



Supply of Asset Management Computerized Maintenance Management System and Related Services

Contract Number: MCA-M/Proc/109

QUESTIONS AND ANSWERS Clarification #1

Date: October 20, 2025

No	QUESTIONS	ANSWERS
1	<p>To be qualified, you must have the following required experience and supporting documents:</p> <p>a. Minimum of eight (8) demonstrated experiences in supplying and maintaining Computerized Maintenance Management System (CMMS) for public utilities. Contact details of the respective clients shall be provided in Attachment 4.</p> <p>Why a minimum of eight (8) project experiences? Why not 6 or 10? Asking for a minimum of 8 seems to be a bit of a high threshold and could exclude potential competition.</p>	<p>“The requirement of a minimum of eight (8) demonstrated experiences in supplying and maintaining a Computerized Maintenance Management System (CMMS) for public utilities was determined based on the particular needs and objectives of the MCA-Mongolia, as well as the findings of the market research conducted prior to the issuance of the RFQ.</p> <p>Considering the complexity, scale, and strategic importance of implementing and sustaining a CMMS in the context of public utilities, it is essential that the selected supplier possesses substantial and proven experience in delivering similar assignments. The threshold of a minimum of eight (8) relevant projects was therefore established to ensure that prospective Offerors have the necessary depth of expertise and an adequate performance record to successfully fulfill the project requirements.</p> <p>Accordingly, this qualification criterion is aligned with the specific technical and operational needs of the project and market's demonstrated capacity to meet this threshold.”.</p>
<p>Section 1 – UNICUS Financial System Integration (Reference: Attachment 3, Sections 2.5, 3.1 Technical, and Annex 1 – Existing Applications Used by USUG)</p>		
2	<p>The document mentions that “There will be NO link with a financial system” (Section 2.5 – Purchase Management), but also states that the CMMS should “integrate with UNICUS (financial system)” and that “scraping an asset in the CMMS should</p>	<p>UNICUS is not a purchase system, it is the Fixed Asset Register used by USUG.</p> <p>The intended scope of CMMS integration with UNICUS code is to be able to flag when an Asset is</p>

	<p>change its status in UNICUS” (Section 3.1 Technical).</p> <p>→ Could you please clarify the intended scope of the UNICUS integration? Is this limited to asset data synchronization, or does it also include cost or budget data exchange?</p>	<p>not operated and should be considered as inactive in the fixed asset register (Asset disposal date).</p> <p>Reference: Please refer to Chapter 2.5 “Purchase management”; Chapter 3.1 “Technical” (Integration capabilities with UNICUS); and Chapter 6,4 - Annex 4 “Summary of Mandatory Features” (specifically Item ID IT-02), of Attachment 3 “Technical Specifications”, as amended by Addendum #2 to the RFQ.</p>
3	<p>Annex 1 explains that UNICUS manages fixed assets but not spare parts or maintenance transactions.</p> <p>→ Should the CMMS only exchange asset master data with UNICUS, or is any financial transaction data (e.g., maintenance costs, purchase requests) also expected?</p>	<p>The CMMS only exchanges asset master data with UNICUS. No financial transaction data is required in the exchange, but these data should be easily extractable with the link to the related asset master data.</p> <p>Reference: Please refer to Chapter 2.5 “Purchase management”; and Chapter 6.4 - Annex 4 “Summary of Mandatory Features” (specifically Item ID IT-02), of Attachment 3 “Technical Specifications”, as amended by Addendum #2 to the RFQ.</p>
4	<p>The specifications mention “UNICUS system integration (API development & connections)”.</p> <p>→ Is the Supplier expected to develop the API connection on both sides (UNICUS and CMMS) or only the CMMS side?</p>	<p>The offeror should develop the CMMS side of the API for UNICUS and QGIS. USUG will support the winning Offeror (Supplier) in all the necessary accreditations and contacts with the development teams to fully manage the API.</p> <p>Reference: Please refer to Chapter 3.1 “Technical”; and Chapter 6.4 - Annex 4 “Summary of Mandatory Features” (specifically Items ID IT-01/IT-02/), of Attachment 3 “Technical Specifications”, as amended by Addendum #2 to the RFQ.</p>
5	<p>The data exchange format and frequency will be defined during implementation.</p> <p>→ Is real-time synchronization required, or is periodic data exchange (e.g., daily or weekly) acceptable?</p>	<p>Periodic data exchange is acceptable such as daily or weekly. Synchronisation after a long period is not acceptable as data consistency between financial data and CMMS should be maintained close to reality.</p> <p>Reference: Please refer to Chapter 3.1 “Technical” of Attachment 3 “Technical Specifications”, as amended by Addendum #2 to the RFQ.</p>
6	<p>UNICUS uses a 15-digit analytical asset code.</p>	<p>The UNICUS code is used as a financial link to asset/equipment. It is the code to be used as a primary link to Asset record in the CMMS. CMMS Asset record could use a separate identifier</p>

