Request for Proposals
Digital platform to analyze equipment compliance with regulations
Questions and Answers

1. Should the source code of the digital platform to be developed be delivered?

   A// Source code delivery and knowledge transfer is required.

2. Should intellectual property rights be assigned?

   A// Yes, required

3. If the development is done on an existing source code, can the rights to that existing code base be protected as property of XM?

   A// It will be a 100% new code developed in Microsoft .Net specifically C#, using MVC and sqlserver database.

4. Is support and maintenance to be provided? If so, for how long is it expected to be provided?

   A// Support and maintenance will be performed by SEN's technical staff, which is why knowledge transfer and source code delivery are required.

5. Can the requested training be done virtually or must it be face-to-face?

   A// It is required to be done in person

6. The deliverables include organizational and management meetings, should they be face-to-face or virtual?

   A// It is required to be done in person

7. Are the 18 deliverables to be delivered through partial deliverables, or should these be considered on the final project date?

   A// Deliverables may be partial as they are completed according to the order laid out in the RFP.

8. Please send the associated file to the following address: *Standard Provisions for Non-Governmental Organizations Outside the U.S.*

A//We have attached it as a pdf along with these answers, or you can search for it by its title on the internet.

9. Is the value of the 30K USD before taxes?

   A//All proposal prices must include taxes, so if the proposal exceeds $30,000 with taxes, it must be registered in SAM.

10. Could you please indicate us the SAM registration process, since the RFP hyperlink is not available, in order to verify if we are already registered and if not, to register in case the value of the offer is higher than 30k USD.
    A// It is https://sam.gov/content/home. On the same page you will find the guide where you can find more information about the process, and check to see if you are already registered.

11. Is the platform focused on team management?

    A// The digital platform to be developed should be focused on the management of work teams through the web.

12. Is the consulting modality face-to-face, virtual or hybrid?

    A// It can be hybrid or in-person.

13. How will the payment method and method of payment be?
    A// Payment will come from USEA, after verification that the corresponding deliverables have been delivered. Depending on the amount and duration of the contract, it will be made in 1, 2, or 3 payments.

14. Can the proposed team work during the development of the consultancy?
    A// We do not understand this question, but note that the team's recommendations are provided at the beginning of the project, along with the technical requirements and the summary of the regulatory analysis.

15. Is there any type of documentation that will serve as a reference to strengthen the information gathering?
    A// Forms are available in digital format and there will be an exchange of experience with the Directorate General of Energy and Mines of El Salvador.

16. Can you suggest another type of technology to implement according to what was found during the data collection?
    A// **The development of the Digital Platform should be in Microsoft .Net specifically C#, using MVC and sqlserver database.**

17. Is there a maximum value for consulting?

    A// That has not defined at this time.

18. Could you share with us the national and regional SEN standards at this time for project planning?

    A// The consultant should define and justify the standard and methodology that they propose.

19. Could you provide more details, such as service areas, departments, etc. of the Secretaría de Estado de Despacho de Energía (SEN) - Honduras, about their compliance regulations and requirements that the Digital Platform must meet? This will help us evaluate the SOW and development efforts.

    A// Refer to https://sen.hn/solicitud-de-dictamen-tecnico/ where you can find the RTCA Regulation 23.01.78.2020 and the conformity assessment procedure.

20. How many regional offices will be connected to the new Digital Platform? What about your headquartered digital media?

    A// SEN does not have regional offices, the Digital Platform to be developed must be accessible through the web.

21. Is SEN considering providing digital services to third parties (existing SEN providers, service providers, technology and energy distribution companies, etc.)?

    A// The digital platform to be developed should allow other institutions involved in the process to access the digital platform through the web.

22. What is the current process for adhering to regulatory compliance? Is it digital or paper-based?

    A// It is currently in paper format, with forms in electronic format, PDF and images.

23. Referring to the introduction section Part II: Please specify the meaning of technology distribution companies, does it include energy distribution companies? Integration and data flow:

    A// Includes electronic equipment distributors only.

24. Can you describe the existing software systems and databases that are in use by the Secretaría de Estado para el Despacho de Energía (SEN) - Honduras? And will these systems be integrated with the new digital platform in the future?

    A// The existing information systems are developed in Microsoft .Net specifically C#, using MVC and sqlserver database, therefore the digital platform to be developed should be created with this software and database.

25. Please provide information on SEN's existing data center infrastructure, covering server, network storage and any other relevant details relevant to hosting the new digital platform.

