

QUESTIONS AND ANSWERS FOR THE CHANGE MANAGEMENT FACILITATOR RFP

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 change management process, 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 change 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.

QUESTION: In reference to the following statement in Section II Scope of Work:

Communicate with and lead participants to develop an action plan for change management issues associated in their companies.

Do you anticipate the Facilitator to help with execution of change plans for change management issues associated in the companies?

ANSWER: Yes, we do anticipate the facilitator will assist the participating country utilities in the development of their action plan for change management issues associated in their companies.

QUESTION: Can USEA provide the most recent annual and quarterly report for the Energy Utility Partnership Program and share with Offerors?

ANSWER: Any information regarding the Energy Utility Partnership Program (EUPP and the Business Innovation Partnership (BIP), can be found on USEA's website at www.usea.org.

QUESTION: The introduction section of the RFP mentions, "With assistance from the facilitators, Team members will be expected to develop Action Plans for applying business process management techniques to a chosen project." Can USEA clarify if this means that projects will be selected by the utilities before the start of this assignment or will the projects be selected during this assignment in consultation with the Facilitator?

ANSWER: Not all projects will have been selected by utilities before the start of this project. The selected facilitator will help pick a project among those suggested by the utility.

QUESTION: Can USEA confirm that the Facilitator will help the utilities develop Action Plans for the chosen projects and the utilities are expected to implement the Action Plans on their own. Please clarify if the Facilitator is needed to support utilities during the implementation phase. Given that the BIP will run for one year from the date that the contract is signed, the implementation period for the Action Plans may outlive the contract period.

ANSWER: The facilitator will assist the utilities in the development of their Action Plan but it will be the responsibility of each participating utility to implement their Action Plans at their respective organization.

QUESTION: Can USEA supply the estimated level of effort or budget range for the assignment?

ANSWER: USEA will not supply the estimated level of effort or budget range for the assignment. We are relying on your organization to provide that information based on your expertise of the required subject.

QUESTION: Please confirm if USEA is expecting cost proposals for one year or two years since BIP will run for one year from date of contract signing.

ANSWER: We are expecting to receive cost proposals for one year.

QUESTION: Does USEA anticipate that this contract will be a cost reimbursable type award or a Time and Materials type award?

ANSWER: At this time, USEA does not anticipate it will be one or the other. A preferred upon contract will be agreed upon during conversations with USEA and the winning organization. It may also be a fixed price contract.

QUESTION: If this contract will be a cost reimbursable type award, can USEA clarify if there are any limits or restrictions on fee?

ANSWER: USEA has not identified the type of award so we will not clarify if there are any limits or fee restrictions. This will be agreed upon during conversations with USEA and the winning organization.

QUESTION: If this contract will be a Time and Materials type award, can USEA clarify if fully loaded daily rate[s] can be inclusive of fee or profit?

ANSWER: USEA has not identified the type of award so USEA can not clarify if fully loaded daily rates can be inclusive of fee or profit.

QUESTION: Does USEA have a preferred budget template for Offerors to use for the cost portion of the financial proposal?

ANSWER: USEA does not have a preferred budget template but it requests that all budgets be as detailed as possible per the RFP requirements.