

**1st Clarifications Document to Questions on the "RFP Number: ERP-KB-001-2019"
(21st August 2019)**

No	Section	Contents	Clarifications	Response
1	1.4	Firms Resources and support from Procuring Agency (PA)	Do you expect the DEVELOPMENT team to be based at onsite? Typically we do develop modules at Offshore and these are deployed and tested at onsite before released to UAT (User acceptance testing)	The development team need not be onsite.
2	14.1	Reimbursable expenses are not paid.	Does this mean it is a Fixed Price Project for the ONSITE and OFFSHORE work? So the final quote should contain all of them?	The final quote should contain all of them
3		Change in the project Scope.	1. How to handle Project Change Request process? 2. How the costing is designed for these CR process?	The detailed scope of Section VI: C. Scope of Work shall be drafted during the Business Blueprint. Any scope beyond the Business Blueprint and the Project Management Plan shall be negotiated separately between the selected Firm and the Procuring Agency as a change request.
4	14.2	"Firm may express the price of their services in a maximum of three freely convertible foreign currencies, singly or in combination. The Procuring Agency may require firms to state the portion of their price representing local costs in Ngultrum (BTN) if so indicated in the Data Sheet."	1. Does it mean, FIRM can quote in USD and claim the contract in USD? 2. Do we also have to give the QUOTE in local currency BTN too? 3. Is it mandatory for FIRM to have a local partner to support PROCURING AGENCY (PA)?	1. As per the currency of Bid of the Data Sheet, all the quotes should be in Bhutanese Ngultrum (BTN). [Bhutanese Ngultrum is pegged to Indian Rupee in the ratio 1:1] or the source of official selling rates of the Royal Monetary Authority of Bhutan as per 13th August 2019. 2. Yes 3. No, it is not mandatory for the FIRM to have a local partner.

5	15	<p>1. Local taxes and social charges.</p> <p>2. VAT tax percentage for the Foreign companies</p>	<p>1. How the Foreign FIRM can pay the LOCAL TAX as we don't have any local presence? How to handle it?</p> <p>2. Does the Foreign FIRM have to be registered at Bhutan for the services?</p> <p>3. How much is the VAT to be paid by foreign companies who are providing the support directly?</p>	<p>1. 3% Tax Deducted at Source (TDS) will be deducted from the gross amount of invoice raised for the Service. The Procuring Agency will furnish necessary Tax Deducted at Source (TDS) Certificate to the firm, issued by the Department of Revenue & Customs, Royal Government of Bhutan.</p> <p>2. No, the foreign Firm need not be registered in Bhutan</p> <p>3. As per Answer 1 of question No. 5</p>
6			<p>What happens to the FIRMS resources who are deployed at ONSITE? Do they need to pay any taxes and who will help here? 1. Income tax? 2. Any statutory taxes to be paid?</p>	<p>No, the Firms resources who are deployed need not have to pay the Income tax or any statutory taxes.</p>
7	16.4	Total Number of documents	<p>Please confirm the following delivery:</p> <p>1. One Original Technical proposal + One copy = 2 Pcs</p> <p>2. One Original Financial proposal + One copy = 2 Pcs</p>	<p>No, as per the Section II: 16. Sealing & Submission of Proposals and the Data Sheet:</p> <p>1. One Original Technical proposal + Two Copies copy = 3 Pcs</p> <p>2. One Original Financial proposal + Two Copies = 3 Pcs</p>
8	20.1	Technical Evaluation and scoring	<p>When the technical scoring would happen? Because the time to submit Proposal is 13th Sep 19. by 12.30PM. The tender opening is 2.30PM on the same day.</p>	<p>On the 13th September 2019, it will be the tendering opening only. The technical scoring would happen after the tender opening has been completed which shall depend upon the number of proposals received.</p>
9	25.1	Having selected the Firm on the basis of, among other things, an evaluation of proposed Professional staff, the Procuring Agency expects to negotiate a Contract on the basis of the Professional staff named in the Proposal.	<p>What exactly happens? Are you expecting these professional persons to be made present at the discussion table? Chances are there that they might be at customer sites or at pre-agreed projects. What is the expectation?</p>	<p>As per Section II: 25. Availability of Professional Staff/Experts: <i>"The Procuring Agency will require assurances that the Professional staff will actually be available. The Procuring Agency will not consider substitutions during contract negotiations unless both parties agree that undue delay in the selection process makes</i></p>

				<p><i>such substitution unavoidable or for reasons such as death or medical incapacity."</i></p> <p>Therefore, Team Leader should be present during important discussions of the Project Meetings.</p>
10	30.1	Bid Security amount	<p>1. Is it mandatory for the Foreign Firm like us, as this would force us to submit the contract physically at Paro, Bhutan as we might need to procure Demand Draft locally?</p> <p>2. Any specific banks from where DD to be procured?</p> <p>3. In which document this should be part of the submission?</p>	<p>1. The bid security should be submitted by all the Firms submitting their proposals as per Section II: 30. Bid Security and Data Sheet.</p> <p>2. Any Banks in Bhutan</p> <p>3. The Bid Security should be put into a separate envelope signed and sealed by the authorized person of the Firm.</p>
11	Appendix - 1	Technical Evaluation Sheet 1.3 – “Experience in similar countries under comparable conditions”	Is India considered as part of this condition? Because India and Bhutan have similar kind business needs and practices.	Yes.
12		II. Approach and Methodology	How these are evaluated as many of these conditions are subjective ones?	This will be evaluated based on the clarity and detailing of the Form Tech -4.
13		Personal – Team Leader “A. Information Technology Certifications”	What kind of technical certification you are expecting? Because many Implementation consultants would be having an industrial experience and need not have a certifications like PMP etc.	Any globally recognized certifications.
14		Team Leader and Specialists	In some cases, the Team Leader is also a Subject matter expert (SME) and a Specialist? Is it OK to put the same person references for both the positions?	No, the references should be for separate positions, meaning there should be a separate team leader and a specialists.

15		Qualification	Is Post Graduate in General Management (PGDGM) from Management colleges are not considered as POST GRADUATE Qualifications? Few of consultants might be from Business Schools and it's a valid need too.	The PGDGM will be considered as a Post Graduate Qualification. As long as it holds a relevant Master's degree, it will be considered as a Post Graduate Qualification.
16	Section VI D. Conditions	"The firms should have Commercial and Strategic expert who has worked in a similar role with multiple companies"	What is expected from this role?	This is to ensure that the Firms should consists of subject matter expertise with relevant skills and experience into the various projects and could suggest the Procuring Agency, the best practices and methodologies.
17		"The entire work must be completed within 8 months of the total duration, at least two professional man months should be spent in Bhutan"	What is the expected model? Are you expecting the complete team to be present Onsite or based on the need the Teams would arrive at ONSITE and does the work? Please clarify	As per the Scope of Work and the complete team may not be needed onsite but to comply as per the Conditions of the RFP.
18		RFP Word Documents	Can we get the word document of the RFP?	The Word Document of the RFP cannot be shared. However, the forms and necessary information's could be downloaded and copied solely for preparing the RFP Number: ERP-KB-001-2019