



Consulting Services for Developing Laboratory Information Management System (LIMS)

Procurement ID: MCA-M/CF/WSSA/CS/07

ANSWERS TO CLARIFICATION QUESTIONS – Issue No. 3 (8-34)

December 4, 2024

<i>Questions and Answers 1-3 issued to all registered Offerors on November 20, 2024</i>	
<i>Questions and Answers 4-7 issued to all registered Offerors on November 22, 2024</i>	
Question 8:	<p>Request for Solution Demonstration</p> <p>Our LIMS already includes a Water Solution based on the Industry Best Practice and is used by several water laboratories worldwide.</p> <p>Is it possible to demonstrate our Water Solution as part of the vendor evaluation process?</p>
Answer 8:	<p>Please refer to the Response to Question 1 of the Clarification #1 issued by MCA-Mongolia on November 20, 2024.</p> <p>Please note that the submitted Offers will be evaluated strictly in accordance with the Evaluation Criteria specified in Section III (Qualification and Evaluation Criteria) of the RFO Document.</p>
Question 9:	<p>Clarification on Alpha Version Requirements</p> <p>The documentation states that an alpha version of the LIMS is required. However, our Water Solution encompasses the necessary requirements for this Tender, including Sample Registration, Analysis Workflow, Quality Control, Result Validation, Customer Response, Test Reporting, and Communication. Our Water Solution serves as a starting point for any project. Are you open to utilizing the standard functionalities and the Industry Best Practice of our Water Solution? Our consultants would configure to match your current requirements.</p>
Answer 9:	<p>The detailed description of the required services is provided in the Section V. Terms of Reference of the RFO Document. The Offerors are required to submit the Technical and Financial Offers using the Technical and Financial Offer Forms included under the Section IV of the RFO Document. The Offerors are required to provide a comprehensive description of required Services in accordance with the Terms of Reference (TOR) by the Form TECH-6. Description of Approach, Methodology and Work Plan for Performing the Assignment.</p>

	Please note that the submitted Offers will be evaluated strictly in accordance with the Evaluation Criteria specified in Section III (Qualification and Evaluation Criteria) of the RFO Document.
Question 10:	Internal Resource Allocation for Implementation The approach proposed is one of close co-operation and teamwork. This proven approach will help acquire significant knowledge and control of the system so that the ongoing evolution of the system will be easily maintained in step with the changing needs of Water One. Furthermore, our proposed approach will help ensure a greater level of 'ownership' of the solution in the laboratory through greater involvement in the process of implementation and ongoing configuration. Will Mongolia Main Water Laboratory match this commitment?
Answer 10:	Please refer to the answer to Question #9 above.
Question 11:	Ongoing Administration Resource Allocation Is the Main Laboratory planning to allocate internal resources for the ongoing administration of the LIMS after the initial go-live period?
Answer 11:	The consultant shall be responsible for a one-year warranty period, commencing after the system development and handover, to ensure the system's smooth functioning, security, and ongoing improvements. After the warranty period, the USER will take full responsibility for the administration of the LIMS.
Question 12:	Interface Requirements with Existing Systems The LIMS needs to interface with existing systems within the IT landscape. Could you provide more information about each interface, including the systems involved, preferred technologies for integration (e.g., Web Services), types of data to be exchanged, and whether the interfaces will be one-way or bidirectional?
Answer 12:	The Consultant shall collect all information required for the systems development during the implementation of Task 1. Inception and Planning under Task 1.1. (Review of laboratory operations and workflow to facilitate digitization) of Section V, Terms of Reference. At this phase, Consultant shall perform an in-depth system analysis and review of the current needs of LIMS at the designated laboratories. These activities include, but are not limited to, a review of existing laboratory capacity, workforce, analytical parameters to be tested, analytical equipment and instruments to be used, internal monitoring needs and requirements, data and reporting, the internal and external systems/programs to be integrated with LIMS, and other relevant activities such as finance log tracking.
Question 13:	Estimation of User Capacity Our software is licensed based on concurrent users, not the number of PCs. To estimate the software licensing capacity. Could you let us know how many potential users there will be in each laboratory?
Answer 13:	The approximate number of employees using the LIMS will range from 80 to 100. However, the exact number may vary for each laboratory, depending on its specific scope and purpose and future operational timeline.

