



Request for Proposals Ref No: MCA-M/CF/WSSA/CS/04
Procurement of Consultant for Water Operators' Partnership Facilitation

ANSWERS TO CLARIFICATION QUESTIONS – ISSUE No. 2 (Questions 2-30)

October 05, 2022

Question and Answer 1 issued to all registered Consultants on September 26, 2022	
Question 2:	Please clarify on the selection of partnering utility. Should the international utility be from the US? Will MCA recommend the US water utility for the partnership program?
Answer 2:	Mentor utility shall be selected by USUG and MCA-Mongolia assisted by the Twinning Facilitator. Selection criteria will be proposed by the Twinning Facilitator and established by USUG and MCA-Mongolia. There is no limitation that mentor utility shall be based in U.S. only.
Question 3:	There is only 1 key staff in the RfP - the Team Leader; What about the costs of non-key staff, and the cost of the mentor utility staff members that will participate in the WOP. How should these be included in the budget?
Answer 3:	The consultants are required to provide fully loaded prices (Including: Consultant's expense for non-study trips, such as travel expenses to Mongolia for contract kick-off, in-person trainings for USUG, diagnostic visit, contract wrap up and all other trips required for provision of the services; Communication; Local transportation; Office expenses; shipment of personal effects; direct and indirect rates and profits). Therefore, the costs of non-key staff should be included in your financial proposal. Travel related costs of the mentor utility staff members who will participate in the WOP will be paid by MCA-Mongolia. No costs anticipated to be incurred by the mentor utility should be included in the Consultant's proposal.
Question 4:	Section IV, B. Financial Proposal Form, Form FIN 2, Price Summary, page 83 states: " <i>The total price of the financial proposal</i>

	<p><i>shall include Consultant's travel expenses for all travel required for the provision of the services other than the 14 study trips and 1 evaluation visit." Questions are:</i></p> <ul style="list-style-type: none"> a) Is the budget for travel inclusive of the travel costs of the mentor staff? b) Are the consultancy person-hours included in the budget? If the mentor is not selected yet, how can we provide a price estimate for the person-hour costs? c) There are 14 trips budgeted in the travel budget. Is there budget for trips outside the travel-budget? d) Is the consultant expected to have an office in Mongolia during the period of the WOP?
Answer 4:	<p>Please refer to the response to Question 3.</p> <ul style="list-style-type: none"> a) As per ITC 12.11, MCA-Mongolia will directly pay airfare, accommodation and per diem of the Mentor representatives. This is not to be included in the Financial Proposal. b) If the question is about the payments to be made to the Mentor utility, this WOP shall not pay any consultancy payments for the Mentor as WOP is a non-profit basis activity. However, all travel expenses of the Mentor utility representatives shall be directly paid by MCA-Mongolia and are not to be included in the Financial Proposal. c) As per ITC 12.11, the Consultant is responsible for its own travel expenses during the contract period except for the 14 study trips. Please refer to the response to Question 3. It is expected that all travel costs are included in the financial proposal except those specifically excluded per PDS ITC 12.11. The table provided in Form FIN-2 for pricing Task 4 is for pricing the Consultant's performance of the Task 4 trips exclusive of the travel costs excluded per PDS ITC 12.11. These excluded travel costs are not to be included in the pricing of Task 4 or in the Total Price of the Financial Proposal. d) The Consultant should use their own discretion in deciding whether to have an office in Mongolia or not.
Question 5:	Is it possible to engage staff members currently employed with USUG as non-key personnel?
Answer 5:	The potential conflicts of interests will be determined as per requirements of ITC 5.8 to ITC 5.11 unless the conflict of interest has been mitigated and the mitigation is approved by MCC.
Question 6:	Can you please clarify if Form TECH-2A (Audited financial statements and certified financial statements for the last three years) applies to NGO subcontractors?
Answer 6:	<p>The qualification requirements of the RFP should be met by the consultants or members of the Association, but not by the sub-consultants. "Associate" means any entity that is a member of the Association that forms the Consultant.</p> <p>A Sub-Consultant is not an Associate.</p>
Question 7:	<p>with regard to the Trips & Diagnostic Trips:</p> <ul style="list-style-type: none"> a) The diagnostic trip is not mentioned on the overview of missions (page 84), but it is mentioned under Task 2 (page

