



**Request For Offers - Ref No: MCA-M/CF/WSSA/CS/06  
 Consulting Services for Strengthening of the Water Services Regulatory Commission; Water  
 Affordability and Customer Assistance Policy Development;  
 and Tariff and Subsidy Modeling and Revision**

**ANSWERS TO CLARIFICATION QUESTION – ISSUE No. 3 (Questions 21 and 22)  
 November 12, 2024**

<b>Questions and Answers 5-20 issued to all registered Offerers on October 25, 2024</b>	
<b>Questions and Answers 1-4 issued to all registered Offerers on October 15, 2024</b>	
<b>Question 21:</b>	<p>With regard to the Mandatory Criterion contained in Section III (Qualification and Evaluation Criteria) of the RFO (bold added by the questioner) <i>“The Offeror must have successfully completed at least two (2) projects within the last 10 years as the prime consultant, either implementing institutional or regulatory reform within public utility regulatory body, or building the capacity of a public utility regulatory body. <b>The public utility regulatory body in each case must have had a minimum of 25 license holders or service providers that it regulated at the time of the project.</b>”</i></p> <p>If it is the case, could you please explain what the rationale of this requirement is (i.e., the number of utilities regulated by a customer of the offeror) which is very unusual and also explain how such a criterion can be proven and formally validated by MCA-Mongolia (question referred to MCC) - Proof of subject to interpretation would be appreciated as it conditions the decision to elaborate and submit of a proposal satisfying this criterion?</p> <p>A clear answer not subject to interpretation would be appreciated as it conditions the decision to elaborate and submit of a proposal.</p>
<b>Answer 21:</b>	<p><b>1. Rationale</b> – With this requirement, we are looking for evidence of two types of experience: 1) experience with complex regulatory environments and 2) institutional and/or capacity building experience with a large number of stakeholders.</p> <p>First, a regulatory body with 25 or more license holders indicates a complex that the regulatory environment is complex, with multiple regulatory challenges. Working in such an environment requires the understanding varied operational, financial, and compliance needs across multiple license holders, which is more challenging than working with a smaller, more homogeneous group of license holders.</p> <p>Second, working with a public utility regulatory body that oversees the performance of a large number of license holders shows the consultant can handle the complexities associated with supporting institutional reform and/or capacity building that requires coordinating across many license holders. This criterion ensures that the consultant is skilled in developing scalable solutions and can implement regulatory reform and/or build capacity in regulatory bodies that need robust processes and organizational and procedural frameworks to handle a broad range of service providers.</p>

	<p><b>2. Evidence of Compliance with Criteria:</b> The following would be acceptable evidence of compliance with this criterion:</p> <p><b>(a) Project Summaries with Quantitative Data:</b> Offerors provide project summaries in form TECH 4. They may include quantitative data about the regulatory body’s size (number of license holders) and the specific activities performed; and/or</p> <p><b>(b) Supporting Evidence:</b> Offerors may reinforce this evidence by citing annual reports and/or publicly available data that list the number of license holders regulated by the organization during the project timeframe;</p> <p><b>(c) Reference from Clients:</b> MCA-Mongolia may contact provided project references to confirm the Offeror's role, and the nature of the project, and the number of license holders or service providers regulated by the organization at the time of the project.</p>
<b>Question 22:</b>	With regard to Non-Key Personnel - Our understanding is that Non-Key Personnel would not be evaluated but that MCA-Mongolia still requires formally to include at least all of the three specific profiles described in the RFO as non-key staff. Please confirm.
<b>Answer 22:</b>	<p>Yes, your understanding is correct. The qualifications of only Key Personnel will be evaluated in accordance with the evaluation criteria and sub-criteria of the Section III. Qualification and Evaluation Criteria of the RFO.</p> <p>As stated in the “Personnel Requirements” of the Section V. Terms of Reference (ToR) of the RFO: <i>“At the offer submission stage, the names and CVs of the Non-Key Personnel may not be included in the technical offer of the Consultant. However, the Offers shall include all proposed Non-Key Personnel in the Forms TECH-6, TECH-8 and TECH-9 and shall consider all associated costs in the financial offers.”</i></p>