Question 14:	<p>Information on Laboratories within Project Scope Could you provide more information about each site’s laboratories that are within the project's scope?</p>
Answer 14:	<p>The Consultant shall conduct a comprehensive review of current laboratory operations and workflows, including the technical capacity and workforce and existing policy documents such as the Industrial Wastewater Pre-Treatment Plan. The review should also include consultation meetings and site visits to fully understand the final objectives of this assignment and develop a comprehensive work plan based on the objectives of the assignment. The estimated locations to be visited are:</p> <ul style="list-style-type: none"> a) Central Water Laboratory of USUG (key unit) b) Wastewater Laboratory at the CWWTP c) Laboratory at the Pre-Treatment Plant d) Industrial Wastewater Laboratory at CWWTP (to be operational in 2025) e) Internal Monitoring Laboratory at WRP (to be operational in 2025) f) Internal Monitoring Laboratory at AWPP (to be operational in 2025)
Question 15:	<p>Inclusion of IT Infrastructure Is IT infrastructure included as part of the proposal? Would it be acceptable for us to submit a proposal without including IT infrastructure?</p>
Answer 15:	<p>The system will be developed on the User's existing IT infrastructure, therefore, including IT infrastructure in the proposal is not required.</p> <p>According to the Sub-Clause 3.5 of the Section III (Qualification and Evaluation Criteria) of the RFO Document: MCA-Mongolia’s determination of an Offer's substantial responsiveness is to be based on the contents of the Offer itself. For purposes of this determination, a substantially responsive Offer is one that materially conforms to the requirements of the RFO without material deviation, reservation, or omission”.</p> <p>The detailed description of the required services is provided in the Section V. Terms of Reference of the RFO Document. The Offerors are required to submit the Technical and Financial Offers using the Technical and Financial Offer Forms included under the Section IV of the RFO Document.</p> <p>The submitted Offers will be evaluated strictly in accordance with the Evaluation Criteria specified in in Section III (Qualification and Evaluation Criteria) of the RFO Document.</p>
Question 16:	<p>Phased Delivery Openness Is there an openness to delivering the implementation in phases?</p>
Answer 16:	<p>The Scope of Services consists of the 4 (four) tasks (phases) with detailed activities to be completed within the specified timeframe, and it includes:</p> <ul style="list-style-type: none"> Task 1. Inception and Planning Task 2. Systems Development Task 3. Systems Development finalization and integration Task 4. Testing, debugging, training and hand-over.

	<p>The Consultant is required to perform all phases and activities as specified in Section V: Terms of Reference of the RFO Document.</p> <p>The Offerors are required to provide a comprehensive description of required Services in accordance with the Terms of Reference (TOR) by the Form TECH-6. Description of Approach, Methodology and Work Plan for Performing the Assignment.</p> <p>According to the Sub-Clause 3.5 of the Section III (Qualification and Evaluation Criteria) of the RFO Document: MCA-Mongolia’s determination of an Offer’s substantial responsiveness is to be based on the contents of the Offer itself. For purposes of this determination, a substantially responsive Offer is one that materially conforms to the requirements of the RFO without material deviation, reservation, or omission”.</p>
Question 17:	<p>Software Licensing Budget Inquiry Is software licensing included in the project budget?</p>
Answer 17:	<p>MCA-Mongolia plans to procure Consulting services for developing a specific Laboratory Information Management System (LIMS) as per requirements of Section V (Terms of Reference) of the RFO, but not the ready LIMS.</p> <p>The Consultant shall provide the software source code to the User as specified in Task 4.3. Handover of user-manual and training content, and issuance of one-year warranty and maintenance certificate.</p>
Question 18:	<p>Remote Implementation Capability We have previously implemented our system in Mongolia remotely. Is it permissible to provide consulting services and implementation remotely?</p>
Answer 18:	<p>The Consultant shall perform all phases and activities as outlined in Section V: Terms of Reference of the RFO Document. This includes tasks such as situational analysis, desk reviews, site visits, stakeholder meetings, and field-based in-person training sessions, which require fieldwork and in-person participation.</p> <p>Please refer to the answers to Question #9 and #16 above.</p>
Question 19:	<p>Source Code Access and Configuration Ownership Our system is an enterprise solution, and none of our more than 2,500 customers worldwide have access to the software source code. However, configuration of the system is achieved without altering the source code by utilizing extensive configuration capabilities. The configuration is owned by each customer, allowing them to modify, enhance, and scale the system further to meet their specific needs in the future. These revisions enhance clarity and professionalism while maintaining the original intent of your questions.</p>
Answer 19:	<p>Please refer to the answers to Question #9 and #16 above.</p>