	<p>95). Is there a separate budget for the diagnostics trip?</p> <p>b) For the Diagnostic Trips, is the travel time included in the mission duration?</p> <p>c) Besides the diagnostics trip mentioned in the RFP on page 95, another kick-off trip is mentioned on page 84. Are there two pre-study trips to be conducted by the consultant?</p>
Answer 7:	<p>a) The table on page 84 is not an “overview of missions,” but a breakdown of pricing for Task 4. Diagnostic trip is conducted during the WOP design stage in Task 2. Travel expenses for the diagnostic trip shall be included in the Consultant's proposed price for Task 2 and Total Price of Financial Proposal on Form FIN-2 and total Financial Proposal on Form FIN-1. MCA-Mongolia will not directly pay travel expense for the diagnostic visit.</p> <p>b) The maximum trip duration will be seven (7) days for the diagnostic visit. This duration is exclusive of the travel time.</p> <p>c) Kick-off meeting is the first meeting between the winning consultant, MCA-Mongolia, and relevant stakeholders. The diagnostic visit is conducted during the WOP design stage. The kick-off and diagnostic visit expenses shall be included in the Consultant's total contract price. If there are any other trips planned and implemented by a Consultant, other than those explicitly excluded by PDS ITC 12.11, the respective expenses shall be included in the proposed price as well. MCA-Mongolia shall not directly pay the consultant’s travel expenses for the kick-off trip and diagnostic visit.</p>
Question 8:	Can you please clarify the need to have a translator that is full-time?
Answer 8:	Per subsection VI of the Terms of Reference (Section V of the RFP, beginning on page 104), the Consultant is required to provide the listed Non-Key Personnel or propose alternative non-key personnel. That list includes a Full-Time Translator. As per the Deliverables Schedule in the Terms of Reference (page 101 of the RFP). all deliverables shall be submitted in English and Mongolian. For the successful completion of the WOP with high-quality, interpreting and translation is expected to be required and frequent oral and written translation between English and Mongolian is expected for the completion and submission of quality deliverables.
Question 9:	Can you please clarify the need to have an administrative assistance in the country?
Answer 9:	Please refer to the response to Question 4, part (d), and Question 8.
Question 10:	<p>a) Can we conduct the WOP with 2 mentor utilities or is only 1 allowed?</p> <p>b) Would one city entity that represents two utilities qualify as a single mentor (E.g. City A has a wastewater and water utility that are 2 legal entities but would share some administrative responsibilities such as a WOP)</p>
Answer 10:	a) This WOP shall be between USUG and one mentor utility. Mentor utility shall be selected by USUG and MCA-Mongolia assisted by the Twinning Facilitator. Selection criteria will be proposed by the Twinning Facilitator and established by USUG and MCA-Mongolia and shall be based on the potential mentor utility’s operational capabilities and interest/experience in knowledge exchange.

	b) If the two utilities serve the same customers in the same city and if their O&M planning is coordinated, it might qualify as a single mentor. This matter can be discussed between the selected Consultant and USUG and MCA-Mongolia during the mentor selection process.
Question 11:	Regarding Key Staff & Non-Key Staff: a) Will the Team Leader, in his position as key personnel, be expected to attend all the 17 exchange visits / trips? b) What is the role of the Water Utility Expert? This role is not mentioned in any of the trips. c) With respect to the Team Composition and Task Assignments, the RfP only asks for key staff (i.e. the Team Leader). Clearly the Team Leader will not perform all the assignment's tasks as some will be delegated to the Water Utility Expert and Admin Assistant. How can this be shown on TECH-8?
Answer 11:	a) According to ITC 12.11, the MCA-Mongolia shall directly pay travel expenses of <u>Consultant's Manager and one Translator</u> to USUG and Mentor Location. <u>The Consultant's Manager can be either the Team leader or Water Utility Expert.</u> b) See (a). c) The consultants are required to submit the completed Form TECH-8 only for the Key Professional Personnel. However, the Form TECH-3. Organization of the Consultant , should include a brief description of the background and organization of a firm/entity and of each Associate for this assignment, including the organization chart of a firm/entity as well as the Association and each Associate, as applicable. In addition, as part of the Organization and Staffing Chapter of a Form TECH-6. Description of Approach, Methodology and Work Plan for Performing the Assignment , the consultants are required to propose the structure and composition of the proposed team. The consultants should list the main disciplines of the assignment, the key expert responsible, and proposed technical and support staff. The engagement of both key and non-key/support staff is to be reflected in Form TECH-9.
Question 12:	When designing our Work Plan for the RFP submission, can we include additional sub-tasks that we believe would be valuable to execute the consultant's objectives?
Answer 12:	Yes, you can include sub-tasks which will be under the main tasks given in the RFP. As per page 25 of the RFP, the work plan should be consistent with the Work and Deliverables Schedule (Form TECH-10 of Section IV A) which will show in the form of a bar chart the timing proposed for each activity. Form TECH-10 on page 69 includes the pre-determined sub-tasks. Any additional sub-tasks that you identify must be included along with or within these pre-determined sub-tasks listed on the Form TECH-10. In addition, added sub-tasks should be include in Form TECH-7.
Question 13:	Will you allow payment of fees to mentors or not?
Answer 13:	Mentor utility representatives' travel expenses during study trips to USUG will be directly paid by MCA-Mongolia. Mentor

