



**Ref No: MCA-M/CF/WSSA/CS/10**  
**Consultant's Qualification Based Selection (CQS)**

**CONSULTANCY SERVICES FOR DEVELOPMENT OF WATER UTILITIES  
 CONSUMER SERVICES DIGITAL PLATFORMS**

**ANSWERS TO CLARIFICATION QUESTIONS – ISSUE No. 2 (Questions 3-9)**  
**May 29, 2024**

*(Answers to the Questions 1-2 are provided in the Clarification Questions Issue No. 1 dated May 27, 2024)*

<b>Question 3:</b>	Is it possible to disclose the technical stack and documentation (Architect, API list etc) for OSNAAUG's digital systems?
<b>Answer 3:</b>	The information will be provided to the highest-ranked Consultant following the Contract Award.
<b>Question 4:</b>	For the ticketing system, should it integrate with the existing call center system? If so, can we provide information on potential vendors?
<b>Answer 4:</b>	MCA-Mongolia plans to connect the main ticketing system with the existing three call centers. The winning Consultant may suggest the potential vendors.
<b>Question 5:</b>	When do we need to define which 3rd parties we integrate with? Will it be finalized when we finish the architectural phase or is it already finalized?
<b>Answer 5:</b>	MCA-Mongolia has done the initial identification of existing parties/systems that require integration with the new system. However, final identification and decision will be made at the end of the architectural phase.
<b>Question 6:</b>	What will be the team composition for the client's team?
<b>Answer 6:</b>	MCA-Mongolia will serve as the contracting party for this contract. MCA-Mongolia will approve the Consultant's deliverables in close consultation with relevant the key stakeholders and MCC. The relevant key stakeholders will be MUB, WSRC, USUG, OSNAAUG, and the private kontors. Please see the section 5 of the Terms of Reference (TOR) on the Relationship, Roles, and Responsibility.

<b>Question 7:</b>	How Consultant interact and work with the participants from the OSNAAG and private kontor? Does MCA manage this interaction?
<b>Answer 7:</b>	MCA-Mongolia or its representative(s) will manage the main coordination and stakeholder engagement with OSNAAUG, Private kontors, and other respective parties. However, the winning Consultant will be expected to engage with the parties to a certain extent to perform the tasks specified in the TOR.
<b>Question 8:</b>	After the Alpha development is completed, if stakeholders provide feedback requiring major changes, will the cost of that development be calculated separately?
<b>Answer 8:</b>	If not all, most of the main stakeholders were informed and involved in the designing of the interventions and their feedbacks have been incorporated into the design. MCA-Mongolia does not expect any major changes. Any modification to the contract terms and requirements, agreed during the contract implementation, will require execution of a formal Contract Amendment.
<b>Question 9:</b>	How will it be resolved if the scope becomes too large during the project's inception phase?
<b>Answer 9:</b>	If not all, most of the main stakeholders were informed and involved in the designing of the interventions and therefore, MCA-Mongolia does not expect major changes. The highest ranked Consultant will be required to submit its Financial Offer based on the requirements of the Terms of Reference. Any modification to the contract terms and requirements, agreed during the contract implementation, will require execution of a formal Contract Amendment.