Subject: Development and Deployment of Quality Indicators Software Solution
RFB No: RS-SSHP-8338YF-G-RFB-20-3.1.3.3**/ Clarification no. 1**
Date: 22.10.2020

Dear all,

With respect to the RFB No. RS-SSHP-8338YF-G-RFB-20-3.1.3.3/Clarification, please find below the answers to the questions submitted by the interested bidders.

Item:	Question	Ref to the Procurement documents	Answers	Clarification or Amendment to the RFP
1.	At the point 5.8 Local Representation you required: In the case of a Bidder not doing business within the Purchaser's country, the Bidder shall submit documentary evidence in its Bid to establish to the Purchaser's satisfaction that it is or will be (if awarded the Contract) represented by an agent in that country who is equipped and able to carry out / manage the Bidder's maintenance, technical support, training, and warranty repair obligations specified in the Purchaser's Requirements (including any response time, problem-resolution norms or other aspects that may be specified in the Contract). *Whether the above means that any bidder who is not registered on the territory of Serbia must hire an agent from Serbia to represent him, or that condition may be met if one of the members of the consortium is registered on the territory of Serbia?*	TD	The condition will be met if one of the JV members who is equipped and able to carry out / manage maintenance, technical support, training and warranty repair obligations specified in the Purchaser's Requirements (including any response time, problem-resolution norms or other aspects that may be specified in the Contract) is registered on the territory of Serbia	Clarification
2.	At the point 5.4. Experience you required: Specific Experience-Participation as a prime supplier, management contractor, JV4 member, sub-contractor, in at least two (2) contracts within the last five (5) years, each with a value of at least EUR 400,000.00 that have been successfully and substantially completed and that are	TD	Please provide references as per your best understanding of the requirements stated in TD in Section VII - Requirements of the Information System.	Clarification

	similar to the proposed Information System. *Whether the above request implies the submission of a reference for a project installed in healthcare or any BI development project or refers only to a reference for a successfully implemented project Quality Indicators Software Solution, what does a similar Information System mean?*			
3.	At the point ITB 10.1. writes "Language for translation of supporting documents and printed literature is Serbian language. " *Does the above mean that references, CVs and company documentation such as balance sheets may be submitted in Serbian language?*	ITB 10.1	We will accept references, CVs and other supporting documentation in English or Serbian language.	Clarification
4.	Since it is necessary to fill forms from tender documentation which are in PDF format, *is there a possibility to send them to us in Word format?*	TD	Yes, if you request it, TD will be sent to you in Word format as well.	Clarification
5.	For ICT expert from the domain of Data Science and application of technique of machine learning with emphasis on health care University you require that bidder submit Statement / Certificate issued by a health institution (former employer)	TD	The bidder should submit statement issued by a health institution, confirming that the individual key expert (staff of the bidder) is aware of the best practice in domain of managing confidential data of patients (privacy and information security awareness).	Clarification

	confirming that the expert is aware of best practice in domain of managing confidential data of patients (privacy and information security awareness) *Whether a certificate is required that the person in this position was employed in a health institution* *or* *that condition meets the person who provided proof/certificate that as an employee of an IT company he/she was engaged in a project in a health institution?*			
6.	*Whether the financial and technical part of the bid should be packed together as one document or separated in two documents as financial offer and technical offer?*	TD	The financial and technical part of the bid should be packed together as one document	Clarification
7.	*Please advise if the contractor will have to provide technical support (five years) at the same time as the software solution maintenance (five years).*	TS	We draw your attention to the following: The Contractor is required to maintain functioning of the Software Solution as designed for a period of <u>twelve months</u>. The Contractor is required to provide a guarantee for technical support upon completion of the project for a period of at least 5 years. Whether or not technical support contract will be signed is left to the discretion of the beneficiary.	Clarification

