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PREVIOUSLY ASKED QUESTIONS (PAQ)

Zambia USAID EDGE Request for Proposal (RFP)

Information Communications Technology (ICT) Solutions

RFP No. USAID EDGE-2023-06

General

Why has the RFP deadline been extended?

The deadline has been extended to allow applicants to take into consideration the responses to questions received by June 28, 2023.

Where are USAID EDGE's zones of intervention? Where are the project SMEs located?

Zambia USAID EDGE supports SMEs in the following three provinces: Lusaka, Central, and Eastern.

What is the total number of users per SME?

The application must grant access to a minimum of 300 SMEs, with the potential to expand to additional project clients. Although the number of individual users will vary across USAID EDGE's enterprises, we only require one installation per SME (= 300 installations/accounts/etc.).

What is the budget for operationalizing this pilot?

The total estimated budget for this subcontract is approx. USD \$105,000.

Technical

What are USAID EDGE's specific agricultural sectors of focus?

SMEs operating in the agriculture sector (specifically in the groundnut, horticulture, honey aquaculture, animal feed and poultry value chains) and related intermediary services.

Should offerors consider SMEs outside of the agriculture sector for the pilot implementation?

This activity only includes SMEs in the agriculture sector. However, within the agriculture sector (specifically in the groundnut, horticulture, honey aquaculture, animal feed and poultry value chains), there are several sub-sectors that USAID EDGE would want to track. These categories can be co-developed during implementation, and these can include intermediary service providers, input suppliers, or transportation/logistics, etc.

Is the offeror required to provide or propose the hardware required for the ICT application?



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The proposal should detail the hardware necessary for the SMEs to use the application, so that the USAID EDGE project can ensure the SMEs' access to said hardware. The offeror is not required to provide the hardware.

Operational

Will the offeror be required to visit the SMEs for installation/training or support, or will the offeror train USAID EDGE staff and they will carry out the deployment?

It will be a combination of both. Initial visits will require the offeror to provide initial installation and training support, while simultaneously training USAID EDGE staff and partners to monitor the activities (i.e., trainer-of-trainers).

If visits are expected, please share a listing of SME locations.

Same as USAID EDGE's zones of intervention: Lusaka, Central, and Eastern provinces.

Under Deliverable 2, the offeror is required to train the business advisors. Could you please share more details on the profile/qualifications and capabilities of these advisors?

The training sessions are to be completed with USAID EDGE Business Advisors (BAs), or other SMEs, as appropriate. will require staff members who are able to train adult learners to adequately use and support future SMEs in the adoption of the solution.

Staff members and other select SMEs/BAs who deliver this training, while not necessarily IT/ICT/Finance specialists, will be able to deliver the training in-person, be familiar with the designed solution, have experience training new users on ICT solutions, and be able to develop a training session which is interactive and includes active participation from the trainees.