    A// The necessary server and software to make the digital platform operational will be purchased by USEA, and the consultant should provide their recommendations for any needed purchases as indicated in Task III "Provide 3 recommendations for the technical specifications (computers, servers, software, etc.) required to host, run and manage the designed platform". And deliverable 1.

26. What will be the communication link between the regional and central offices of these NSS, VPN or will they use public Internet?

    A// Access to the platform will be through the Internet.

27. Are SEN Data Center servers equipped with virtualization, load balancers, disaster recovery, etc., and environment?

    A// The consultant should provide their recommendations for any needed purchases or features as indicated in Task III "Provide 3 recommendations for the technical specifications (computers, servers, software, etc.) required to host, run and manage the designed platform". And deliverable 1.

28. What will be the process for requesting remote access to the servers hosting the new Digital Platform? Internal compliance management of the digital platform:

    A// If remote access to the servers is required, it will be through VPN.

29. Are there any specific compliance-related features that need to be implemented, such as audit trails for the new digital platform, data retention or electronic signatures?

    A// The Digital platform should be able to generate the necessary audit trails to be able to follow up on the actions generated in the platform. The data must always exist in the database.

30. How will the system adapt to changes in compliance regulations over time? Does SEN expect in the future that your IT unit will update compliance data on the new digital platform on its own?

    A// The support and maintenance will be performed by SEN's technical staff, therefore the transfer of knowledge and delivery of source code is required.

31. Testing and validation: 14. Are there specific compliance testing scenarios that you would like us to focus on during the development and testing phases?

    A// These will be discussed prior to their realization. Please include in your proposal the testing scenarios that you think would be best.

32. Will SEN contract a third party to perform user acceptance testing (UAT) of the new digital platform? Implementation and support:

    A// Acceptance tests will be performed by SEN personnel.

33. What are your preferred deployment environments (cloud, on-premises)? Are there any specific hosting or infrastructure requirements we should consider?

    A// The necessary server and software should be acquired to make the digital platform operational, the consultant should provide these recommendations as indicated in Task III "Provide 3 recommendations for the technical specifications (computers, servers, software, etc.) required to host, run and manage the designed platform". And deliverable 1

34. What kind of ongoing support and maintenance services do you need once the new digital platform is implemented? Such as annual service level agreements (SLAs).

    A// The support and maintenance will be performed by SEN's technical staff, therefore the transfer of knowledge and delivery of source code is required.

35. If there is an administrative delay on the part of the SEN organization, will we be monetarily liable after the implementation period? Collaboration and communication of the project:

    A/// We don't understand the question. But this type of responsibility is usually stated in the contract, and our contracts typically do not have late fees, but if either party to the contract is not responsive, the project can be terminated. Or, if both agree, a contract extension can be signed.

36. Are there any preferred project management tools or communication channels you would like us to use?

    R// Communication channels through Microsoft Teams

37. In reference to task #14 Would SEN require face-to-face training or remote training sessions?

    R// In-person training is required.

38. Is there any possibility of extending the submission date to another two weeks for better preparation of the proposal?

A// It is not possible, since the project has to be completed before the end of March, 2024.

39. How do we gain access to SEN facilities? Are there any security protocols or identification requirements we should be aware of?

   A// Registration and issuance of access cards to the facilities will be carried out according to protocol.

40. Are there specific working hours or access restrictions that we must comply with?

   A// The working hours are Monday to Friday from 9am to 5pm, when required.

41. What are the recommended methods for establishing communication between our project team and the SEN team? Are there specific communication tools, channels or a preferred designated single point of contact liaison person preferred for this purpose?

   A// Once the consultancy has been awarded, the persons responsible for communication between both parties and the communication tools and channels to be used will be established.

42. What are the reporting requirements for project progress and status updates? How often do we need to provide updates?

   A// Once the consultancy is awarded, this will be defined.

43. Do you require all deliverables in Spanish only or in English and Spanish?

   A// It must be in Spanish language.

44. What will be the arbitration process for this project?

   A// This will be defined in the contract.

45. What is the current status of the SEN Data to be used in the new Digital Platform? Is it in digital or paper format?

   A// It is currently in forms in digital format, PDF and images.

46. Is all SEN data available at headquarters or must it be collected at the regional offices by the contractor?

   A// SEN does not have regional offices, everything is at the Central Office.

47. Will the NES provide the supplier project team with adequate security during their stay in Honduras?

   A// The stay and any other needs will be paid by the USEA, the SEN guarantees security within its facilities.