8.	According to ITB 33.1, the currency(ies) of the Bid shall be converted into a single currency, RSD. *Please advise if the bidder can provide its price in USD if it is based in the Unites States of America.*	ITB 33.1 & 18.2	We draw your attention to the ITB 18.2	Clarification
9.	According to ITB 35.4, the Purchaser's evaluation of responsive Bids **will not take** into account scored technical factors. *Could you please elaborate on which technical factors will not be taken into consideration?*	ITB 35.4	Purchaser has chosen not to take into account technical factors. Therefore, they will not influence the evaluation score.	Clarification
10.	According to Section III – Evaluation and Technical Criteria, the Technical Evaluation factor (ITB 35.4 and ITB 35.4) is not applicable. *Kindly clarify how will the technical factor affect the evaluation of this bid.*	TD	Purchaser has chosen not to take into account technical factors. Therefore, they will not influence the evaluation score.	Clarification
11.	According to the Technical Proposal Scoring Methodology (p.46), the Purchaser favors a commercial off-the-shelf solution that significantly exceeds the requirements described in the RFP. If a certain feature meets the requirements it only gets two (2) points, if it significantly exceeds them – four (4) points. *Please confirm if this is true or not?*	TD	Purchaser has chosen not to take into account technical factors. Therefore, they will not influence the evaluation score.	Clarification
12.	We kindly ask the Purchaser to clarify the estimated level of effort and the amount of time the experts are expected to spend in the field (on-site). *Considering the current and future disruptions caused by the Covid-19 pandemic, please advise if we can be flexible in these estimates.*		It is the bidder's responsibility to estimate the amount of time, including the time spent on site, following foreseen requirements for the project implementation (sections 6 Implementation plan and 6.13 Implementation schedule)	Clarification

13.	According to the Qualification Criteria, the bidder shall provide documentary evidence confirming possession of the following certificates: ISO 9001:2015, ISO/IEC 20000-1:2011, ISO/IEC 27001:2013, and ISO 22301:201. *Please advise if it would suffice that just a JV member, sub-consultant, or even the key experts can possess these certifications.*	TD	ISO 9001:2015, ISO/IEC 20000-1:2011, ISO/IEC 27001:2013, and ISO 22301:201 are certificates awarded to organizations. In case of JV, it is sufficient that a JV member possess relevant certification; however, it is expected that the JV member will be responsible for the corresponding part of the project activities. It is not acceptable to have sub-consultants or key experts with required certificates.	Clarification
14.	*Please advise if the bidders are allowed to suggest non-key experts in addition to the key ones listed in the RFP. If so, please advise on how will these experts be evaluated.*	TD	Bidders are allowed to suggest non-key experts in addition to the key experts listed in RFP. However these experts will not be evaluated.	Clarification
15.	In TOR is written that Bidder must demonstrate access to, or availability of, financial resources such as liquid assets, unencumbered real assets, lines of credit, and other financial means, other than any contractual advance payments to meet the following cash-flow requirement: EUR 400,000.00. *In which form this evidence must be provided? In the form of the bank guarantee or any other form? If other form is possible, could you provide us more details about that form?*	TD	The bidder must provide a statement from its commercial Bank(s).	Clarification
16.	*Could you provide us information what percentage of the value of the TOR is 400.000,00 EUR requested as financial resources?*	TD	This information is not available to the prospective bidders.	Clarification

	As we have not received a response within five days, can we kindly ask you to extend the deadline both for asking questions and submitting the Procurement.		The submission deadline is changed through the Amendment No. 1 to the RFB.	Amendment No. 1
	Can you explain to us by using the example of a consortium of three companies the conditions for financial security. 5.3 FINANCIAL SITUATION - 5.3.3 Financial Resources -. Specifically, does this means that three companies would have to provide financial security in the amount of 680,000.00 EUR? *In case the answer is positive, please point out to us the rule of the World Bank according to which such a guarantee is binding, and whether and how it is brought into the estimated value of the procurement.*		5.3 FINANCIAL SITUATION - 5.3.3 *Financial Resources* is not a requirement for a commercial bank(s) guarantee. It is a statement from the commercial bank(s). We refer to the WB standard procurement documents available on the web page https://www.worldbank.org/en/projects-operations/products-and-services/brief/procurement-new-framework The estimated cost of the task is not available to the prospective bidders.	Clarification

Please confirm that you have received these Clarifications.

Sincerely,

Second Serbia Health Project