	→ Should this code serve as the primary link between UNICUS and CMMS records, or will a separate identifier be used in the CMMS?	depending on the system. Reference: Please refer to Chapter 3.1 “Technical”; and Chapter 6.4 - Annex 4 “Summary of Mandatory Features” (specifically Item 2 (AM-02)) of Attachment 3 “Technical Specifications”, as amended by Addendum #2 to the RFQ.
Section 2 – GIS / QGIS Integration (Reference: Attachment 3, Sections 3.1 Technical and Annex 1 – GIS description)		
7	<p>The CMMS is expected to have bi-directional functionality with QGIS: “Clicking on an asset in GIS will open it in CMMS; reverse navigation from CMMS to GIS should also be supported.”</p> <p>→ Should this integration operate in real time, or can it be based on scheduled synchronization (e.g., nightly updates)?</p>	<p>The QGIS integration should preferably operate in real time but it can be based on a scheduled synchronization with a frequency equal to or higher than a daily update.</p> <p>Reference: Please refer to Chapter 3.1 “Technical”; and Chapter 6.4 - Annex 4 “Summary of Mandatory Features” (specifically Item ID IT-01) of Attachment 3 “Technical Specifications”, as amended by Addendum #2 to the RFQ.</p>
8	<p>The document notes that the CMMS should ideally include an integrated GIS map viewer.</p> <p>→ Is it mandatory to embed the map viewer inside the CMMS UI, or is opening QGIS in a separate window/tab acceptable?</p>	<p>The visualization on a map viewer inside the CMMS UI is preferred but a separate window/tab could be acceptable as far as it is not required for the User to make numerous additional actions to get it (e.g. through one click is accepted).</p> <p>Reference: Please refer to Chapter 3.1 “Technical” of Attachment 3 “Technical Specifications”, as amended by Addendum #2 to the RFQ.</p>
9	<p>The current GIS–UNICUS interface uses XML files.</p> <p>→ Should the new CMMS–QGIS interface remain XML-compatible, or move entirely to API-based data exchange (e.g., GeoJSON/REST)?</p>	<p>The interface should use API data exchange (it will specify whether REST or GeoJSON (QGIS) or other middleware are preferable).</p> <p>Reference: Please refer to Chapter 3.1 “Technical”; and Chapter 6.4 - Annex 4 “Summary of Mandatory Features” (specifically Item 49 (IT-01)) of Attachment 3 “Technical Specifications”, as amended by Addendum #2 to the RFQ.</p>
10	<p>Annex 1 recommends that GIS contain only geographical data, while technical asset data resides in CMMS.</p> <p>→ Can you confirm that the CMMS will be the master for all asset attributes (type, condition,</p>	<p>CMMS will be the master for Asset Performance and Risk assessment data on all assets. Some attribute data could come from the GIS, it should be possible to retrieve relevant data for a User from the GIS into the CMMS.</p> <p>Reference:</p>

