

LRPS-2022-9179989- Services for Maintenance & Development of MEHE ICT Software
Answers to Queries

1- Please confirm that this contract will be based on Time and Material basis? That is, 4 resources assigned Full-time over the duration of 12 months?

The contract will provide 4 dedicated resources on a full-time basis over 12 months.

2- Who is the current supplier supporting and Maintaining the System?

At this time, there is no supplier for system support and maintenance. IT personnel take that responsibility.

3- Can you please clarify and elaborate on this statement mentioned in page: 3 “The expert should prepare a detailed requirement list which will cover the 30 working days with a clear delivery schedule.” What is it meant by 30 working days at a team the contract duration is 12 months?

The requirement list should be established for 30 days on a monthly basis and should be approved first.

4- Would all the work be required to be done offsite or on-premise?

Designated full-time work, but off-site work must be the subject of a monthly agreement.

5- Will there be a handover period? And if yes, who will be doing the handover from UNICEF side? Will the current supplier be involved?

MEHE staff will provide knowledge transfer of existing applications as much as possible during the transition period within the Initialization phase until the bidder team is able to assume responsibility.

6- What is the estimated duration of the handover period ?

2 weeks

7- Is there any format for the financial proposal/bid reply?

Please submit your offer using your format. Also, you can mention the cost on the tender document.

8- Will there be a possibility to renew the contract?

If needed.

9- On the Terms of Reference – Institutional Contract, the Duty Station is entered as “Lebanon”. Can the services be performed at the Contractor’s facility, or are the personnel required to be onsite in Lebanon?

Three consultants should be on-site; the fourth consultant can work remotely but should be available full-time and on-site upon request.