governments, regulators), solution vendors, academics, development professionals and multilateral partners, financial and international remittance service providers.

Question 4: The terms of reference, "Scope of Work and Deliverables" on p. 22 states that the assignment "will involve an in-depth analysis of at least two G20 countries/ regions and two LDC countries/ regions." Similarly, Item 3 in the Deliverables column of the Deliverables table (p. 23) states: "Proposal of two G20 and two LDC countries/regions for an in-depth analysis." Also, item 2 on p. 22 states that we are to "Present three successful examples – government-led, private sector-led and quasi-public entity." However, the 4 in-depth analyses and "three successful examples" are not further described or referenced in the Deliverables table or otherwise. It is unclear if these are two additional deliverables that are not expressly set out in the table or if they are part of the deliverables already included. For example, they may be part of deliverable 6, "A set of cross-border (digital) identification implementations globally, divided by regions" or deliverable 7 "The set of identified ID systems, pain points and enablers, insights from implementation, regulatory framework, etc." Could you please clarify what is intended with these two items and where they fit in among the other deliverables so we can tailor our methodology and budget accordingly?

Answer: Although there is no exact repetition of tasks into deliverables, there are no extra deliverables than those mentioned. However, what is intended here is to have 2 level data: basic data globally on the existing implementations, and more in-depth data gathered from KIIs (in majority in the selected 2 G20 and 2 LDC) for the success stories and pain points.

Question 5: The terms of reference contemplates us conducting at least 50 interviews with a range of relevant experts. In budgeting for these interviews, it is critical to understand who has the responsibility for (1) identifying potential interviewees, (2) making introductions, (3) scheduling the interviews to take into account the various time zones, (4) distributing questionnaires prior to the interviews and following up with the interviewees repeatedly to ensure that they complete them (or at least review them) prior to the interview, and (5) following up with interviewees after the interviews to obtain supplemental information and any further responses to the questionnaires. We have conducted many similar assignments that required a large number of stakeholder interviews, and we know that there is a significant administrative cost around these items. If the responsibility for these items would be on the consultant, we would need to build in a significant amount of time into our work plan and budget. Please could you make it clear if UNCDF can take on any part of the above?

Answer: The consultant is responsible and accountable end-to-end for conducting the KIIs. UNCDF may introduce the Consultant to some stakeholders where possible.

Question 6: In the Technical Evaluation Criteria, Expertise of the Firm (p. 19), 15 points (50% of the total) is allocated to “Relevant experience in conducting market research at the global level.” We are confused by the inclusion of this criterion and its heavy weighting. We understand “market research” to mean “the process of determining the viability of a new service or product through research conducted directly with potential customers”. However, this does not seem particularly applicable to the current assignment which does not contemplate any research conducted with potential consumers. We request that you please clarify this criterion (particularly the meaning of “market research”) so we can better understand the expertise UNCDF is seeking and, if necessary, add the appropriate members to our team. If this criterion was added in error, we request that you remove it and reallocate the 15 points to more relevant criteria.

Answer: the evaluation criteria has been set based on the needs of the RFP. Given the geographic coverage of the research (Global), the constraints linked to the availability of data and the limited number of existing implementations, we feel that a strong previous research experience is required for the work, even if end consumers are not targeted in this research.

Question 7: The RFP sets out in Section 4 (p.18) the “Minimum Eligibility and Qualification Requirements”. Each of the listed requirements is linked to a “Document Submission Requirement” from Forms A, B and C. Must our proposal include all of the requirements of Forms A, B and C? Or is it sufficient to respond only to the “Minimum Eligibility and Qualification Criteria” items and ignore the remainder of the three forms

Answer: Please do make sure that all required Forms (From A to G) are complete. Form H is not required to be submitted. The linkage to the documents were cited to inform bidders that those are the documents that the evaluation panel members will review to determine the bidders’ compliance with the criteria. We therefore encourage everyone to apply due diligence in preparing the documentary requirements as it would be to the advantage of all bidders to take such action.

Question 8: The RFP contemplates submission of two files: a technical proposal and a financial proposal. Forms A, B and C are discussed separately from those two proposals. We intend to include the responses to these forms as part of the technical proposal file. Please let us know if you intended a different approach.