	criticality), and that GIS will be used solely for spatial visualization?	Please refer to Chapter 6.1.2 “GIS”; Chapter 2.1 “Asset Management”; and Chapter 6.4 - Annex 4 “Summary of Mandatory Features” (specifically Item ID AM-02), of Attachment 3 “Technical Specifications”, as amended by Addendum #2 to the RFQ.
11	<p>Regarding responsibility after commissioning:</p> <p>→ Who will maintain and update the QGIS–CMMS interface (the CMMS Supplier, USUG IT department, or another party)?</p>	<p>The supplier should manage maintenance and updates if necessary for the CMMS side, USUG and the UNICUS/QGIS developers will be responsible for maintaining their end of the API.</p> <p>Reference: Please refer to Chapter 5 “Implementation, Training and Support”; and Chapter 6.4 - Annex 4 “Summary of Mandatory Features” (specifically Items 49 (IT-01) and 50(IT-02)) of Attachment 3 “Technical Specifications”, as amended by Addendum #2 to the RFQ.</p> <p>Please also refer to answers #4 and #9.</p>
<p>Section 3 – General Interface and Integration Management</p> <p>(Reference: Attachment 3, Table of Mandatory Features, Items IT-01 to IT-02)</p>		
12	<p>Both integrations (UNICUS and QGIS) are listed as requiring <i>API development and connections</i>. → Will the Supplier receive API documentation and access credentials for UNICUS and QGIS during implementation, or are these still being developed by USUG?</p>	<p>The Supplier shall develop the complementary part of UNICUS and QGIS API.</p> <p>The USUG will support a Supplier in all the necessary accreditations and contacts with the UNICUS / QGIS development teams in order to complete the 2 API.</p> <p>Reference: Please refer to Chapter 3.1 “Technical” (Technical Requirements); and Chapter 6.4 - Annex 4 “Summary of Mandatory Features” (specifically Items 49 (IT-01) and 50 (IT-02)) of Attachment 3 “Technical Specifications”, as amended by Addendum #2 to the RFQ.</p>
13	<p>Three environments (DEV, TRN, PRD) are required. → Should the integrations be replicated in all environments, or only in Production?</p>	<p>USUG should be able to replicate the integration of data in each of the three environments for development, training or production purposes, but only the integration in production is mandatory.</p> <p>Reference: Please refer to Chapter 3.1 “Technical” (Technical Requirements); and Chapter 6.4 - Annex 4 “Summary of Mandatory Features” (specifically Item 57 (DP-04)) of Attachment 3 “Technical Specifications”, as amended by Addendum #2 to the</p>

		RFQ.
14	<p>The RFQ does not specify data volumes or asset counts. → Could you provide an approximate number of assets or records to be synchronized between UNICUS, QGIS, and CMMS for proper interface sizing?</p>	<p>A total of 50,000 assets is a reasonable estimate (there are 20,000 existing ones, plus approximately 30,000 estimated to be received).</p> <p>Reference: Please refer to Chapter 3.1 “Technical” (Technical Requirements - Data volume/asset counts in UNICUS) of Attachment 3 “Technical Specifications”, as amended by Addendum #2 to the RFQ.</p>
15	<p><u>On-premises deployment and data residency requirement</u></p> <p>Our understanding remains that the RFQ specifies an “on-premises solution.” We would like to further clarify whether a hybrid deployment model could also be acceptable — where the system application operates in a secure cloud environment, while data backups are stored locally on the client’s internal server.</p> <p>This approach enhances security and confidentiality while avoiding the long-term maintenance and update complexities associated with local server-only architectures. It also allows automated backup scheduling to maintain local data copies in compliance with internal IT policies.</p>	<p>As an on-premise solution, the system must be installed and run on local servers and on the USUG network.</p> <p>If the system runs on a cloud and there is only one backup, it will be a cloud (or SaaS) solution and no longer an on-premise solution.</p> <p>Reference: Please refer to Chapter 3.1 “Technical” (Technical Requirements); and Chapter 6.4 - Annex 4 “Summary of Mandatory Features” (specifically Item 54 (DP-01)) of Attachment 3 “Technical Specifications”, as amended by Addendum #2 to the RFQ.</p>
16	<p><u>Licensing structure and definition of “Concurrent user”</u></p> <p>The RFQ specifies “support up to 200 concurrent users (minimum 80 licenses).” We would like to clarify how MCA defines the term “concurrent user.”</p> <p>Specifically, does it refer to:</p> <ul style="list-style-type: none"> - the number of users who can be logged in and actively using the system simultaneously, or - the total number of registered user accounts that can access the system, edit or close work orders, view asset information, and operate within the system under the licensing model? 	<p>The term ‘concurrent user’ refers to the number of users who can be logged in and actively using the system at the same time. This requirement specifies that the solution must be able to grant access to concurrent users corresponding to this number.</p> <p>Reference: Please refer to Chapter 3.1 “Technical” (Technical Requirements); and Chapter 6.4 - Annex 4 “Summary of Mandatory Features” (specifically Item 71 (PF-01)) of Attachment 3 “Technical Specifications”, as amended by Addendum #2 to the RFQ.</p>

