

Project Title: Procurement of Management Services, Field Support Services project in Bangladesh (2016-D000088-1)

A. AMENDMENT TO THE REQUEST FOR PROPOSALS (RFP) :

1 In **Section 3. Financial Proposal Standard Forms, Form FIN-1,**

DELETE the line “Communications Coordinator” in its entirety.

2 In **Section 6. Standard Form of Contract, Annex A - Basis of Payment, under 1.1 Personnel,**

DELETE the line “Communications Coordinator” in its entirety.

B. QUESTIONS AND ANSWERS

Question 1	The level of effort (LOE) fixed by DFATD is 1100 days. But length of contract is 5 years. Please explain the apparent mis-match.
Answer 1	The level of effort (LOE) fixed at 1100 days over 5 year period accounts to 220 working days a year, which corresponds to the average number of working days per year for a full time position.
Question 2	How will DFATD consider Hartal/Strike days as well as days which fall under travel advisory from CHCDAC/USAED?
Answer 2	<p>As stipulated in <i>Section 6. Standard Form of Contract</i>, article 3.4, Security Requirements, paragraph 3.4.1 (a) Obligations Related to Security.</p> <p><i>“(a) The Consultant is responsible to ensure its own security and the security of its Personnel. DFATD assumes no responsibility for their security.”</i></p> <p>In dealing with Hartal/Strike days, the Consultant is expected to comply with the measures stipulated in paragraph 3.4.1. While there were many Hartal/Strike days that had been called in the past few years, experience has shown that the High Commission of Canada remained open in most of those Hartal/Strike days. The High Commission staffs are expected to be at work during Hartal/Strike days. Similarly, it is expected that the FSSP remains open and operational during Hartal/Strike days if the security is permitting.</p>

Question 3	Insurance - Will DFATD consider insurance by Green Delta Insurance Company of Bangladesh?
Answer 3	<p>As stipulated in <i>Section 1. Instructions to Bidders</i>, article 14.1 (c) Proof of Insurance: <i>“Upon request by the Point of Contact, the Bidder must provide a letter from an insurance broker or an insurance company rated as A++ to B+ by A.M. Best stating that the Bidder, if awarded a Contract as a result of the RFP, can be insured in accordance with the following insurance requirements. In the case of a consortium or joint venture, at least one Member must meet the insurance requirements.”</i></p> <p>A ++ and B + are the notes of insurance brokers or company ratings of A.M. Best Company who is a global credit rating agency providing an independent view of the financial position and ability to meet its insurance policies current obligations and contracts of the insurer. The A.M. Best guide on the financial strength can be found at: http://www.ambest.com/ratings/guide.pdf</p> <p>The Bidder, if winner, must demonstrate that he has the ability to meet the insurance requirements as described in the article 14.1 (c) of the Instructions to Bidders.</p> <p>Also, in <i>Section 6. Standard Form of Contract</i>, article 3.3.4 Insurance Certificates, you will find the following information:</p> <p><i>“3.3.4 If requested by the Contracting Authority, the Consultant must provide, within the timeframe indicated in the notice, proof of insurance issued by an insurance company or insurance broker rated as A++ to B+ by A.M. Best in the form of a certificate or certificates confirming that the insurance is in force.”</i></p>
Question 4	<p>What will be the working Hours and working Days considering</p> <p>(a) time difference between Canada and Bangladesh; and</p> <p>(b) different official Government holidays of Canada and Bangladesh?</p>
Answer 4	<p>(a) As stipulated in <i>Section 6. Standard Form of Contract</i>, paragraph 4.2 Working Hours, Leave, etc.: <i>“...The maximum number of hours in 1 person-day to be claimed by the Personnel cannot exceed 7.5 hours...”</i></p> <p>As the FSSP is to be established in Bangladesh, the services are to be rendered accordingly with the work schedule in that Country.</p> <p>(b) As stipulated in <i>Section 6. Standard Form of Contract</i>, paragraph 4.2 Working Hours, Leave, etc:</p> <p><i>“DFATD will only pay for person-days worked, including work on a statutory holiday, if an individual chooses to do so...”</i></p> <p>Also, in <i>Section 1. Instructions to Bidders</i>, article 10.4.1 Fees (Form FIN-1):</p> <p><i>“The following cost elements, if any, must be included in the Fees:</i></p> <p><i>... ii) Employee fringe benefits - means costs associated with employee salaries, including paid benefits. Paid benefits include: sick leave, statutory holidays...”</i></p> <p>Finally, in <i>Section 6. Standard Form of Contract</i>, article 1.3 Law Governing the contracts, permits, licences, etc., paragraph 1.3.3:</p> <p><i>“The Consultant must provide the Services in compliance with laws and regulations applicable in the Recipient Country and in the Project Location.”</i></p>

Question 5	Will the newly formed company be expected to offer services/support to non-core consultants on reimbursable basis separate from the main contract?
Answer 5	No, the FSSP is not expected to offer services/support to non-core consultants on a reimbursable basis.
Question 6	Re Office Premises - no landlord can be expected to keep any of their space vacant for the duration of the offer validity period i.e. 6 months. And, in Dhaka, Government has directed that all commercial offices should move out of residential areas. Will the following areas be considered: Banani / Bashundhara / Baridhara J Block / Nutun Bazar and/or be 5 KM from CHC? Please note that traffic jam in and around 3 KM from Canadian High Commission (CHC) is often severe.
Answer 6	The Consultant is not expected to rent office premises before the award of the contract. In terms of the office location, yes there is heavy traffic in Gulshan and Baridhara areas, and that is the office space must be located within a maximum distance of 3.0 km of the Canadian High Commission.
Question 7	Please advise if the company who is awarded the Field Support Services Project (FSSP) contract will need to interact with Bangladesh Government (Ministry of Foreign Affairs / Economic Relations Division (ERD) / etc.) in any way. Will a Memorandum of Understanding (MOU) have to be signed between DFATD and Economic Relations Division (ERD) regarding the role/responsibility of the Company who will provide the support services?
Answer 7	All formal communication (discussion and/or interaction) with the Government of Bangladesh is the responsibility of the High Commission of Canada. The Memorandum of Understanding (MOU) signed between ERD and DFATD will specify the role/responsibility of the Consultant. In interacting with DFATD partners, the Consultant will be guided by the MOU. The company who is awarded the FSSP contract will not need to interact with Bangladesh Government Line Ministries including Ministry of Foreign Affairs on policy matters. However, since ERD is the counter part of DFATD, from time to time there may be a need to interact with ERD on operational matters as requested by High Commission of Canada. Collaboration with DFATD partners is part of the Consultant's normal responsibilities as stipulated in <i>Section 4. Terms of reference</i> , article 3 Project Governance, paragraph 3.2. d. The Consultant.
Question 8	We understand that the contract of the present Program Support Unit (PSU) expires on 31st December 2016. There should be a smooth transition from the existing Program Support Unit (PSU) to the new company and sufficient time should be allowed for the transition. Please advise when contract is expected to be awarded?
Answer 8	The contract is expected to be awarded by the end of calendar year 2016.
Question 9	Under Section 4.5, Support Staff, on p. 56 of the RFP document, there is no information provided on the responsibilities of the Communications Coordinator. Would it be possible to provide an indication of the expected responsibilities under this role, as has been provided for the rest of the Support Staff?
Answer 9	Please, see Amendment A (1 and 2) above.

C. ALL OTHER TERMS AND CONDITIONS REMAIN UNCHANGED.