

QUESTIONS AND ANSWERS FOR THE BUSINESS PROCESS FACILITATOR RFP

QUESTION: We understand that USEA has floated a RFP for Business Process Facilitators to cover 5 countries for execution of USAID-funded Business Innovation Partnership (BIP) under the EUPP. The 5 countries includes **Dominican Republic, Ghana, Jamaica, Nepal, and Pakistan.** For the purpose of responding to the RFP, we request the following clarifications:

1. Can we pick and choose countries based on our ability to cover specific countries and not bid for all the 5 countries. For e.g. For various risk protocol Deloitte has restriction working in and for Pakistan.
2. Can we associate with sub-contractors in some of the specific countries. This will help is better coordination and facilitation with the utilities.

ANSWER: Through the proposal review process and in consultation with USAID, selected companies may be assigned to a country based on their knowledge and previous engagement in that country. If you are restricted from working in a specific country, please make that information known in your submitted proposal.

You are allowed to associate with sub-contractors, however, any costs associated with the engagement must be borne by your company and must be included in the budget submitted. Also, clearly outline their role and level of effort towards the project. The bulk of the work should be done by your organization and not the sub-contractor.

QUESTION: I am enquiring on the RFP's for the Business and Change Management Facilitator. I have two questions:

1. What process / functional areas needs to be improved so that the detailed methodology/framework can be explained in respective to those in the proposal.
 - a. For the utility, there are a myriad of processes in operation. Usually for a developing country the processes are New Customer Connection, Incident Management, Work Management, Procurement, Supply Chain and Revenue Protection Processes
2. The link to the form to be filled by every contractor is not working

ANSWER: The selected facilitators should identify a methodology that can work across all functional areas. Not all of the participating utilities have determined which functional areas they will select, and the successful facilitator will help pick a project among those suggested by the utility. It is our intention to focus on business process management, not new customer connection, Incident Management, Work Management, Procurement, Supply Chain and Revenue Protection Processes or any other specific process. Facilitators do not need the

technical skills needed to run those processes. The facilitator will guide the technical team through the steps required to map out the current state of the process, evaluate and select options for improvement, map out the new process using the selected best practices and technologies and develop the implementation plan. The utilities will have a project which might address those points, but the facilitators selected will NOT be working on such issues, just business process management.

Please outline, in general terms, the approach/methodology you will use that would apply to any functional area selected.

The link to the form has been updated and should now be working.