	Understanding MCA’s intended definition will help us ensure that our licensing proposal is fully aligned with the RFQ requirements.	
17	<p><u>Integration with existing systems (UNICUS, GIS, and others)</u></p> <p>According to Annex 1 of the RFQ, the CMMS must be integrated with UNICUS (financial system) and QGIS (mapping system).</p> <p>Could you please confirm whether API-level data exchange (via REST API or middleware) would be sufficient to meet this integration requirement, or if a direct database-to-database connection is mandatory?</p>	<p>The interface should use API data exchange (it will specify whether REST or GeoJSON (QGIS) or other middleware are preferable).</p> <p>Reference: Please refer to Chapter 3.1 “Technical” (Technical Requirements); and Chapter 6.4 -Annex 4 “Summary of Mandatory Features” (specifically Items 49 (IT-01) and 50 (IT-02)) of Attachment 3 “Technical Specifications”, as amended by Addendum #2 to the RFQ.</p> <p>Please also refer to answer #9.</p>
18	<p><u>Security standards and certification equivalency</u></p> <p>The RFQ requires “ISO 9001 or equivalent information security management certification.” We understand that information security standards may be of higher importance in this context. Could MCA confirm whether certifications such as ISO 27001, SOC 2 Type II, or GDPR compliance would be considered acceptable equivalents?</p>	<p>The requirement is certification on ISO 9001 or an equivalent information security management certification.</p> <p>Reference: Please refer to RFQ Clause 2 and Chapter 3.5 “Supplier Qualifications”; and Chapter 6.4 - Annex 4 “Summary of Mandatory Features” (specifically Item 91 (SQ-03)) of the Attachment 3 “Technical Specifications”, as amended by Addendum #2 to the RFQ.</p>
19	<p><u>Implementation timeline (60 calendar days)</u></p> <p>The RFQ states a completion period of “60 calendar days.” Could you please clarify whether this 60-day period refers only to the initial deployment and configuration phase, or if it also includes training, testing, and final handover activities?</p>	<p>In accordance with Addendum #2 to the RFQ, the maximum implementation timeline of 60 calendar days applies to the Initial Deployment and Configuration Phase.</p> <p>The overall completion period of the Contract is a maximum of 90 calendar days. This includes up to 60 calendar days for the Deployment and Configuration Phase, and an additional maximum 30 calendar days for Data Integration, Training and Testing, Interfaces, and Handover.</p> <p>Addendum #2 to the RFQ will be issued either together with these Clarification Responses or shortly thereafter, by the Procurement Agent of MCA-Mongolia.</p> <p>Reference: Please refer to Chapter 5 “Implementation, Training and Support”; and Chapter 6.4 - Annex 4 “Summary of Mandatory Features” (specifically Item 91 (SQ-</p>

		03) of Attachment 3 “Technical Specifications”, as amended by Addendum #2 to the RFQ.
20	<p><u>Access to general information on UNICUS and GIS systems</u></p> <p>RFQ’s Annex 1 provides basic information on the existing UNICUS and GIS systems. To better understand the technical scope of integration, we would like to clarify the following:</p> <p>Would it be possible for our Firm to have a short meeting or email communication with USUG’s relevant technical representatives to obtain general (non-confidential) information such as the system interface structure, data exchange mechanism, and overall data flow logic of these two systems?</p> <p>This would only be for the purpose of aligning our proposed integration approach with the actual operating environment as described in the RFQ.</p>	<p>To ensure impartiality and fairness in the procurement process, no individual meetings or direct email communications with USUG can be held at this stage, prior to the announcement of the procurement results. All Offerors shall prepare their Quotations strictly in accordance with the requirements set forth in the RFQ and its Specifications.</p>
21	<p><u>Long-term improvement and support period</u></p> <p>The RFQ mentions the requirement for long-term support and system improvement. We would like to clarify what specific duration is expected under the term “long-term” (for example, one year, three years, or five years).</p> <p>Additionally, since the proposed CMMS operates under a subscription-based model, could MCA please specify the expected support and service period that should be reflected in our proposal?</p>	<p>The contract will cover Year 1 maintenance costs, any continued support beyond the initial year may be subject to a separate agreement with USUG, if required.</p> <p><u>Reference:</u> Please refer to Chapter 5 “Implementation, Training and Support” of Attachment 3 “Technical Specifications”, as amended by Addendum #2 to the RFQ.</p> <p>Please also refer to answer #23.</p>
22	<p>Attachment 2, Price and Completion Schedule, Page 7, Section 2.1 “Server licenses (Operating system for 2 physical servers)”. Is this referring to the server operating system, such as Windows Server or Linux? The OS is usually purchased with the servers, not with application software. Moreover, server specifications are not known and may impact operating system cost.</p>	<p>The Operating System licence can be provided by the supplier of servers (Linux with Oracle database).</p> <p>The Database server licence is needed, to be provided by the supplier of CMMS.</p> <p><u>Reference:</u> Please refer to Chapter 3.1 “Technical” (Technical Requirements – Physical servers provided by USUG; Licenses included by Supplier); of Attachment 3 “Technical Specifications”, as amended by Addendum #2 to the RFQ.</p>
23	<p>Attachment 2, Price and Completion Schedule, Page 8, Section 7 “Annual Maintenance and Support (5-year breakdown)” only contains “Year 1 maintenance cost”. Is this correct (only one year support), does it assume that years 2-5 will follow</p>	<p>It is up to the Offeror to provide their recommendations on expected cost after year 1: schedule of updates on the solution and services that will require additional fee. The principle is to be able to have a clear view on the expected cost for the next</p>

