



**Procurement of Consulting Services for Asset Management Technical Assistance for Water
Supply and Sewerage Authority of Ulaanbaatar City (QCBS)
Procurement ID: MCA-M/CF/WSSA/CS/13**

**ANSWERS TO CLARIFICATION QUESTIONS – Issue No.3
Question and Answers 7-21
September 2, 2024**

Question and Answer 1 issued to all registered Offerers on August 15, 2024 Question and Answer 2 issued to all registered Offerers on August 26, 2024	
Question 7:	Regarding the Team Leader position, an Asset Management certificate is listed as desirable. We would like to clarify if equivalent certifications are acceptable. Specifically, would certifications such as CAMA, CEPAMI, or IAM be considered as meeting this requirement?
Answer 7:	According to the sub-criterion 3.1 of the Evaluation Table of the Section III. Qualification and Evaluation Criteria: <i>“Professional certifications such as Certified Asset Management Assessor (CAMA) or Project Management Professional (PMP) are highly desirable”</i> . Based on the above requirement, non-certification will not be considered as a reason for reduction of respective evaluation points. However, demonstrated professional certification, indicated in the above sub-criterion, will be considered as an advantage and therefore will result in higher points for the criterion during the evaluation of Offers.
Question 8:	We would like to inquire if there is any consideration being given to extending the deadline for bid submission?
Answer 8:	Taking into consideration very limited flexibility in the overall project schedule, MCA-Mongolia cannot consider extension of the Offer Submission Deadline without any particular reason.
Question 9:	Regarding Task 4, sub-activity 4.2 (Training Coordination), it is mentioned that 'if the provider does not cover the software training aspects, the consultant will provide and record the corresponding training.' We would like to clarify if there is any provision for additional time or a time extension for the Consultant to become familiar with the selected CMMS software before conducting this training?
Answer 9:	The TOR outlines that in Task 1, specifically Subtask 1.5, the Consultant is required to conduct a technology scan to identify potential CMMS packages suitable for USUG. During this phase, the Consultant will evaluate the features, technical specifications, and suitability of various CMMS options, which provides an opportunity to become familiar with the software's functionality and its alignment with USUG's needs.

	<p>Additionally, throughout Tasks 2 and 3, as the procurement process for the CMMS software unfolds, the Consultant will be involved in preparing necessary technical documents, specifications, and providing continuous support. This ongoing engagement ensures that the Consultant is already gaining in-depth knowledge of the selected CMMS software.</p> <p>Given this structured approach, the Consultant should have sufficient familiarity with the CMMS by the time Task 4 begins, where the primary focus will be on implementation support and training coordination. Therefore, the time allocated during Tasks 1 to 3 should be adequate for the Consultant to familiarize themselves with the CMMS software without requiring an additional time extension specifically for training purposes.</p>
Question 10:	<p>We would like to seek clarification regarding the client validation process for certain deliverables. It is noted that some deliverables are conditional upon validation by the Client (USUG, MCA). Could you please provide information on:</p> <ol style="list-style-type: none"> 1. The expected timeframe for client validation of these deliverables? 2. Whether this validation period has been factored into the overall project timeline? 3. If there are any provisions for adjusting the project schedule in case of significant delays in the validation process? <p>This information is crucial for accurate work planning and to assess potential impacts on subsequent project activities.</p>
Answer 10:	<ol style="list-style-type: none"> 1. Deliverables are reviewed and validated in stages as outlined in the Deliverable Submission and Review Process section. Typically, the validation process involves bi-weekly progress updates, meetings, and direct feedback sessions. We recommend planning for a validation period of approximately 2-3 weeks per deliverable, depending on its complexity and the need for revisions. 2. The validation period is implicitly considered within the overall project timeline, as indicated by the structured sequence of deliverables and the associated deadlines. Each task has built-in review stages to accommodate feedback and adjustments before moving forward. The timelines for each task already factor in some buffer time to manage validation and revisions, ensuring continuity between deliverable submissions and subsequent activities. 3. If substantial delays occur, the Consultant will engage with MCA-Mongolia to discuss potential adjustments to the schedule. This will be handled on a case-by-case basis, ensuring that any impact on subsequent project activities is minimized, and revised timelines are agreed upon collaboratively.
Question 11:	<p>Our company has provided multiple services to the same client, often with individual project durations of less than one year. We would like to clarify if it is permissible to group these multiple references for the same client into a single entry for the purpose of meeting the reference requirements in this tender?</p>
Answer 11:	<p>The Offerors are required to submit the references (Of the Offeror or each member of the JV/Association) by the Forms TECH-4 and TECH-5 for each individual contract indicated in the forms.</p>