	will not receive fees or payments for participating in the WOP.
Question 14:	Does this program only want one mentor utility?
Answer 14:	Refer to Question 10.
Question 15:	Regarding including details of Non-Key Personnel in the RfP, What level of detail is required for the CV / background of non-key personnel?
Answer 15:	Only the CV of the proposed Key Personnel is required to be submitted with the proposal.
Question 16:	Regarding the role of translators in the mission trips: Is it expected that all trips are accompanied by translators ?
Answer 16:	Yes, during the study trips from USUG to Mentor and vice versa, translator shall ensure that USUG and Mentor representatives can communicate clearly with each other.
Question 17:	Can interested bidders receive the documents that are referenced in the RFP referenced on page 111 to assist with the refinement of scope and cost?
Answer 17:	These documents shall be provided to the winning consultant only, as these shall be useful for the selected consultant to perform the contract tasks.
Question 18:	Are firms that are providing support services for MCA conflicted out of this work?
Answer 18:	According to ITC 5.7: “A Consultant shall not have a conflict of interest. All Consultants found to have a conflict of interest shall be disqualified unless the conflict of interest has been mitigated and the mitigation is approved by MCC”. The potential conflicts of interests will be determined as per requirements of ITC 5.8 through 5.11.
Question 19:	Regarding translation & translators: is it possible to use translation devices (technology) as an alternative to interpreters (translators)?
Answer 19:	No. The Consultant shall have a translator in person during the study trips.
Question 20:	Regarding the Contract Annexes: is the Consultant required to complete the Annexes to the Contract, or will MCA do this?
Answer 20:	According to the ITC 12.5 of the RFP: Consultants are required to submit a Technical Proposal, which shall provide the information indicated in the following paragraphs (a) through (g) of the ITC 12.5, using the standard forms provided in Section IV A (the “Technical Proposal”). The contract annexes will be completed by MCA-Mongolia prior to award of the contract.
Question 21:	Since there is only 1 Key Personnel identified, do we take it that only 1 TECH FORM 11 will be filled up?

Answer 21:	Yes
Question 22:	Do we need to submit prior MCC experience of implementing partners (e.g. travel coordinator partner)?
Answer 22:	If the Consultant (including any of its Associates or joint venture/association members) is or has been party to an MCC-funded contract (either with MCC directly or with any MCA Entity, anywhere in the world), whether as lead Consultant, affiliate, Associate, subsidiary, Sub-Consultant, or in any other role, the Consultant must identify the contract in its list of references submitted with its Proposal using Technical Form TECH-5. Note that experience of prior MCC-funded contracts is not a prerequisite, but disclosure of any prior MCC-funded contract role is mandatory, regardless of relevance to this assignment.
Question 23:	With regard to the Tech Forms: a) For FormTech-9: How do you define foreign/local? Is local Ulaanbaatar based? b) For form Tech-10: Do you want this submitted as the total number of months required for each deliverable/task or a bar chart on a 3-year schedule
Answer 23:	a) Yes. Foreign refers to international expert who reside outside of Mongolia and local refers to Mongolian and UB-based personnel. b) The Consultant is required to submit a schedule showing the overall timeline and duration for all deliverables.
Question 24:	Regarding the operations of USUG: a) Which software programmes is USUG familiar with using in their day-to-day operations? b) What brand of SCADA system does USUG use at this moment? c) Does USUG make use of a hydraulic model?
Answer 24:	The winning Consultant will have access to technical information related to USUG operations as they prepare a profile of USUG under Task 1.
Question 25:	May the full team include support staff surrounding the key and non-key staff identified in the proposal to provide best value to USUG and MCA-Mongolia?
Answer 25:	Please refer to the response to Question 11.
Question 26:	If we have a translator, do we need to have the Admin Asst to be proficient in Mongolian? The RFP requires an Admin Asst that is proficient in English and Mongolian. Hence, the question
Answer 26:	The success of this WOP is based on clear and effective communication between USUG and Mentor utility. The completion and submission of deliverables require the frequent engagement of USUG representatives, for whom Mongolian is the ideal medium of communication. Engagement of USUG is anticipated to be facilitated by Administrative Assistant and Translator,

