

ADDENDUM NO. 1**Case Management System for the Green Climate Fund Independent Redress Mechanism**

The Request for Proposals (RFP) is modified as set forth in this Addendum. The original RFP Documents remains in full force and effect, except as modified by this Addendum, which is hereby made part of the RFP. Respondents shall take this Addendum into consideration when preparing and submitting their Proposal.

I. Responses to requests for Clarification

No	Clarification requested	Response
1.	Annex 2, 1.c. – Which form should we use to address the expertise of firm/organization? (The name and number of the form is cut)	Kindly check the RFP on our website https://www.greenclimate.fund/who-we-are/procurement All the proposal submission forms are available in Word format. Form TECH 2 provides the format for providing information on the firm’s background and experience
2.	Annex 2, 1.g. – Are there specific requirements for the key personnel? (Minimum number of staff, education and experience requirements)	A dedicated project manager is requested during the implementation. But there are no additional specific requirements for key personnel.
3.	Annex 1, V. - Could you describe further details about the responsibilities matrix? The roles listed are for GCF or the solution provider?	The responsibilities matrix lists the expected roles during requirements planning. Besides the “vendor” role, the roles listed are for GCF.
4.	Annex 1, IV – Is there supposed to be a description for the business requirements?	No. The key business requirements are listed under Section 4.3, “General Functionality.”
5.	Annex 1, IV – Where should the different requirements tables be placed in the technical proposal? (In what order?)	Kindly arrange your documentation in the most logical way so that it is flowing and have an Index to indicate how the documents have been arranged. Bidders can opt to arrange the technical proposal submission forms in order from TECH 1 to TECH 8 but ensure to include all the additional documentation / information required as detailed in the RFP. There is no restriction on the order in which the documents are arranged, most important is that ALL the RFP requirements are addressed.
6.	Annex 1, IV – Integration requirements should also have a comment section?	No.
7.	Annex 3, C. – The e.4 evaluation is missing; could you share the description for it?	This is a numbering mistake. Please ignore e.4. It is not included in the evaluation criteria.
8.	Does exist a Tech 4 form?	Page 14 of the RFP requires the firm to submit a proposed methodology and approach. Please find attached form TECH 4 which is a guide to the proposed methodology and approach (the document has also been uploaded on our website https://www.greenclimate.fund/who-we-are/procurement titled ‘FORM TECH 4’)
9.	The Client requires cloud hosting throughout the RFP. In case the Vendor has its own cloud environment, can this be suggested as an option? Or only international cloud hosting options (MS Azure, AWS) are acceptable?	Vendor-provided Cloud-hosted environment is acceptable.

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10.	<p>For suggesting appropriate hardware and software requirements and costs for cloud hosting, please specify the following:</p> <ul style="list-style-type: none"> • The number of environments required for the project (i.e. staging, production) • Number of monthly / yearly registered complaints • Attachment (supporting files) average size per case • Audit history retention frequency (weekly/monthly/yearly) • Audit history retention period (how long should the data be retained) <p>If the system is expandable, please provide the number of expected users</p>	<p>GCF prefers 2 – 1) staging/test/UAT and 2) production; if one is available as “test” before first production use, that should also be acceptable.</p> <p>From 3-15 per year.</p> <p>Attachments could include video interviews, photos and text files, excel sheets and powerpoints.</p> <p>Weekly is preferred.</p> <p>Audit history should be available for at least 3 years</p> <p>Initially system should be accessible to the IRM staff with full access. Within one year we wish to open it to limited access (login/psw) to enter basic information about cases filed and update that information. Within three years, no more than 100 users of this type should exist.</p>
11.	<p>4.4.1 “The system must be capable of recording complaints and requests through Website online form or through manual entry by IRM team.” (p. 7) of the Functional Requirements. Can you please clarify this functionality? Please elaborate the desired data collection mechanisms.</p>	<p>The basic requirement here is that there shall be an online mechanism to submit complaints and requests; if a complaint or request is submitted through alternative means (phone, fax, paper form), the internal users should have a mechanism to manually enter the information into the system.</p>
12.	<p>“4.7.1 The system must have appropriate levels of backup and disaster recovery procedures in place to protect the data. The entire data has to be backed up and should be available for use.” Please specify the size of the current data.</p>	<p>The size of the current data set is likely no more than 1 GB of data. However, if attachments and photographic evidence is submitted online, then the file size may grow.</p>
13.	<p>P. 15 “The bidder must indicate in the Technical proposal acceptance of the GCF Model Contract, Terms and Conditions attached. Where there are counter proposals these must be clearly indicated and explained.” Please clarify whether there is a special form / place in Tech. forms for confirming the compliance with GCF Model Contract.</p>	<p>There is no specific form for confirming compliance with the GCF model contract hence bidders shall submit a statement in their own format confirming agreement to the terms and conditions of the model contract. Any proposed modifications should be made under Form TECH 3</p>

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14.	Please confirm that the proposed technology should demonstrate the ability to integrate other third-party solutions. Please confirm that the actual integration work with existing GCF system and website is out of scope of this project and the bidder should confirm the capacity of data import/export	Integration is out of scope of this project. The proposal should demonstrate the ability to integrate with other third party solutions, such as single-sign on (identity provider) solutions, and/or offer APIs to consume or expose data from other IT solutions