24 August 2020

Reference: RFP 2020/021– Development of Case Management System

ADDENDUM NO. 1

This Addendum is issued to complement and will constitute integral part of the Request for Proposals. The original Request for Proposals Document will remain in full force and effect. Respondents shall take this Addendum into consideration when preparing and submitting their proposal.

I.   Submission deadline.

The submission deadline for the RFP has been extended to **Friday, 4 September 2020 at 15:00 hrs Korean Standard Time**

II.   Amendment to Paragraph 2, Sub-paragraph 2.2 of the RFP

Paragraph 2, Sub-paragraph 2.2. of the RFP is hereby amended and replaced with the following:

"2.2   Proposals must be submitted to the GCF no later than **4 September 2020 at 15:00hrs** Korean Standard Time."

III.   Amendment to Annex 6: Timeline

Annex 6 -Timeline of the RFP is hereby amended and replaced with the following:

"Annex 6

Timeline

The Green Climate Fund will follow the timeline below for this RFP. Any changes to this timeline will be posted on the GCF website. Please note that the target dates and may be adjusted.

	Event	Responsible Party	Date (and time, KST*)
1	Issuance of RFP	GCF	14 August, 2020
3	Last date for requests for clarification of the RFP	Tenderer	26 August, 2020
4	Last date to reply to questions received/ Last date for amendment	GCF	1 September 2020
5	Date by which proposal must be received in Korea by GCF	Tenderer	4 September, 15:00 Hrs Korean Time
6	Date of opening of Technical Proposals	GCF	4 September, 16:00 Hrs Korean Time

* KST: Korean Standard Time (Seoul Time)"

IV.   Amendment to Annex 5: Acknowledgment Letter

Annex 5 – Acknowledgement Letter of the RFP is hereby amended and replaced with the following:

"Annex 5

Acknowledgment Letter

To whom it may concern,

We, the undersigned, acknowledge receipt of your Request for Proposal (RFP) No**.** RFP 2020/021 dated 14 August 2020, and hereby confirm that we:

[ ] INTEND   [ ] DO NOT INTEND

to submit a proposal to the secretariat of the Green Climate Fund (GCF) by the deadline date of 4 September 2020 at 15:00hrs Korean Standard Time, and that we:

[ ] INTEND   [ ] DO NOT INTEND

to send one (1) authorized representative to observe the public opening procedure on 4 September 2020 at 16:00hrs Korean Standard Time. (Note: attendance to the public opening procedure is <u>optional</u>.)

We acknowledge that this RFP is confidential and proprietary to the GCF and contains privileged information.

Name of Authorized Representative:_____

Signature: _____

Title: _____

Name and Address of Vendor: _____

_____

_____

Telephone: _____

Facsimile: _____

If you do not intend to submit a proposal to the GCF, please indicate the reason:

[ ]   We do not have the capacity to submit a proposal at this time.

[ ]   We cannot meet the requirements for this RFP.

[ ]   We do not think we can make a competitive offer at this time.

[ ]   Other (please specify): _____

Kindly return this acknowledgement letter immediately via e-mail to procurement@gcfund.org

NOTE: Due to current security arrangements, your authorized representative must present a completed copy of this letter in order to observe the public opening procedure."

V.   Amendment to C. Breakdown of Fees and Expenses per Deliverables of Annex 2 Form FIN-2: Summary of Costs

"C. Breakdown of Fees and Expenses per Deliverables

SN	Deliverables	Percentage of Total Price	Price
	[list them as referred to in the TOR]		

			(Lump Sum, All Inclusive)
1	Deliverable 1*		
2	Deliverable 2		
3	….		
	Total	100%	USD ……

Indicate the total costs, net of local taxes, to be paid by the Client in each currency.

*Indicate annual subscription fee that will be fixed for possible contract renewals upon GCF discretion."

VI.   Responses to Requests for Clarifications

No	Clarification requested	Response
1.	We would like to confirm if Green Climate Fund (GCF) would want vendors to create and format their own technical proposal, while including all of the requirements of the RFP	Proposals shall be submitted in accordance with the format of Technical and Financial Proposal submission forms as provided in the RFP.
2.	We understand that GCF has indicated 5 users will be working inside of the system. We would like to confirm that there are no other users that would potentially need access or if there would be future additions to users working inside of the system. Based on the requirements below, we are just looking for clarification on why 300 people are being trained, when 5 users will be using the application. f. The vendor should have the capacity to facilitate training/outreach for GCF shareholders to improve their awareness and knowledge on how to report through the intake channels. • 2 training sessions for IIU staff (approximately 10 ppl) • 4 training sessions for all GCF personnel regarding case intake channels (approximately 300 ppl) • Training for system administrators as needed	It is anticipated that there will be between 5 – 10 active users of the Case Management System in varying capacities (roles). The training that reflects 300 people is intended to benefit the greater GCF staff on reporting mechanisms e.g. webforms, telephone, SMS etc., complaints tracking options, and an orientation of how the complaints handling system works.
3.	Would GCF confirm how many integrations would need to interoperate with the new case management system? Please provide the name of the software and the function.	The IIU does not anticipate using any application programming interfaces but expects to integrate email primarily through clients such as Microsoft Outlook.
4.	Does GCF foresee any legacy data to be migrated into the new case management system?	It is anticipated that there will be some simple legacy data migration. This information currently resides on spreadsheets.
5.	In regards to infrastructure, would GCF clarify if there is a preference towards cloud implementation or on premises installation. If cloud hosting is a preference, are there any requirements to data center location?	The IIU expects a software as a service cloud implementation, with the data residing in Germany.
6.	Would GCF please clarify all user groups/ departments that would be working inside of the system? Specifically, this is to identify the potential workflows inside of the system.	It is anticipated that only the IIU will work with the Case Management System. The expected roles will