	the same price or should we amend the table to also include years 2- 5?	5 years from year 0 (implementation cost + related mandatory and/or optional cost) Reference: Please refer to Chapter 5 “Implementation, Training and Support” of Attachment 3 “Technical Specifications”, as amended by Addendum #2 to the RFQ.
24	Attachment 3, Technical Specifications (starting page 10) describes all requirements. Its annex named 6.4 Annex 4: Summary of Mandatory Features (formatted as a table, page 37) partially, but not totally, cover the requirements. Should we give a point-by-point answer to both or only to the table 6.4 Annex 4?	Both – the annex 4 (Summary of Mandatory Features) of Chapter 6.4 of Attachment 3 “Technical Specifications”, as amended by Addendum #2 to the RFQ, covers all mandatory Functional and Non-functional Requirements.
25	According to Attachment 3, Technical Specifications, Page 15 of the RFP, Section 1.3 Language: “The project activities will be conducted primarily in Mongolian. English can be accepted with a translator.” We note that Attachment 2, Price and Completion Schedule, contains in section 5 Translation Services (page 8), separate items for system and material translation. Do we understand correctly that the services of a Mongolian translator (to translate for project team during services, training, etc.) or local staff (working directly in Mongolian) are to be included in our service price?	Yes, the offer shall include translation services for Mongolian language if the primary language is not Mongolian. It shall include the cost of the project implementation in Mongolian language. Reference: Please refer to Chapter 1.3 “Language”; and Chapter 6.4 - Annex 4 “Summary of Mandatory Features” (specifically Item 88 (IM-05)) of Attachment 3 “Technical Specifications”, as amended by Addendum #2 to the RFQ.
26	Attachment 6, Contract, Page 47 of the RFP, Section 11 Payment: “Payment of the Contract Price shall be made in the following manner: One hundred (100%) percent of the amount of the Contract (VAT exclusive) will be paid after acceptance by MCA-Mongolia of all goods, by bank transfer within thirty (30) days.” However, Attachment 2, Price and Completion Schedule, itemizes software licenses, services, interfaces, annual maintenance, future needs. Each item has a price and delivery schedule. Do we understand correctly that payment will be 100% after completion of all items for the total contract value, without down-payment, without intermediate delivery milestones? Or is the payment meant to be “per item” (for example item 2.2 database licenses can be invoiced after delivery of this item)? Based on project management best practices, a typical CMMS implementation contract	Clause 11 (Payment) of the “Contract Terms and Conditions” of the RFQ is modified by the Addendum #2 to the RFQ, as follows: “Payment of the Contract Price shall be made in the following manner: i. On Delivery and Acceptance of Goods: Seventy (70) percent of the Contract Price shall be paid within thirty (30) days of receipt and acceptance of the Goods. This amount shall be pro-rated for each delivery and acceptance, up to a cumulative total of seventy (70) percent of the Contract Price. ii. On Installation of Goods and Acceptance of Data Integration; Training and Testing; Interfaces and Handover: Thirty (30) percent of the Contract Price shall be paid within thirty (30) days of installation of

