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| **Tender No:** **HQ251/2021** | **Responses to Queries raised by prospective tenderers** |
| **Tender Name: RFP TO PROVIDE SOFTWARE DEVELOPMENT TEAM AUGMENTATION SERVICES- MICROMENTOR PROGRAM** | **Date Issued: 19th November 2021** |

This provides answers to queries raised from bidders by 16th November 2021 which was the deadline for receiving queries. The responses are posted on website for the benefit of all prospective bidders and does not disclose the source.

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| No. | **Question** | **Response** |
| 1 | Do you expect the assigned personnel to work at the Mercy Corps premises, or can the work be performed remotely? Or can we utilize a hybrid resource model (on-site and offshore)? | We expect all work to be performed remotely, including offshore where appropriate. |
| 2 | How many resources are in the MicroMentor’s technical team? | 1 Software Engineer/Architect  1 UX Designer  1 Product Manager |
| 3 | Is there any time zone the selected firm is expected to work in? | The selected firm must be able to work at least two hours in Pacific Standard Time OR have a coordinating role (Engineering Manager, Technical Project Manager) who can work two hours in our Pacific Standard Time. |
| 4 | Can you please mention the desired number of resources that the mercy corps expects the vendor to propose/deploy for this engagement? | We expect to deploy 1-4 resources, depending on the size and duration of the project |
| 5 | Do you have any not to exceed budget limit that we need to consider? | This process will lead to a framework agreement and the successful vendor will be engaged on a need basis based on the unit agreed rates. |
| 6 | Do you have any anticipated hours of utilization per week | This will vary based on our customer and partner needs |
| 7 | At this point the requirements are unclear, so rather than quoting a fixed bid, can we propose the available resources and their hourly rates? | Yes, you can quote hourly rates as the contract will be engaged on a need basis during the contract period |
| 8 | Can we change the proposed resources during the engagement after proper written approval from Mercy Corps? | Yes, and this will be agreed upon between Mercy Corps and the contractor |
| 9 | Can you specify the different roles (Project Manager, Business Analyst, Front End Developers, Back-end developers, UI/UX 1  Designer) that are required for this engagement? | This will vary by work order. We anticipate multiple work orders over the duration of the contract. |

**All other terms and conditions in the tender remain unchanged.**

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