Question 12:	Regarding the submission of deliverables, it is stated that the Consultant must provide them both electronically and in hardcopy. Could you please clarify the specific number of hardcopies required for each deliverable, both in English and in Mongolian?					
Answer 12:	All deliverables are required to be submitted electronically in both English and Mongolian. In addition to the electronic submissions, the Consultant is expected to provide three (3) hard copies of each deliverable in both languages.					
Question 13:	Regarding Form TECH-4 - Experience of the Offeror. In the references table provided in Form TECH-4, there is a requirement to " <i>Provide reference letter from Client.</i> " a) Please confirm if this specifically refers to a project certificate. b) In the case of projects that are still in progress, would it be acceptable to submit either a contract extract or a client letter in lieu of a completed project certificate? c) Regarding the 20-page limit for references, we would appreciate confirmation on whether the client certificates (or equivalent documents as mentioned above) are included in this page count?					
Answer 13:	a) A Project Completion Certificate &/or <i>reference letter from Client</i> should be provided. b) yes, however as the requirement is to highlight " <i>successful experience in executing projects similar in substance, complexity, value, duration, and volume of services sought in this procurement</i> " then the Offeror should use its judgement as to where on on-going project can meet this definition. c) No, the page limit applies to the experiences submitted, excluding Project Completion Certificates &/or client letters.					
Question 14:	Please clarify if the mandatory requirement below is a Joint Venture (JV) requirement, or whether each company in the JV must meet this requirement.					
	<table border="1"> <thead> <tr> <th>Ref</th> <th>Item</th> </tr> </thead> <tbody> <tr> <td>Mandatory Criterion 1</td> <td>Firm's experience in asset management: The firm must have successfully completed at least one asset management project within the last 8 years for a water/wastewater utility of similar size and complexity to USUG.</td> </tr> </tbody> </table>		Ref	Item	Mandatory Criterion 1	Firm's experience in asset management: The firm must have successfully completed at least one asset management project within the last 8 years for a water/wastewater utility of similar size and complexity to USUG.
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Mandatory Criterion 1	Firm's experience in asset management: The firm must have successfully completed at least one asset management project within the last 8 years for a water/wastewater utility of similar size and complexity to USUG.					
Answer 14:	If the Offeror is a JV, Mandatory Criterion 1 applies to the JV as a whole. All members combined must meet the requirement, meaning that as long as at least one member meets the requirement, then the JV as a whole does.					
Question 15:	Form TECH-10. Work and Deliverables Schedule-Deliverables for Task 1 (page number: 37/92) and Section V. Terms of Reference (TOR)-Section 1-Subsection III-Deliverables for Task 1 (page number: 65/92)	Deliverables for Task 1 state that "Procurement package of CMMS and required documentation requested by Procurement Agent for the CMMS selection and procurement process within 90 days of the contract signing date." In this respect, please advise on the following: 1. It is assumed that the Instructions to Tenderers and Conditions of Contract shall be provided by the Compact, and it is therefore not part of the Consultant's scope of work. Please confirm, otherwise advise.				

		2. It is assumed that the Consultant's scope during CMMS Procurement shall be limited to responding to tenderers technical queries. Please confirm, otherwise advise.
Answer 15:	<p>1. MCA-Mongolia and its Procurement Agent will finalize the Solicitation Documents, including the Instructions to Offerors and the Conditions of Contract. Preparation and submission of these documents are not part of the Consultant's scope of services. The Consultant will be responsible to prepare and submit all needed technical and requirements documents, including specifications and other necessary documentation required for facilitation of the CMMS procurement process which will be conducted by the Procurement Agent of MCA-Mongolia.</p> <p>2. During the CMMS procurement phase, the Consultant's scope is primarily limited to providing technical support, including responding to Offerors' technical clarification questions as needed. The overall management and execution of the procurement process is responsibility of the Procurement Agent of MCA-Mongolia. The Consultant will assist in ensuring that the technical aspects of the procurement align with the requirements outlined in the provided documentation.</p>	
Question 16:	Form TECH-10. Work and Deliverables Schedule (page number: 38/92) and Section V. Terms of Reference (TOR)-Section 1-Subsection III-Task 4 Deliverables (page number: 72/92)	Training records, manuals and materials, including manuals under deliverables for task 4 are requested to be translated to Mongolian. It is assumed that no other deliverable shall be translated and only the aforementioned training records are to be provided in both English and Mongolian.
Answer 16:	As outlined in the Deliverable Submission and Review Process, all deliverables, including both draft and final versions, are required to be submitted in both Mongolian and English Languages. This applies to all deliverables, as the asset management consulting service is designed to improve USUG's practices, necessitating that documents be accessible in Mongolian for USUG's use while English versions are required for review and feedback by MCA-Mongolia and MCC.	
Question 17:	Section V. Terms of Reference (TOR)-Background (page number: 59/92)	Background description states multiple existing assets and future assets. In this respect, kindly provide a list of all existing and future assets that are part of the asset management scope for our reference and to understand extent of assets included.
Answer 17:	The TOR provides an overview of existing and future assets involved in the asset management scope; however, a detailed and comprehensive list of all assets will be made available to the winning offeror.	
Question 18:	Section V. Terms of Reference (TOR)-Section 1-Subsection III-Task 1.2 (page number: 62/92)	Part of the Consultant's Scope of Work is to summarize current asset management practices

