



Memorandum of information European tender for the procurement of experts for the execution of the IT outsourcing programme in Senegal of CBI

Date: 8 December 2023

In this memorandum of information, the contracting authority provides answers to the questions asked and remarks posted in the context of the above-mentioned European tender. This memorandum of information forms an integral part of the tender document with reference 202308066.

Question	Chapter/ Paragraph from the selection instructions/the tender document	Question	Answer
1.	Budget	What is covered by the budget that is mentioned in the tender document? For example, does it include travel, accommodation and logistics/organising events in Senegal?	The specific budget range per lot includes daily fees of the experts, travel costs (accommodation and flights) for the experts, logistical costs for events are excluded from this budget, but are of course included in the overall budget of the project.
2.	Questions related to expertise "ITO in Senegal". <u>Context</u> In the current context, there appears to be a lack of ITO players or industry experts in Senegal. The local outsourcing industry predominantly comprises: • Customer service/call centers primarily serving offshore clients.	• What happens to the other lots if an expert scoring 60 or more on the award criteria cannot be found for Lot 4? Will tenders for the remaining 3 lots (assuming suitable profiles are identified) still be processed? Who would then provide logistical support to the other experts (as outlined in the role description for Lot 4)? • Is it possible to amend the requirements to include profiles with similar experience in the Senegalese	• Each lot will be judged separately and will thus be processed individually. If one lot remains empty (low score or no applications), the other lots will still continue. In case of an empty lot, a candidate can be directly sourced or a new tender will have to be developed. • Unfortunately these requirements cannot be amended.

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	Payroll and accounting offshore services for local clients. Considering this, in our view, the chances of finding an expert who meets the scores 60 or above based on the criteria specified in Lot 4 (specifically, expertise in Senegal's ITO sector) seem exceedingly slim, particularly when factoring in language requirements (English) and the Conflict of Interest aspect, which implies that the expert should not be affiliated with an ITO industry player.	offshore outsourcing industry in general (vs. the narrower ITO industry specifically)? This adjustment could potentially allow Customer Service Outsourcing experts to qualify for Lot 4.	
3.	Questions related to MSD/ Market Systems Development. <u>Context</u> Based on our research and knowledge, there is currently a lack of individuals in Senegal who possess extensive proven knowledge, demonstrable experience, or	- Is it possible to relax the requirements related to MSD for certain lots, allowing experts to meet the "MSD criteria" provided they can demonstrate their capacity to understand and implement similar frameworks and commit to obtaining relevant training and certification before the contract period begins? - If it is not possible to adjust this requirement, would it be acceptable to charge daily rates for these	Unfortunately these requirements cannot be amended. But be aware that the requirements, and the extent to which MSD knowledge is required, differ per lot. For Lot 2 <i>extensive proven knowledge</i> is required on MSD, while for lot 3 and lot 4 <i>demonstrable experience</i> with MSD is expected. This can either be through a course, or through experience in earlier projects. If experience in earlier projects is used, the expert for lot 3 and lot 4 should be able to demonstrate the understanding of the framework and demonstrate how that has been applied in earlier assignments.

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	recent relevant training certificates in 'Market Systems Development' (MSD). This necessitates Senegalese firms interested in participating in Lots 2, 3, and 4 to consider partnering with offshore consultants who specialize in this area. In that case, Senegalese firms will need to collaborate with experts from outside Senegal. As per the local fiscal laws, this approach will incur additional costs and taxes for the contracted firm, as firms based in Senegal are subject to a tax burden of approximately 40% when purchasing services from abroad.	subcontractors (for the relevant portion of the lot(s) in question) beyond the maximum daily rates specified in Section 5.3 of the Tender Document, in order to cover for these additional taxes? To what extent and under what conditions?	No, the rates have been set excluding VAT, but it is not possible at all to extend the maximum daily rate in order to partner with an expert from outside Senegal.
4.	Questions related to the price/ type of contract.	Could you please clarify the types of contract that will be entered into by the winning bidders? Would it be: - A fixed price contract, based on pre-defined Scope of Work & deliverables? - A contract structured on a daily rate multiplied by the number of days	The type of contract that the winning bidder will enter is a framework agreement. Terms of References (ToR) for specific tasks will be developed by CBI and given to the contract holder. Each ToR will be set out as a request for quotation and once the quotation is approved the bidder will receive a specific contract/order for that assignment. The daily rate that you submit with this tender is the basis for the further agreement(s). The Contractor may invoice monthly for

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		worked, using timesheets or similar mechanisms? - A combination of the two above? - Or any other types of arrangement? • How will this arrangement function in practice?	Services performed under a Further Agreement that have been accepted by the Contracting Authority. The invoice amount is based on the number of [days/hours] per month actually worked and the [daily/hourly] rate stipulated in the Further Agreement. All Further Agreements will state that the Contractor guarantees that the maximum total price referred to in the Further Agreement for the performance of the Services will not be exceeded.
5.	Questions related to the General requirements. <u>Context</u> You mention that for each lot the proposed team(s) will consist of "a maximum of two persons" with "a preference for the assignment to be executed by one single expert".	Would it be acceptable in your view for a firm that submits bids for several lots with two persons per lot to have one of those persons positioned on several lots? In order to illustrate: could the same person be positioned for 30% of the workload associated with lot 2 and 40% of the workload associated with lot 3, for instance. • Under what conditions would you find this acceptable?	• Individual tenderers and firms may submit proposals for more than one lot and can win more lots (if the labour capacity is available) and therefore can be awarded more Contracts from this tender. The same person can switch between the lots, as long as the workload permits this and as long as the work is done properly and in accordance with the agreed specs.
6.	Questions related to Appendix 1. <u>Context</u> The Appendix 1 seems to not be displayed properly.	Could you please resend?	Yes, we will resend the appendix together with this Memorandum of Information. Please notice: If you open and fill in this PDF-form you have to use software that is designed for this type of document, like Adobe Reader. You cannot open (and fill in) the form with an Internet browser (like Google Chrome or Microsoft Edge).
7.	Question related to 3. Requirements to this assignment	The language requirements are confusing, overall requirements state C1, specific requirements for Lot 1 and 2 state B and specific requirements for lot 3 and 4 state	We understand this is confusing. The Language requirements differ per language and have been adapted. So the following language requirements should be applied: English: Lot 1 and 2: C1 level

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			Lot 3 and 4: B2 level Please note that the language of communication with CBI is English, and therefore written reporting to CBI must be done in English. It is expected that the level of English of all experts is sufficient to communicate (both verbal and written) in English with both the CBI staff and the experts of the other lots. French: Lot 1 and 2: B2 level Lot 3 and 4: C1 level