

Pre- Bid Meeting Minutes

UNOPS RFP Reference: RFP/2021/34594 rev 1

Tender description: Provision of salesforce consultancy services for the Sustainable Development Goals (SDG) Lab in Geneva, Switzerland .

Date and Time: 06 December 2021, 2:00 - 3:00 p.m. (Geneva Local Time)

UNOPS and SDG Lab Participants:

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The following questions were raised during the pre-bid meeting and are posted for prospective Offerors as part of additional clarification to guide their proposal preparation and submission process.

Question 1: Which kind of survey tool is being used currently by the SDG Lab?

Answer 1: Google forms and Survey Monkey. At the moment, these types of surveys are not integrated into the salesforce system.

Question 2: Is the SDG Lab looking for a solution to integrate these surveys into salesforce?

Answer 2: Yes, the SDG Lab is looking for a solution that will be integrating these types of surveys into salesforce. The main goal is to integrate the answers from participants into the SDG Lab salesforce database in order to have a more consistent flow of this data as well as a dashboard that summarizes these findings, helping the SDG Lab to quickly understand its impact on their various activities. The SDG Lab would like to see the answers from participants in salesforce. The type of tool to be adopted will depend on the analysis that will be conducted.

Question 3: Does the SDG Lab want to continue the google forms/survey monkey methodology or generate the survey directly from salesforce?

Answer 3: This will depend on the results achieved in Lot 1, where it is expected that the selected supplier will support the SDG Lab team in giving recommendations based on the analysis conducted.

Question 4: How many survey types are being currently conducted by the SDG Lab?

Answer 4: At the moment, the SDG Lab has built 3 types of surveys but envisions building more survey types. The annual survey that the SDG Lab currently sends to the SDG community consists of around 20 questions. Other surveys (such as post-event surveys) are smaller, consisting of 7-10 questions per survey.

Question 5: Do the recipients of the survey have access to the SDG Lab salesforce system?

Answer 5: No.

Question 6: Is the main goal to gather the information on who replies to the survey, understand the scope? What is the kind of information the SDG Lab would like to have?

Answer 6: The SDG Lab would like to have an aggregation of the answers.

Question 7: Does SDG Lab want to obtain information on the recipients of the surveys?

Answer 7: The SDG Lab does not necessarily need to have the information of the personnel who has responded to the survey. The SDG Lab would rather make sure that the answers to these surveys flow into the salesforce database to have a better track of the impact of the SDG Lab activities over time. However, even though the surveys are anonymous, the SDG Lab would like to obtain information on which kind of organization the survey recipients work for, as well as gender and age (questions that will be asked in the survey), so that on an aggregated level the SDG Lab can see what people are answering.

Question 8: Does SDG Lab want to incorporate the contacts into its salesforce system where all participants are registered?

Answer 8: So far, the SDG Lab does not follow this approach. Currently, there is a mailing list with all the participants and the surveys are sent to the participants on this mailing list. However, this will depend on the results achieved in Lot 1.

Question 9: For surveys, the salesforce tool has many options. Does SDG Lab have a preference to adopt free solutions or paid solutions?

Answer 9: This decision will depend on the results achieved in Lot 1.

Question 10: Regarding the schedule of requirements, on the qualification section in terms of personnel, if a company has person A fulfilling the qualifications and first box Masters degree, can the same person also fulfill another qualification?

Answer 10: Yes.

Question 11: Is it possible to have a combination of certifications of two people while staying on the maximum of 4 personnel?

Answer 11: Yes. What is important for SDG Lab is that the proposed team composition meets the RFP requirements. .

Question 12: This question refers to the qualification criteria in the schedule of requirements. In certain places, mandatory requirements are given such as a minimum of 3 years of experience in setting up, implementing and managing salesforce solutions is required. If an organization will have less years of experience than the ones mentioned in the schedule of requirements for a particular requirement, is there a relaxation that can be applied or is it a must to have what is mentioned in the requirements?

Answer 12: No. The evaluation criteria is stipulated in the Criteria section of eSourcing. The evaluation criteria is explicit and the same will be used to evaluate the proposals.

Question 13: In case a company submits the proposal with a partner, will both the combined experience be taken into consideration or will only the prime bidder experience be taken into consideration?

Answer 13: Combined experience is considered for the purposes of evaluation of the submission. If an Offeror does not have all the expertise required for the provision of the services to be provided under the Contract, such Offeror may submit a Proposal in association with other entities. In the case of a joint venture, please use the Joint Venture Form provided in the Returnable Bidding Forms.

Question 14: In terms of the qualification criteria that refers that there is a requirement of a minimum of three years experience in advising organizations in setting-up operational frameworks and results-based monitoring systems, will the implementation experience in

results-based monitoring systems and project management reporting tools will be applicable or is it only advising specifically organizations in setting-up operational frameworks?

Answer 14: When the SDG Lab is speaking about measuring its impact, the logframe system or logframe source. What SDG Lab is looking for is for people who have experience in setting up a system where we use indicators to measure impact and that can be advising an organization such as SDG Lab but also private organizations in the NGO sector for example. SDG Lab is looking to know how its impact is measured. The results-based monitoring system is to be able to look at the relevance of the data that are subtracted from the surveys.

Question 15: In terms of key personnel, there are different roles given into different lots with a maximum of 4 people. Should all the combined lots have a maximum of 4 people?

Answer 15: The maximum 4 consultants are applicable per lot and not as a combination of lots.

Question 16: If an organization has SDG experience, can that be considered as a part of the role experience?

Answer 16: The Offeror is required to provide all the documentary evidence of their previous similar experience together with their proposal. The technical evaluation team will assess the relevance of the similar experience on the basis of the provided documents in order to determine compliance with UNOPS requirements.

Question 17: Would SDG Lab need any multilingual capabilities for the future surveys?

Answer 17: Yes.

Question 18: Would SDG Lab need its users besides having reporting capabilities and monitoring to create surveys?

Answer 18: Yes.

Question 19: Is SDG Lab expecting an external company to create the surveys?

Answer 19: Yes.

Question 20: Is UNOPS planning to extend the submission deadline which at the moment stands at 13 December?

Answer 20: At the moment of the clarifications meeting, this was not being considered. However, should the deadline for submissions be extended, all suppliers will receive a notification through the system. Should any supplier consider not to be able to submit the proposal by the current proposed deadline, the request should be submitted through the eSourcing as a request for clarification, indicating the reason for requesting a time extension. UNOPS will review the request on a case by case basis and will make a decision and communicate it through the eSourcing system.

Upon receiving a request from a supplier on e-sourcing to extend the deadline, UNOPS has decided to extend the deadline until 15 December 2021.

Question 21: In Lot 2, is there any chance depending on the outcome of the assessment from lot 1 to manage an extension of the implementation phase which has been estimated to 1 month?

Answer 21: Yes, there is flexibility around this as this will depend on the assessment of the analysis that will be delivered in lot 1. There is the possibility for flexibility around the implementation phase however as it stands currently it would have to be in 2022.

Question 22: In terms of length of implementation, could lot 2 be more than 1 month duration?

Answer 22: Yes, it could be longer depending on the assessment of lot 1.

Question 23: Is there a budget for this project that UNOPS would like to keep within?

Answer 23: The UNOPS tender does not disclose the available budget. The detailed terms of reference are provided in the documents section of this tender that include estimates of personnel and other required inputs in order to deliver the expected results. The TOR should further assist the suppliers in determining appropriate quality, level of efforts and budget for the delivery of efficient and complete services.