	would have progress payments linked to the acceptance of delivery milestones include software installation, functional design acceptance, factory acceptance test (FAT) or functional test, site acceptance test (SAT), training acceptance, “Go Live” acceptance, each with progress payment.	<p>the Goods and acceptance of Data Integration; Training and Testing; Interfaces; and Handover, upon submission of a claim supported by the Acceptance Certificate issued by the Purchaser.</p> <p>The supplier must submit to the MCA-Mongolia the original of its valid invoice with the supporting documents for the payment to be processed. The following documents should be submitted to proceed with the payment:</p> <ol style="list-style-type: none"> Supplier’s invoice (One original and two copies) indicating the Purchase Order number and the total amount to be paid; Goods/Services receipt note counter-signed by the authorized official of both Parties. Warranty Certificate for all goods valid for 12 months.” <p>Addendum #2 to the RFQ will be issued either together with these Clarification Responses or shortly thereafter, by the Procurement Agent of MCA-Mongolia.</p>
27	What are the specific formats for integration with existing systems like GIS, UNICUS, and QGIS? Are APIs, connectors, or middleware already available or do vendors need to develop them?	Please refer to answers #9, 11, and 12
28	Are there existing network or security constraints (e.g., firewalls, VPN requirements) for on-premises deployment?	<p>For security USUG is using a secured line to connect to the plants, VPN for encryption and Firewall.</p> <p><u>Reference:</u> Please refer to Chapter 3.2 “Security” of Attachment 3 “Technical Specifications”, as amended by Addendum #2 to the RFQ.</p>
29	What is the projected timeline for the phased implementation beyond the 60-day delivery window?	Please refer to answer #19
30	Should the vendor handle disaster recovery measures (e.g., backups, failovers), or will this be managed by USUG?	<p>The system should be installed on 2 physical servers (provided by MCA) for Backup purposes.</p> <p><u>Reference:</u> Please refer to Chapter 3.1 “Technical” (Technical Requirements – Physical servers required); Chapter 3.2 “Security” (System shall have measures for disaster recovery) and Chapter 3.4 “Performance” (Backup and recovery capabilities) of Attachment 3 “Technical Specifications”, as amended by Addendum #2 to the RFQ.</p>

31	Are there specific preferences for training platforms or materials (e.g., video tutorials, e-learning platforms)?	<p>No particular preferences, provided they are available in the Mongolian language (or at least with subtitles).</p> <p><u>Reference:</u> Please refer to Chapter 3.3 “Usability” and Chapter 5 “Implementation, Training and Support” of Attachment 3 “Technical Specifications”, as amended by Addendum #2 to the RFQ.</p>
32	Are perpetual licenses required for all software components, or is a subscription-based model acceptable?	<p>Perpetual licenses are not mandatory but may be considered if an update of at least 10 years is included for the system and devices.</p> <p><u>Reference:</u> Please refer to Chapter 6.4 - Annex 4 “Summary of Mandatory Features” (specifically Item 84 (IM-01)) of Attachment 3 “Technical Specifications”, as amended by Addendum #2 to the RFQ.</p>
33	Does USUG require a source code escrow agreement to ensure continuity in case the vendor discontinues the software?	Yes
34	What's the expectation for "Backup and recovery capabilities"? (SLA)	<p>The recovery capability is expected to be a maximum 24h (1 day),</p> <p>The helpdesk must be available on weekdays</p> <p><u>Reference:</u> Please refer to Chapter 3.4 “Performance” and Chapter 6.4 - Annex 4 “Summary of Mandatory Features” (specifically Item 73 (PF-03)) of Attachment 3 “Technical Specifications”, as amended by Addendum #2 to the RFQ.</p>
35	Will the vendor need to provide ongoing performance monitoring tools, or are existing tools in place?	<p>No tool in place, it should be provided by the Supplier.</p> <p><u>Reference:</u> Please refer to Chapter 3.4 “Performance” of Attachment 3 “Technical Specifications”, as amended by Addendum #2 to the RFQ.</p>
36	Are there any required deliverables for documentation, such as detailed user manuals separate from training materials?	Please refer to answer #31
37	Does the vendor need to perform vulnerability assessments or penetration testing as part of the project?	<p>The USUG IT team conducts vulnerability assessments and penetration tests every two years.</p> <p><u>Reference:</u> Please refer to Chapter 3.2 “Security” (Cyber Security requirements) of Attachment 3 “Technical Specifications”, as amended by Addendum #2 to the</p>

