

Questions and Answers
USAID CSS RFP-2018-01
Development of Markets Information System

Q 1: Can you please explain if a Serbian based privately owned company is required to comply or fulfill the following points in the Appendix 1 of the RFP:

1. DUNS Number
2. H.8 Insurance and Services

All Offerors must have Data Universal Number System (DUNS).

DBA insurance should be budgeted at a rate of 2% of employee salary. This cost should be included in the total budget within your proposal. Please bear in mind that 120.000 \$ is the budget ceiling for the development of MIS system.

Q 2: Are we obliged to acquire the employee insurance prior to bidding?

No, insurance should be acquired should your proposal be selected for the development of MIS and prior to bidding

Q 3: Is the insurance budgeted for employees who will make up the team for the project, or all employees of the company?

The budgeted insurance for employees are for the team that will carry out the development of MIS system and not all employees of the company

Q4: We've read proposal requirements, but we're not sure which documents are required for a proposal. Can you please provide us a list of documents needed for proposal with short description for each document and required format (for example - should mockups be a part of pdf technical document or separate)?

The Offeror should submit the following

- cover letter (given as appendix),
- Technical Proposal that should be submitted as separate document with all the information from document USAID CSS RFP-2018-01 Section 3.2. Template for the proposed CV for people to be included in the project is given as appendix. Mockups should be part of technical proposal as well as proposed implementation schedule (given as annex)
- Cost proposal that should be submitted as separate document (template given as annex)
- Evidence of Responsibility given as annex

Q5: Does Technical Proposal needs to be a separate document with all the information from document USAID CSS RFP-2018-01 Section 3.2?

Yes, technical proposal needs to be a separate document with all the information from document USAID CSS RFP-2018-01 Section 3.2

Q6: In section 2.4 there is a mention of product price history charts. Are those prices being fetched from external API or we need a database of prices on our side?

This information should be fetched internally from information entered within MIS and not from external API

Q7: Section 3.4 says that bidders may be invited to demonstrate the capabilities and features of CMS system. Does this mean that bidders need to have CMS system already created for a Proposal?

No, the CMS system does not need to be created for the Proposal, however bidders may be invited to explain in more details the proposed solution and to answer any question that the Project may have regarding the proposed solution.

Q8: Section 5.1, Page 33, Scenario 1: Add a New User says that system created user as an organizer. What is an organizer?

Just a user with the specific role given.

Q9: Same section, if user role is importer of exporter, should user need to finish his registration process with company data for his role?

In most cases, importers and exporters login should be initiated by the user and only verified by the administrators. Other roles such as content validators, trade representatives etc. will be directly created by administrators.

Q10: Same section also says that admin can select role(s) for a user. Can one user have multiple roles?

Yes, one user may have multiple roles, example system administrator may also be content validator. This can also be resolved with giving additional privileges to a role and not having multiple roles as such.

Q11: Section 5.2, Page 43, Scenario 1: Register as New Exporter User says that after user clicks on verification link, user needs to enter a "new password"? Is that the same password from registration process (to login user), or some new password?

Yes, that is the same password from the registration process (to login user)

Q12: Same section also mentions that user needs to complete basic information after logging in. Is that third step of registration after logging in with additional company info? User has already entered basic company information during the second registration step.

After logging, the company can fill information regarding its company profile, such as certificates, products etc.

Q13: Can one user have more than one import or export company linked to his account, or combination of those two?

No, there shouldn't be a case when a user has multiple companies linked to his account

Q14: What is a difference between article and post?

Article is usually a longer type of page to be posted to MIS portal. However, this can also be managed as one type of page within the CMS and be posted with different format, length and under different categories.

Q15: Are articles and posts part of learning module or news module?

It can be part of both modules depending on the category that is selected during its posting

Q16: Which user roles can create new markets?

All system Administrator roles should be able to create new markets

Q17: If Trade Representative can create new markets, do those markets need to be approved by content validator?

Yes, all posting needs to be approved by content validator

Q18: In Annex 1, Section 7.1, it is stated that offer must include a full list of required software and hardware resources. Who is responsible to purchase and configure infrastructure?

The Offeror should accept to host MIS on its own infrastructure during the development period as well as the warranty period of the contract. After that, MIS shall be transferred to the final beneficiary. The Offeror must in its proposal specify necessary hardware and software resources needed to host the system after the warranty period. All required cost after the warranty period are the responsibility of the Project and not the Offeror.

Q19: How many internal users is intended for using MIS platform?

It is anticipated that the number of internal users (system administrators) will not exceed 20 users

Q20: How many companies as business entities will be promoted on MIS public pages (important for planning overall infrastructure workload)?

In the initial launch of MIS portal, it is estimated that the number of companies should be around 50. However, during time that number will grow. But having in mind the specific profile of the companies using MIS portal (companies in fruit and vegetable sectors) that number will not be enormously high

Q21: Is it acceptable to develop MIS portal on existing and globally available CMS platforms?

Yes, developing MIS portal on existing and globally available CMS platforms is acceptable

Q22: Responsive design for mobile device access includes all mobile OS versions or most recent version?

Responsive design for mobile device should include most recent version

Q23: How to register new Trade Representative?

Trade Representative is a role within the system that will be directly opened by system administrator

Q24: In qualifications requirements I've noticed that we must have at least 4 software developers. Currently I am the only full-time employee, but actually I am in a team of 8 developers/designers that are employed per contract. All of them are available to participate in the project.

My question is, does this qualify us for the proposal?

In qualification requirements we specified the minimal required staffing capacity. However, these employees do not need to be engaged as full-time employees but can be hired on per contract basis should your offer be selected as the best offer. So yes, that does qualify you for the proposal of Development of Markets Information System