Answer: In Section 6, you will find a checklist of forms to be submitted as part of your application. It is best to include this Section 6, filled in (please remember not to tick Form H as that is not required) as the first page of your submission and submit all the Forms (starting with Form A, then Form B etc.) in such order so that nothing is missed. Please make sure that Form F and Form G are submitted in a separate email. Kindly

please ensure that all information related to the pricing of your proposal are all contained only in the separate set of documents containing the financial proposal. It is in your best interest that your technical proposal be reviewed by the evaluation panel members without being influenced by the knowledge of your price proposal, which will be kept away from the evaluation panel members until their review of your technical proposal is completed. This is our purpose for requesting the separation of the submission the 2 proposals.

Question 9: Form B requires us to attach a company profile (p.27) and include previous relevant experience from the last three years (p. 28). These items are duplicative of what we intend to provide in Section 1 of the technical proposal based on the RFP requirements (p.30). We therefore intend to only refer in Form B to those items found in the technical proposal. Please let us know if you require this information to be duplicated.

Answer: The company profile is requested as part of Form B. If you have submitted the document in one section of the proposal, and another section requires the same, you may simply cite the document in the section where they can be found.

Question 10: Form B “Previous Relevant Experience” includes an unchecked box marked “Attached are the Statements of Satisfactory Performance from the Top 3 (three) Clients or more.” We do not have such statements. However, we will provide contact information of our previous clients for *all* of our prior assignments that are not confidential.

Answer: The RFP requirements must be fully complied. Absence of such information shall be reflected accordingly in the rating of your proposal.

Question 11: If the answer to 4 (above) is that the intent of the RFP is that all of the requirements of Forms A, B and C must be submitted, we respectfully request that you waive some of these as they are either inapplicable or excessively burdensome for a small law and consulting firm. We note that we were not required to produce any of these items when were previously engaged by UNCDF for an ongoing assignment (Contract ref: 146-08-2020 (RLA)). Specifically:

- a. Form B requires us to attach a “Tax Registration/Payment Certificate issued by the Internal Revenue Authority” (p. 27). Our firm is a NY general partnership that pays US federal income tax. There is no such certificate, nor is there any documentation available from the US IRS that would evidence that the firm is current in its tax payment obligations.
- b. Form B, Financial Standing, requires us to provide annual turnover for the last three years, information from balance sheets and income statements for the last three years and includes an unchecked box for attaching copies of audited financial statements (p. 29). Section 1 of the technical proposal similarly requires “Latest Audited Financial Statement – Income statement and balance sheet to indicate the organization’s financial stability, liquidity, credit standing and market reputation, etc.” (p. 30). Our firm is a NY general partnership comprised of 2 partners and three additional employees. Our firm does not generate these financial reporting documents as a matter of course. Such information is confidential and not relevant to assessing the fitness of a firm for a consulting project such as this one. It would be burdensome, expensive and time-consuming for us to generate these items and may serve as a barrier to our ability to submit a proposal.
- c. Section 1 of the technical proposal requires “Organization’s commitment to sustainability” and Section 2 requires us to “Demonstrate how you plan to integrate sustainability measures in the execution of the contract.” We believe these would not apply to the current assignment which is “home-based” and comprised of desk research, remote interviews and PowerPoint presentations and report writing.

Answer: The requirements for a Reimbursable Loan Agreement issued by UNCDF are different from those for a Request for Proposal. All forms required on the RFP are to be submitted.

The RFP document you have received is a standard template used by the UN for various range of procurement of goods and services. In the event that the documentary requirements do not apply to you, you may attach in the relevant section a written explanation on why it does not apply to you, for the better understanding of the evaluation panel. If there is another document that is equivalent of what the RFP requires, they shall be submitted instead, together with the explanation. In the absence of such rationalization, the document will be considered 'not submitted'.

Question 12: Section 21.2 (p. 9) of the Instructions to Bidders states:

The Proposal shall be signed by the Bidder or person(s) duly authorized to commit the Bidder. The authorization shall be communicated through a document evidencing such authorization issued by the legal representative of the bidding entity, or a Power of Attorney, accompanying the Proposal

If our firm is a general partnership and can therefore be bound by either of the two general partners, can one partner sign the proposal?

Answer: The proposal can be signed by either of the general partners provided that it is an electronically generated and authenticated signature. Please include a copy of the general partnership agreement.