	hence proficiency in Mongolian is required for both of these two non-key personnel. Consultant is to provide the Non-Key Personnel detailed in part VI of the TOR or propose alternative non-key personnel.
Question 27:	<ul style="list-style-type: none"> a) What defines qualifications and experience of WOP facilitators, including experience in facilitating WOPs? b) Can experience out of the WOP framework (similar programs or arrangements) count towards the minimum requirements?
Answer 27:	<ul style="list-style-type: none"> a) & b) Water operators' partnership ("WOP") is a peer-to-peer knowledge exchange conducted on a not-for-profit basis between a mentor and a mentee utility. MCA-Mongolia is expected to solicit an experienced WOP facilitator under the WOP Framework. Similar consultancy experience on facilitating study trips between water utilities will not meet the minimum requirements. The Consultant is required to have experience establishing, implementing, coordinating, and monitoring the WOP/twinning arrangement between water utilities. Please refer to Section III, 3.4 Evaluation Criteria.
Question 28:	Do we need to include in the proposal CVs of persons that not identified in the RFP as minimum requirement of Key and non-key personnel?
Answer 28:	Curriculum Vitae (CV) for the proposed Key Professional Personnel shall be provided as specified in Form TECH-11. Only one CV may be submitted for this Key Professional Personnel position. CVs for -Non-Key Personnel are not required and will not be evaluated at the proposal evaluation stage.
Question 29:	Do subcontractors also need to provide Form TECH-4 - Experience of the Consultant
Answer 29:	<p>No. Only experience of the Consultant or members of the Association (Associates) will be considered during evaluation of the technical proposals. "Associate" means any entity that is a member of the Association that forms the Consultant. A Sub-Consultant is not an Associate. The single entity or Association of entities comprising the Consultant must meet the general and specific experience requirements per Qualification Factor 3.7.4.2 and cannot rely on a Sub-Consultant to meet the general and specific experience requirements. Per the instructions for Form TECH-4, the Consultant is required to use Form TECH-4 to document the relevant experience of any Sub-Consultant that the Consultant is proposing to satisfy any specialized requirement under Qualification Factor 3.7.4.2. However, no specialized requirements are listed under Qualification Factor 3.7.4.2.</p> <p>Note that, while sub-consultants/subcontractors cannot be used to meet the experience and other qualification factors during evaluation of technical proposals, GCC 5.1 and 38.1 of the contract require MCA-Mongolia and MCC prior approval of a proposed subcontracting of any major item of the Services (as defined therein) and will require submission of information regarding the eligibility, qualification, and experience of the proposed sub-consultant/subcontractor.</p>
Question 30:	Does the bid allow for the purchase of small equipment and software e.g. leak detection?

Answer 30:	Financial Proposal of the consultants should indicate the fixed price for the assignment. The price should be inclusive of all 5 tasks. The Price should include Consultant's expense for non-study trips, such as travel expenses to Mongolia for contract kick-off, in-person trainings for USUG, diagnostic visit, contract wrap up and all other trips required for provision of the services; Communication; Local transportation; Office expenses; shipment of personal effects; direct and indirect rates and profits. Therefore, the costs of any small equipment and software that might be required by the consultants for provision of the services should be included in a financial proposal.