		RFQ.
38	Page7. 2.2 Database licenses: which database is preferred? Oracle or MS SQLSERVER?	<p>As all the plants will be fully automated, there is a high risk to IT security, which is why the Oracle database is preferred.</p> <p>Please refer to Chapter 3.1 “Technical Requirements” of Attachment 3 “Technical Specifications”, as amended by Addendum #2 to the RFQ.</p>
39	Page22. 3.1 TECHNICAL: "No custom development is accepted in this project". No custom development for CMMS functional features, but there is interface development between CMMS and UNICUS & QGIS, it should not conflict with this clause.	<p>APIs are not considered custom development as such. The core system should be "off the shelf" / "Ready to use".</p> <p>Reference: Please refer to Chapter 3.1 “Technical Requirements” and Chapter 6.4 - Annex 4 “Summary of Mandatory Features” (specifically Item 50 (IT-02) of Attachment 3 “Technical Specifications”, as amended by Addendum #2 to the RFQ.</p>
40	Page22. 3.1 TECHNICAL: "Integration capabilities with UNICUS" How many integration scenarios need to be applied for UNICUS? For example, initial, scrap, transfer, idle, etc.,	<p>We can consider the following 4 scenarios:</p> <ul style="list-style-type: none"> - Acquisition - Transfer within USUG (e.g. to other site) - Mothball / idle - Disposal <p>Reference: Please refer to Chapter 3.1 “Technical Requirements” (Integration capabilities with UNICUS) and Chapter 6.4 - Annex 4 “Summary of Mandatory Features” (specifically Item 50 (IT-02)) of Attachment 3 “Technical Specifications”, as amended by Addendum #2 to the RFQ.</p>
41	Page22. 3.1 TECHNICAL: "Integration capabilities with QGIS" The integration with QGIS that is for desktop application definitely, but is it also necessary for mobile application?	<p>The integration with QGIS is required for mobile application as well.</p> <p>Reference: Please refer to Chapter 3.1 “Technical Requirements” (Mobile device compatibility required) and Chapter 6.4 - Annex 4 “Summary of Mandatory Features” (specifically Item 49 (IT-01)) of Attachment 3 “Technical Specifications”, as amended by Addendum #2 to the RFQ.</p>
42	Page30. 5. IMPLEMENTATION, TRAINING AND SUPPORT: Does it need to carry out the	<p>Training should be on site.</p> <p>Reference: Please refer to Chapter 5 “Implementation, Training</p>

	project on site or remote working is also acceptable?	and Support” of Attachment 3 “Technical Specifications”, as amended by Addendum #2 to the RFQ.
43	Page30. 5. IMPLEMENTATION, TRAINING AND SUPPORT: "The Supplier shall complete delivery of the Goods and Services within a period not exceeding 60 calendar days from the date of Contract effectiveness", is it for the whole project delivery or only for software and licenses delivery within 60 calendar days?	Please refer to the answers #19 and #29
44	Page35. RECOMMENDATION - PURCHASING: there is no requirement or description in "P7. 4 Integration and Interfaces" & "P20. 2.5 PURCHASE MANAGEMENT" about the purchasing integration with the current purchasing tool, please clarify if this integration is necessary.	No integration with purchase management system is required. Reference: Please refer to Chapter 2.5 “Purchase management” and Chapter 6.2.1 “Corrective maintenance” of Attachment 3 “Technical Specifications”, as amended by Addendum #2 to the RFQ.
45	Page37. "15, WO-06": "Notifications are automatically sent, based on work conditions", What type of notifications need to be provided? By email, app message or telegram?	APP message at least, email + telegram if possible. Reference: Please refer to Chapter 2.2 “Maintenance Work Order Management” (Automated notifications required) and Chapter 6.4 - Annex 4 “Summary of Mandatory Features” (specifically Item 15 (WO-06)) of Attachment 3 “Technical Specifications”, as amended by Addendum #2 to the RFQ.
46	Page37. "17, WO-08": "through batch data collection from user defined template", does it mean we need to upload the data from user defined template to CMMS manually?	The initial upload should be managed in batches from an Excel file or similar. Reference: Please refer to Chapter 3.1 “Technical Requirements” and Chapter 6.4 - Annex 4 “Summary of Mandatory Features” (specifically Item 17 (WO-08)) of Attachment 3 “Technical Specifications”, as amended by Addendum #2 to the RFQ.
47	Page47 11.1 Payment : Could you please specify the acceptance criteria, process, and timeline for the goods to be deemed 'accepted' by MCA-Mongolia?”	The acceptance of the required Goods and Services will be based on their full compliance with the features and requirements specified in the Contract to be signed with the selected Supplier. Acceptance procedures may include, as applicable, verification of functionality, performance testing, integration with existing systems, successful completion of training and handover activities, and any other contractual obligations. Goods and Services will be deemed “accepted” upon the successful completion of all required acceptance