		<p>at USUG and identify gaps that can be improved.</p> <p>In this respect, please advise on the current asset management practices and existing asset management process and systems in place.</p> <p>This will help us understand the extent of work required, estimate our efforts and devise our methodology accordingly.</p>
Answer 18:	<p>The assessment of existing practices is part of Task 1 of the Consultant’s work, where the Consultant will conduct a thorough review through stakeholder meetings and documentation analysis to establish an understanding of USUG’s current asset management framework. This will involve evaluating the asset inventory tools, maintenance processes, and any computerized or manual systems currently utilized.</p> <p>The specific details regarding existing asset management practices and systems will be gathered during the needs assessment phase of the assignment. This approach ensures that the Consultant tailors their methodology based on firsthand findings rather than predefined assumptions, allowing for accurate identification of gaps and the development of targeted improvements.</p> <p>For the purposes of your proposal, it is advisable to outline a flexible approach that allows for detailed evaluation during Task 1, ensuring that the proposed efforts and methodology are adapted to the findings from the needs assessment.</p>	
Question 19:	<p>Section V. Terms of Reference (TOR)- Section 1-Subsection III-Task 1.3 (page number: 62/92)</p>	<p>Part of the Consultant's Scope of Work is to define and come to agreement with USUG on Level of Service (LoS). As part of this scope, the Consultant is requested to propose appropriate LoS should USUG lack established LoS.</p> <p>In this respect, kindly provide a list and description of the existing LoS. This will help us understand the extent of work required, estimate our efforts and devise our methodology accordingly.</p>
Answer 19:	<p>The task of identifying existing LoS is part of the Consultant's responsibilities under Task 1, where the Consultant will review USUG’s current asset management practices, conduct stakeholder consultations, and gather relevant documentation. This will help determine whether any established LoS exists and to what extent they align with USUG’s strategic goals and operational requirements.</p> <p>Given that the existing LoS details are not outlined in the TOR, the Consultant is expected to assess, validate, or propose new LoS based on findings during the needs assessment phase.</p>	

	This approach allows the Consultant to devise tailored LoS recommendations that are practical and aligned with USUG’s operational context.	
Question 20:	Section V. Terms of Reference (TOR)- Section 1-Subsection III-Task 4 Deliverables (page number: 72/92)	<p>Deliverables for Task 4 require the Consultant to submit an implementation plan for the CMMS implementation, including timelines, key milestones, roles and responsibilities, and a strategy for integration with existing systems and processes.</p> <p>On the other hand, tasks under section 4.1 state that the Consultant's scope shall include only ensuring that the implementation plan developed by the software provider aligns with USUG’s operational needs and timeframes.</p> <p>In this respect, it is assumed that the Consultant's scope shall include only the review of the software developer implementation plan and providing comments where needed in line with task under section 4.1, which is more justifiable given that the preparation of the CMMS implementation plan is normally the software developer scope.</p> <p>Please confirm, otherwise advise.</p>
Answer 20:	<p>The Consultant’s primary responsibility is to ensure that the implementation plan developed by the software provider aligns with USUG’s operational needs and timeframes. This involves reviewing the plan and providing feedback to ensure it meets project requirements.</p> <p>However, if the software provider’s implementation plan does not adequately align with USUG’s needs, it then becomes the Consultant’s responsibility to create a tailored implementation plan that addresses these gaps and ensures successful integration with USUG’s systems and processes. This approach ensures that USUG’s objectives are fully met, even if adjustments to the software provider’s plan are necessary.</p>	
Question 21:	Is it possible to propose an alternative payment schedule? According to the schedule shown in the RFO, 65% of payments correspond to the first 7 months. The remaining 35% is foreseen for the final payment, i.e., the Consultant has to pre-finance at least 5 months.	
Answer 21:	Offerors Should submit their Offers in compliance with all requirements of the Request for Offers (RFO). Any protentional changes to GCC 17.3 should not be included in the Offer but can be discussed during negotiations with the successful Offeror. The full negotiation procedures are set out in Section I, Instructions to Offerors (ITO) 29 - which Offerors can download from the RFO and review before submitting an Offer.	