

Questions and Answers

To develop Dairy Sector Relationship Management Database using MS Access for All Island Dairy Association (AIDA)

Issue Date of RFP:	December 1, 2020
Issue Date of Answers:	December 9, 2020
Closing Date For Proposals:	December 16, 2020
Closing Time:	5:00 p.m. Colombo
Anticipated Start Date:	December 25, 2020
Project Title:	Market-Oriented Dairy Project
Bid Reference Number:	MOD-RFP-002-2020

1. Questions and Answers

The below questions were received for the referenced RFP. Please find the accompanying answer underneath each question. As the due date for submitting questions has passed, no further questions will be answered.

1. Question: What is the current system or method that AIDA uses to manage relationships with stakeholders?

Answer: They currently use the master database of the Ceylon Chamber of Commerce. The request is to have a database of their members and potential members as well as other stakeholders of the dairy value chain to create a comprehensive database of the dairy sector.

2. Question: What are the shortcomings or deficiencies of the current system/method? (What are the pain points?).

Answer: Not applicable as they don't have their own system currently.

3. Question: Is there a particular project management methodology that IESC prefers? (waterfall /agile).

Answer: No. But some standard methodology is required e.g., waterfall.

4. Question: What are the existing computer hardware specifications that AIDA plans to run the new CRM system on?

Answer: The requirements are easy to use, flexible off the shelf CRM system such as MS Access which runs on any standard laptops and desktops.

5. Question: If an adequate hardware platform is not currently available, will IESC be willing to purchase a new platform on our recommendation? This will be a separate cost that we can quote for and will not be included as part of the project cost.

Answer: Yes. However, based on IESC-MOD's evaluation of the recommendation, we believe that this would not be necessary per answer to question #4.

6. Question: What is the process set out for working collaboratively with multiple suppliers/developers, if the project is awarded to more than one supplier/developer?

Answer: We do not anticipate that this will be awarded to multiple suppliers, also, based on our response to #4 and as per the RFP this will not and should not be necessary.

7. Question: Will there be a single point of contact at AIDA / IESC for coordination with the project?

Answer: Yes.

8. Question: How does IESC want to manage changes to scope of work? Any changes to the scope after it has been signed off will incur additional charges and may extend the timelines.

Answer: Yes. There will be requirement of one-month period service, at free of charge, after handing over the final products in order to carried out any changes/modifications/error corrections, if required. After that, sign-off can be initiated and changes can be charged after User Acceptance.

9. Question: Will there be a requirement to travel out of Colombo to gather information and do any implementation? If so, we would need to factor in traveling time and costs.

Answer: Not required to travel. AIDA will provide support for gathering information.

10. Question: Since Access has been recommended by you for this project, we assume that this database will not be accessed simultaneously, is this assumption correct?

Answer: Based on the initial requirement of information gathering process which successful offeror will have with AIDA/MOD, the developer is free to recommend an alternative solution within reasonable cost (licensing etc.) if the developer feels it is required for the purpose.

11. Question: Who will be responsible for updating the database and generating reports?

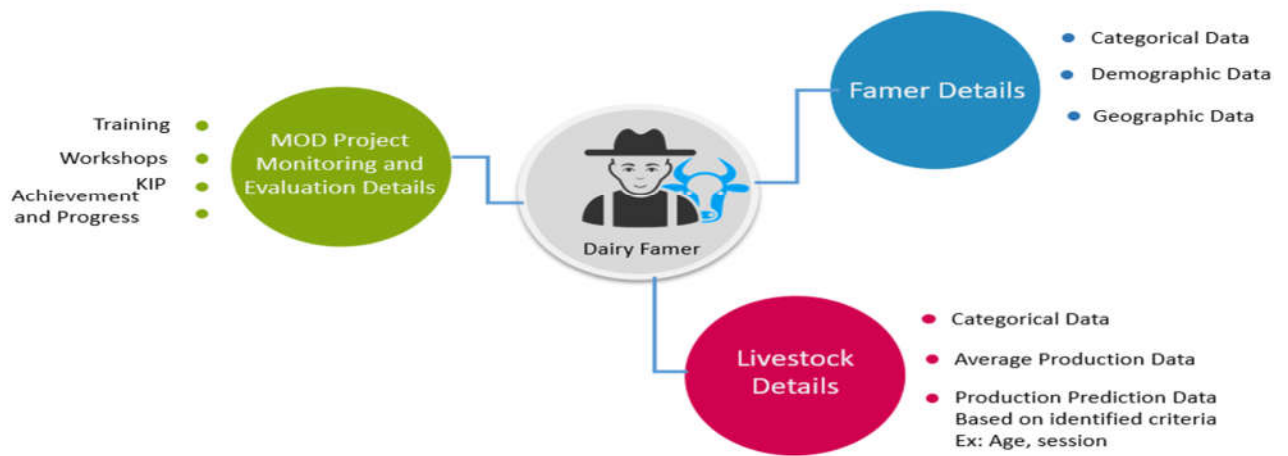
Answer: AIDA.

12. Question: What are the reports that are expected from the system?

Answer: To be decided in the development stage.

13. Question: We would be appreciated if you could give us some clarification on the high-level scope of the project for better understanding (Please refer the below structure). We have depicted the total scope as per our understanding as follows.

Dairy sector relationship management high-level scope



Answer: Development of a membership database is intended for the All Island Dairy Association. Offerors can propose different functionalities that the software provides and be useful to a trade association to maintain relationships with all stakeholders.

14. Question: Could you please let us know whether we have identified the overall project scope based on your requirement identification?

Answer: No. The Database is not being developed for the MOD project. It is being developed for AIDA to manage their membership and related reports that AIDA requires. IT could include trainings and workshops, seminars etc., that AIDA conducts for its membership/clientele.

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