



# **CLARIFICATIONS I**

## **BIDDING DOCUMENT**

**Issued on Monday, January 13, 2020**

**For**

**Procurement of the Interactive  
Technological Platform (ITP) for DBJ's  
Voucher for Technical Assistance (VTA)**

**Procuring Entity: Development Bank of Jamaica Limited**

February 14, 2020

**CLARIFICATIONS I: TO BIDDING DOCUMENT**

1. Please provide more details regarding the qualification criteria for the key experts.

**Ans.:** As indicted within the technical evaluation (Section III- Evaluation and Qualification Criteria) on page 50, key experts (Team Leader & Other Professionals ) must specify their level of qualification (Masters, Bachelors, Diploma or Certificate) that's relevant to the Procurement of the ITP for DBJ's VTA. Both Team Leader & Other Professionals will be assign a score accordingly based on their level of qualification and the grading scheme.

2. Also, please advise if the vendor is free to suggest its own team composition and number of experts necessary to perform this project.

**Ans.:** Yes

3. Please confirm that there is no bid security requirement and that a bid securing declaration will suffice.

**Ans.:** Yes

4. Please advise if the bidder should separate the technical and the financial proposals into two distinct envelopes for submission. If that is the case, please advise where should it place the Letter of Bid form considering that it contains the bid price.

**Ans.:** Yes, please place the letter of bid within the Technical Proposal. The Bid Price and discounts (if applicable) should be in the Financial Proposal.

5. According to Section IV - Bidding Forms, Bidder's JV Members Information Form and Subcontractor's Agreement are not required for submission. Please advise if the bidders are still allowed to enter into JV or subcontracting agreements to deliver the tasks at hand.

**Ans.:** No

6. Please advise if the vendor is required to transfer all the historical data to the new platform

**Ans.:** Yes

7. Please advise on the estimated number of trips to Jamaica during this project.

**Ans.:** 2-3 Trips, for overseas bidders.

8. Please clarify if the Voucher System needs to be integrated with any other eGovernment platforms (current or in the process of future implementation).

**Ans.:** No.

9. Should any specific cost of licenses or products be budget in our financial offers? For example, SSL certificate, special TCP to connect into the Internet configuration of the DBJ, etc.

**Ans.:** Yes.

## Request for Quotation

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10. Please advise if we need to budget in our financial offers any on-site facilities for training purpose or DBJ will provide these facilities (which have computers, classroom with internet connection and multimedia equipment)?

**Ans.: DBJ will provide these facilities.**

11. Please advise is it anticipated to spend time out the capital during the business requirements development phase. If it is required and if there are any transportation, lodging costs associated should it be budgeted in our financial proposals?

**Ans.: Yes.**

12. Would it be possible to get the RFP in word format or Technical and Financial Proposal submission forms, including Functional and Non-Functional Requirements forms?

**Ans.: Yes. They will be placed on the website in word.**

13. In order to provide sufficient time for receiving the clarifications and reflecting them in the bidders' responses, we would be very grateful for your consideration of extending the current deadline by two weeks till March 16th, 2020.

**Ans.: DBJ, have extend the deadline to Monday, March 16, 2020 at 3: 00 pm**

14. Under the Project Scope section, Voucher Redemption sub section it is mentioned "Processing of analytical data in relation to vouchers payments".

**Question:** Could you elaborate on what is expected with that feature?

**Ans.: This section refers to reporting on the Voucher Programme using infographics (user friendly, easy to read charts, diagram etc.) that can help to direct management decisions. For example:**

- ✓ **Number and value of Vouchers paid, (Running total and year to date). (REPORT)**
- ✓ **Number and value of Vouchers, MSME Profile (Startup or Existing MSME), parish, voucher type, sector, gender of entrepreneur, BDO and those who indicate that they are interested in a loan (IMPACT)**
- ✓ **Number, value, type, sector and gender of Voucher accepted by BDO, but have not yet been paid for.**
- ✓ **We would love to see these financial information presences on graphs which will help us to clearly pick up on trends**

15. Under the Project Scope section, Interactivity sub section: It is mentioned "Generate rating system for the BDOs – Allow MSMEs who have received services to rate their BDOs".

**Question:** Is the rating mechanism already defined?

**Ans.: No**

**Question:** Is it letter based; number based?

**Ans.: A five star-based system is preferred.**

**Question:** Is it just one rating?

**Ans.: No**

**Question:** Is it a list of different/categorized ratings?

**Ans.: All BDOs are to be rated on:**

- **Total Cost of Service**
- **Timeliness of Service Delivery**
- **Quality of Service Delivered and Customer Relations.**

**These ratings are to be further broken down by Voucher Services and MSME profile (Start-up/Existing MSME).**

16. It is mentioned “Hosting of Infographic Videos in relation to services offer by the BDOs and training programs for the MSMEs”

**Question:** Who is responsible for creating the Infographic Videos?

**Ans.: DBJ**

**Question:** Does the platform has to provide for digital space to host the videos? Or will the videos be hosted in popular platforms such as YouTube, Vimeo, Dailymotion and the platform just has to be able to link to them?

**Ans.: Both. DBJ Should be able to manage the content of this section**

17. It is mentioned “Allow BDOs to post live training and for SMEs to be able to access live training (as a paid service, or for free)”

**Question:** Should the platform implement the training features (registration, streaming, billing, etc)?

**Ans.: Yes, except billing. The BDO should be able to do training via live stream to clients that register for it. DBJ is only concerned with being able to see who did at least 80% of the training**

**Question:** Or should the platform allow BDOs to easily post training events that will be provided in popular platforms such as Zoom, Skype, WebEx, etc?

**Ans.: No**

18. Under the Project Scope section, Report and Data Analytics sub section: It is mentioned “Please note, that nine (9) aggregating data collected from input on the current platform in MS Excel, PDF or MS Word format is used to generate simple or complex reports.”

**Question:** Could you provide samples of the data and reports in its different formats?

**Ans.: The following samples will be placed on the website:**

- ✓ **SAMPLE\_EXCEL\_001**
- ✓ **SAMPLE\_INFOGRAPHICS\_001**