

Clarification Questions and Answers

Question 1:

According to the RFP, the Technical & Financial Offer to be submitted by the 20 th of October needs to include the following:

Point 7 on page 3

- (a) Proposal Submission Form (Annex IV)
- (b) Operational and technical part of the Proposal, including documentation to demonstrate that the Offeror meets all requirements
- (c) Price schedule (annex v)

Point 9 on page 4

- Company Profile
- Workplan & Approach
- Company's list of customers

Also, as per page 19, the technical Offer should also include:

- Approach
- Capabilities
- Staff (CVs)

Point 9 on page 4

Proposal Form, including

- (a) management plan
- (b) Resource plan
- (c) Proposed methodology

Could you please confirm the above and clarify if any graphical proposals should also accompany the above required information?

Answer:

Your understanding of the above is correct. It is your own decision whether to include or not graphical information.

Question 2:

Could you please clarify whether any qualitative testing is required during the assignment and if so, is there any local research institute contracted at this phase?

Answer:

There are not specific requirements to qualitative testing during the assignment.

Question 3:

Since electronic offers are accepted, could you please clarify how you'd like to receive the technical proposal and price schedule/financial proposal:

- a) Two different emails, each one including the technical offer, respectively, the financial proposal;
- b) Two different folders archived and attached to an email, with the title specifications as in RFP.

Answer:

The RFP clearly specifies the requirements:

(c) In case of electronic submission, the Offeror shall send **two messages** by e-mail to the following address: **tenders-Moldova@undp.org**. The first e-mail message shall contain the information specified in Clause 8 (*Operational and technical documentation*) and Clause 9 (*Proposal form*) above and shall have the following subject: **"Technical Proposal for RFP: Brand Book for the eGovernment Centre"**. The second e-mail message shall include the price schedule/financial proposal and shall have the following subject: **"Financial Proposal for RFP: Brand Book for the eGovernment Centre"**

Question 4:

Are there any specific indications for electronic offers?

Answer:

Important Note for Offerors submitting proposals in electronic format/via e-mail:

Having prepared the Proposal in paper format as specified in Clause "D. Submission of Proposals", hereof, the entire Proposal should be scanned or otherwise converted into one or more electronic .pdf (Adobe Acrobat) format files and attached to one or more E-mails. The Subject line of E-mail(s) should state: **"Technical Proposal for RFP: Brand Book for the eGovernment Centre"** and separate e-mail **"Financial Proposal for RFP: Brand Book for the eGovernment Centre"** - DO NOT OPEN IN ADVANCE. The opening of the financial proposal must be secured with the password protected ZIP archive by the Offeror, which will be given to the procuring UNDP entity upon its request after the completion of the technical proposal evaluation.

To assist procuring UNDP entity in the assurance of transparency, it is recommended that, prior to sending the Email(s), Offerors should open "Options", then "Voting and Tracking Options" and select "Request a delivery receipt for this message" AND "Request a read receipt for this message". This option path is for Microsoft Office Outlook software. Other software should offer similar options, although the path and wording might be somewhat different.