CLARIFICATIONS

Contract title: Public services contract for consultancy services to develop a BHR digital tool to support the development of a BMO-Based BHR monitoring mechanism

Reference: UGA22001-10028

Please note that the contracting authority will not further respond to any other question as provided for under point 5.3 "Information". As a reminder, tenders must be received **before** **17th December 2025, 12:00PM, Kampala Time**. **Late bids will not be accepted**.

N°	Issue	Question Raised
1.	These BMOs (herein referred to as Implementing Partners) include the following 1. Federation of Uganda Employers (FUE), 2. Uganda Chamber of Energy and Minerals (UCEM), 3. Uganda Fish Processors and Exporters Association (UFPEA), 4. Uganda Sugar Manufacturers Association (USMA), 5. Uganda Manufacturers Association (UMA), 6. Private Sector Foundation Uganda (PSFU)	1. Please confirm that the Portal's information (documents, dashboards, published materials etc) will be available to all BMO and public users regardless of which participant added this information to the portal? 2. Please confirm that each BMO will have access to the CMS (Content Management System) to populate the Portal with content within the respective sections for which they are responsible. **Response;** Yes, they will have access to the system to populate their content in addition to the already populated content.

2.	The main objective of the consultancy is to design, develop, and deploy a responsive Business and Human Rights (BHR) Portal and Mobile App that serves as a centralized digital platform for information sharing, awareness creation, capacity building and to enhance BHR assessment, tracking, reporting, monitoring, and provision of support services among Business Membership Organizations (BMOs), their membership, private sector actors, and other stakeholders.	3. Please confirm that the Portal does not provide for the presence of a backend system (other than CMS) to provide complex workflows - for example, collecting information through an external portal, approving materials before publication, etc. **Response;** The best way to do this should be suggested by the consultant in their technical proposal.
3.	To provide tools that enable users to generate accurate, timely reports and analytics related to BHR compliance, trends, and best practices.	4. Please confirm that the portal should not contain a specific list of pre-developed reports, but CMS users should have access to BI tools to generate swing reports based on the collected data. **Response;** This should be in the technical proposal and also is should be part of the requirements elicitations.

4.	- Develop detailed functional specifications (user roles, workflows, permissions). - Define user stories and use cases specific to BMOs.	5. Since the project scope and functional specification with use cases should be determined at the project implementation stage, please provide an estimated budget or list of modules/features to be implemented. **Response;** The ToR has provided the picture of what the tool should be. The other features will be determined in the requirements elicitation phase. 6. Who is responsible for approving the specifi cations from each BMO? **Response;** The BMOs will constitute a team for representatives who will approve the requirements. 7. Who will agree on the fi nal decision in case the requirements of two or more BMOs contradict each other? **Response;** The BMO steering team. In addition, And the ToRs, refers to a technical team to approve all deliverables, the Consultant will be accountable to the team, while this team interracts with the BMO representatives

5.	Build clickable prototypes for stakeholder review and approval.	8. Please confirm that the UIUX solution design will be the same for all BMOs. **Response;** This will be one tool hosted by a BMO member which all BMOs will use.
6.	Specify hardware/software/integration requirements	9. Where exactly is the system expected to be deployed? Who owns the data center? **Response;** One of the BMO members. 10. Please confirm that it is the responsibility of the data center owner to upgrade the equipment to meet the requirements of the agreed hardware specifications (if such a need is identified). **Response;** The consultant should will propose the minimum hardware requirement for the proposed technology stack.
7.	Integration Design:	11. Please indicate the expected number of integration points.

	- Document APIs and integration points.	**Response;**
	- Ensure interoperability with BMO workflows and existing systems where relevant.	This will be determined at requirements elicitation phase.
8.	Data Migration and Uploads: - Map existing BMO records and migrate data, information and materials into the system.	12. Please indicate the expected size of the data that needs to be migrated. **Response;** This will be determined at requirements elicitation phase.
9.	Publish mobile applications on app stores	13. Please indicate on which stores the application should be published. **Response;** This should be in the technical proposal.
10.	One of the tasks is to Map existing BMO records and migrate data, information and materials into the system a) What are some of the existing systems and who operates/administers them? b) What are the kinds of BMO data/records that will need to be imported/migrated?	a) What are some of the existing systems and who operates/administers them? **Response;** The rationale for this question is not clear in relation to development and deployment of the proposed system. More context needs to be added.

	Early insights on these systems and records are important even before inception and requirements gathering to guide the proposed budget	b) What are the kinds of BMO data/records that will need to be imported/migrated? **Response;** The will be determined at the stakeholders engagement phase. I request the consultant to propose the methodology of how different files and formats can be delt with while also stating the complexity and how this might affect the scope.
11	Regarding deploying the system to the live hosting environment, it is mentioned that the Provider should describe in detail their recommended system maintenance plan, and the business continuity/disaster recovery plan (BC/DRP)/ procedures to ensure optimal availability, since this is a mission-critical solution. Will the hosting environment be provided by the system owners (MoGLSD or BMOs) or should hosting be one of the billed services by the applicant? If it will be provided, may you highlight which hosting service provider or technologies they will be. This also guides	**Response;** The consultant may propose an appropriate methodology for addressing different hosting environments, such as bare metal, virtualized infrastructure, or containerized deployments, and recommend suitable solutions for each scenario.

	on the technologies to be considered or recommended for BC/DRP.	
12	Three proposals are required, each as a document attachment not link (Administrative, Technical and Financial Proposals). The tender document also talks about file zipping. a) Should we send 3 email subjects each with one of the proposals or the 3 proposal files should be zipped and sent as attachments on one email subject. b) What should be done in case an attachment is too big to be accepted by the emailing system. Otherwise links to such files would be a solution.	Section 5.4.2 states that The duly completed and signed tender shall be submitted only by e-mail to; uga_csc_tenders@enabel.be **It shall be submitted only as e-mail attachments and not via a link to a platform**. The files shall be clearly named and structured and submitted in a compressed zip folder. The tenderer is solely responsible for the accessibility and legibility of files. The tenderer shall submit separately, the administrative, technical and financial proposals in the email. **In case they exceed 6MB**, then the tenderer submits separate emails clearly indicating 'Administrative, technical or Financial proposal'. The subject of the e-mail shall clearly mention the procurement reference number and the contract title, as stated on the cover page of the tender specifications, as well as the name of tenderer.
13	It is mentioned that the tenderer must provide in the administrative proposal as annexes to the capacity professional form a recommendation letter from	Yes. This is acceptable.

	clients. If our client already issued to us a project completion or recommendation document in any format and addressed to whom it may concern, can such documents work for this purpose?	