Question 20:	Is it necessary to include information about the team working under the three primary personnel? If so, what specific details are required?
Answer 20:	Pursuant to the requirements outlined in Section III (Qualification and Evaluation Criteria), only the Key Professional Personnel Qualification provided in the CVs for the positions of <i>Team Leader, Lead System Analyst, and Laboratory Operations Expert/Specialist</i> will be evaluated in accordance with the <u>Evaluation Criteria</u> specified in this section. Please refer to the relevant sections and form Tech-11 in the RFO. Moreover, as per the requirements outlined in ‘Organization and Staffing’ in Form TECH-6 of the RFO, the Offeror “... <i>should propose the structure and composition of your team. The Offeror is encouraged to consider equity and diversity in the composition of its proposed team. You should list the main disciplines of the assignment, the key expert responsible, and proposed technical and support staff.</i> ”
Question 21:	Regarding team members, are diplomas mandatory? Can team members hold different professional qualifications if they have relevant experience as developers? What is the minimum required work experience?
Answer 21:	Please note that evaluation of submitted Offers, including Key Professional Personnel Qualifications for the Assignment for the positions of <i>Team Leader, Lead System Analyst, and Laboratory Operations Expert/Specialist</i> will be conducted strictly in accordance with the Evaluation Criteria specified in <u>Section III (Qualification and Evaluation Criteria) of the RFO Document.</u>
Question 22:	For the system analyst position, can the candidate have worked with the organization for three years?
Answer 22:	Please refer to the answer to Question #21.
Question 23:	Is it necessary to translate and certify Mongolian diplomas for submission?
Answer 23:	As per the requirements of the Sub-Clause 11.1 of the RFO, “... <i>the Offer as well as all correspondence and documents relating to the Offer exchanged by the Offeror and the Accountable Entity shall be written in English. Supporting documents and printed literature that are part of the Offer may be in another language provided they are accompanied by an accurate translation of the relevant passages into English, in which case, for purposes of interpretation of the Offer, such translation shall govern.</i> ”
Question 24:	Our firm developed a system for registering, storing, and delivering PCR test results during the COVID-19 pandemic. This system was used by Ulaanbaatar city hospitals, local hospitals, and their laboratories. Does this qualify as a Laboratory Information Management System (LIMS)? Does it meet the specified requirements? If additional details about the system are required, please let me know.

Answer 24:	Please refer to the answers to Question #9 and #16 above.
Question 25:	Does the company need to be free of tax and social insurance debts to qualify?
Answer 25:	The Offerors are required to demonstrate financial capacity to mobilize and sustain the Services. The required evidence of financial capacity shall be submitted using the form TECH-2A. Financial Capacity of the Offeror . The Offeror's Financial Capacity will be assessed in accordance with the requirements of Sub-Clause 12.5 (b), Form TECH-2A and Form TECH-2B of the RFO .
Question 26:	Is it permissible to hire a Laboratory Operations Expert/Specialist under a contractual agreement?
Answer 26:	Please refer to the answers to Question #9 and #16 above. Additionally, the winning Consultant is required to re-confirm in writing the availability and swift mobilization of all proposed Key Personnel before the contract award. Regardless of the contractual arrangement between the Consultant and its Personnel (consultancy contracts or employment contracts), the Consultant shall remain fully responsible for retaining the key and non-key personnel available for the contract implementation.
Question 27:	Is it mandatory to establish a contract with a team of laboratory experts for this project? Alternatively, is it sufficient to have a contract with a single expert who meets the specified requirements?
Answer 27:	Please refer to the answers to Question #9, #16, and #26 above.
Question 28:	Would it be permissible to include employees from a subsidiary company as part of the project team under additional contractual agreements?
Answer 28:	Please refer to the answers to Question #9, #16, and 26 above.
Question 29:	Is it necessary to submit the source code of the system?
Answer 29:	Please refer to the response to Question #17.
Question 30:	Is there a required warranty period for the system?
Answer 30:	Pursuant to the Section V. Terms of Reference (TOR) of the RFO , the Offeror is required to provide a handover of the user manual and training materials, as well as issue a one-year warranty and maintenance certificate.
Question 31:	Must the proposed human resources have paid social insurance contributions? If so, is proof of payment for the past few months required?

Answer 31:	<p>Since the contractual arrangement between the Consultant and its proposed personnel may vary, there is not specific requirement over the social insurance payment contribution specified in the RFO. Nevertheless, the Offerors are required to demonstrate its financial capacity to mobilize and sustain the Services. The <u>required evidence of financial capacity</u> shall be submitted using the form TECH-2A. Financial Capacity of the Offeror.</p> <p>The Offeror's Financial Capacity will be assessed in accordance with the requirements of Sub-Clause 12.5 (b), Form TECH-2A and Form TECH-2B of the RFO.</p> <p>Please refer to the answers to Question #9 and #16 above.</p>
Question 32:	If offering equipment, is it mandatory to submit a certificate for the equipment provided?
Answer 32:	There are no equipment certification requirements included in the Section V. Terms of Reference (TOR) of the RFO. However, the Consultant shall be responsible for ensuring that they have the capacity and readiness to deliver the consulting services effectively.
Question 33:	Are financial statements and sales revenue reports required for submission?
Answer 33:	Please refer to the answers to Question #25 above.
Question 34:	Is a court order or credit reference necessary as part of the tender documentation?
Answer 34:	<p>The Offeror shall provide accurate information on any current or past litigation or arbitration resulting from contracts completed, terminated, or under execution by the Offeror over the last five (5) years, as indicated in Form TECH-2B.</p> <p>Regarding the credit reference, please refer to the response to Question #25 above. The required evidence of financial capacity shall be submitted using the form TECH-2A. Financial Capacity of the Offeror. The Offeror's Financial Capacity will be assessed in accordance with the requirements of Sub-Clause 12.5 (b), Form TECH-2A and Form TECH-2B of the RFO.</p>