		activities and the issuance of an Acceptance Certificate by MCA-Mongolia.
48	<p>Page 47 11.1 Payment : To ensure a sustainable and successful partnership, we would like to respectfully propose and inquire if the following alternative payment structures could be considered:</p> <p>Option A: With Advance Payment</p> <p>A payment structure that includes an advance payment, such as 10-30% of the contract value upon contract signing, with the remaining balance paid after the acceptance of all goods. This would greatly assist in covering initial mobilization and procurement costs.</p> <p>Option B: Phased Payments</p> <p>A phased payment schedule, for example:</p> <p>80% of the contract value upon the successful delivery of all goods, supported by the delivery note and a preliminary invoice.</p> <p>The remaining 20% upon final acceptance by MCA-Mongolia, supported by the final invoice and warranty certificate.</p>	<p>Please refer to answer #26.</p> <p>Clause 11 (Payment) of the “Contract Terms and Conditions” of the RFQ is modified by the Addendum #2 to the RFQ.</p> <p>Addendum #2 to the RFQ will be issued either together with these Clarification Responses or shortly thereafter, by the Procurement Agent of MCA-Mongolia.</p>
49	<p>Clarification on Local Language Support</p> <p>For the purposes of project implementation, training, and future support, could you please clarify if MCA-Mongolia or USUG can provide or recommend local Mongolian translation support (either Chinese-Mongolian or English-Mongolian)? Our project team is fluent in both Chinese and English.</p>	<p>USUG / MCA-Mongolia cannot provide translation support, it is the responsibility of the supplier, as mentioned in the specifications.</p> <p>If required, USUG/MCA-Mongolia may recommend local Mongolian translation support to the Supplier during Contract implementation.</p> <p>Reference: Please refer to Chapter 1.3 “Language” and Chapter 6.4 - Annex 4 “Summary of Mandatory Features” (specifically Item 88 (IM-05)) of Attachment 3 “Technical Specifications”, as amended by Addendum #2 to the RFQ.</p>
50	<p>Could you please provide further clarification on the definitive budget allocated for this tender?</p>	<p>Please note that the information regarding the budget allocated for this procurement cannot be disclosed. As outlined in the Request for Quotation (RFQ), the Contract will be awarded to the Supplier whose Quotation is determined to be substantially responsive to the RFQ and who offers the lowest</p>

		evaluated price, at the discretion of MCA-Mongolia. This is subject to the Supplier being assessed as eligible and qualified to perform the contract satisfactorily.
51	Page30 Is English-language support acceptable for the on-site implementation, or is Mongolian language support mandatory?	<p>English-language support is acceptable for the on-site implementation but will require an English-Mongolian translator.</p> <p><u>Reference:</u> Please refer to Chapter 1.3 “Language” and Chapter 6.4 - Annex 4 “Summary of Mandatory Features” (specifically Item 88 (IM-05)) of Attachment 3 “Technical Specifications”, as amended by Addendum #2 to the RFQ.</p>
52	Please clarify whether the bid should be priced based on named users, and if so, the required quantities for desktop and mobile users.	<p>The requirement is: "200 concurrent users with a minimum of 80 licenses" (see answer #16). As described in Attachment 2, it shall be considered 60 mobile, 20 desktop, and 5 administrators for costing purposes. USUG requires flexibility and would prefer not having named user licences, especially for mobile devices.</p> <p><u>Reference:</u> Please refer to Chapter 3.1 “Technical Requirements” and Chapter 6.4 - Annex 4 “Summary of Mandatory Features” (specifically Item 71 (PF-01)) of Attachment 3 “Technical Specifications”, as amended by Addendum #2 to the RFQ.</p>