		include an administrator, investigators, approving members, reporting only and supervisor roles.
7.	Would GCF consider a digital or typed signature on the requested forms? Due to Covid-19, access to printing and document hand offs are not possible.	Official electronic signatures will be acceptable.
8.	When can vendors expect the ARIBA platform to be available?	It is already available. Should you have any difficulty in registering or submitting your proposal through Ariba, please let us know. As per RFP, another means for proposal submission is through email.
9.	Will GCF be willing to share their budget or allocated budget range for this project?	The estimated budget of this project is not open and shall be proposed by the bidders in accordance with the RFP provisions.
10.	Understanding that the financial proposal is asking for a lump sum amount, is it fair to assume that GCF would like vendors to include multiple years of re-occurring annual fees inside of that lump sum amount, or would it be preferred to separate on a per annual basis? Any further clarification in regards to multiple years with budget breakdowns would be greatly appreciated.	The IIU prefers that following the implementation costs and the first year's subscription fees, all other recurring fees be billed separately. Quoted all-inclusive subscription fee shall be confirmed by the bidders and can be used for subsequent years of extension upon GCF discretion.
11.	**B. Objective** Specifically, the CMS will support the following IIU functions and activities: a. Investigation workflow supporting a team of five 5 users (main users) so that staff can easily manage all case files and supervisors can monitor and cross-reference the process b. Prevention and Communications workflow supporting a team of five 5 users (limited access) so that they could utilize the investigation data for risk-analysis or outreach activities c. Other internal administrative tasks, as may be necessary. The total number of users may further increase in the future to accommodate changes in staff complement. ● è There are two groups of users. What is the role for two types of users (main users, limited access user) ● è Does that mean only main users can create and modify case? and limited access users are viewers?	The IIU anticipates that there will be two groups. Those charged with the conduct of investigative activities, and those that will run higher level reports without being privy to case details. The latter group will be more concerned with performance indicators and demographic information, and as such will unlikely be part of any investigatory workflows. These will be the limited access users. Investigators, supervisors, and administrator(s) will have access based on their respective roles. They would generally have the ability to create, update, modify, approve and assign responsibilities.

12.		

	b. Contain an easy-to-use complaint intake feature which allows for complaints to be filed through multiple channels (e.g. hotline, web, mobile app, etc.) and directly into the system.
	   • Multiple available channels including hotline/web intake form/mobile app
	   • Vendor managed hotline to answer calls on a 24x7x365 basis
	   • Web and mobile app intake channel which can be customized using GCF's look and feel
	   • Logging of cases directly after a complaint is submitted via any available channels
	
	  • è What do you mean by Hotline? Does that mean phone call or some specific system for this?
	  • è I understand that web app, mobile app is dynamics365. Is that correct? Or please elaborate more on mobile apps
	  • è In case of hotline, what is the process of creating or filing case?
	  • è Does "Directly into the system" mean system interface ? or as soon as there is a case filed through multiple channels that is automatically and directly filed and stored in the system?
	  • è Could you please elaborate more on 'Vendor' managed hotlines? Does 'vendor' mean dynamics365 consulting firms just like us? Or Call center vendors that takes the ticket and process on the system?
	  • è In case of normal staff, how they can register a case?
	  • è There is 'GCF's look and feel' does this mean customizing the UI? And put GCF logo or color in the system? what kinds of customization needed? There will be some limitation for customizing dynamics365 cause the system use dynamcis365 framework.
	  • Have you already decided the platform to develop ?
		Intake mechanisms include telephone services, hosted web forms that will be publicly available, and/or a mobile application that can be installed on mobile devices. They can be but are not limited to dynamics365. These mechanisms should have GCF brand and reflect the organizations colors/logos. The mobile app is not a pre-requisite.
		
		Hotline: A service representative receives the complaint and enters it into the system based on an agreed upon template.
		
		"Enters directly into the system" means registering the complaint into the system upon receipt.
		
		A call center either managed or contracted by the vendor to field incoming calls from complainants.
		
		Normal staff can register complaints through the available intake mechanisms e.g. web forms, telephone, email, app, in-person etc.It need not be different from external parties. We do not integration with internal systems.
		
		Look and feel means branding the intake mechanisms with the GCF logo and reflect GCF colors. A complainant should be able to get to the form and see a certain level of consistency.
		
		The CMS is intended to be a hosted service (Saas), developed and managed by the vendor. The decision on development platform is therefore up to the vendor.

13.		Features similar to the version control on SharePoint would be ideal, however, more critical is a means to ensure recovery and logging events. It also anticipated that for each case, there will be numerous files that will be uploaded as a matter of record.

	e. Shall comply with audit requirements and GCF data stored in the system should be backed up and secured according to industry standards.
	   • Record every activity that occurs on a case as an event
	   • Apply version control to all documents
	   • Securely store and allowing the export of audit trails
	   • Case data backup, export and import capability
	
	  ● è what do you mean by the version control of document?
	  ● è do you think we need sharepoint system at the back?
	  ● è or uploading various files is enough?	

Kind regards

Green Climate Fund