

## ANNEX 8: CLARIFICATION / ADDITIONAL INFORMATION REQUESTS FORM

### First Batch of Clarification / Additional Information Requests Form

No.	Reference	Clarification Question	Response
1	--	What are targeted activities and markets?	<p>As highlighted in clause 4.1.2.3, the inspections will target Points of Entry (export, import, transit and re-export inspections) as well as Outlets (licensing and routine unscheduled inspections).</p> <p>3 types of Points of Entry will be targeted: airports, seaports, and land borders.</p> <p>2 types of Outlets will be targeted: 1) core outlets selling wildlife organisms and their derivatives, oud and leather, ("Primary Outlets" to be the main focus of the inspectors) and, 2) Non-core outlets including fisheries, breeding centers, private animal shelters, Wildlife exhibitions / private zoos, wood and furniture stores, plant nurseries, clothing and accessories stores, as well as men and women health products stores and street sellers. ("Secondary Outlets" to be the secondary focus of the inspectors).</p>
2	--	Do you provide an initial database of targeted OUTLETS AND POINTS OF ENTRY and markets?	<p>The database of Points of Entry is already provided. The inspection is limited to 14 Points of Entry across the Kingdom.</p> <p>NCW is aiming to populate the initial database of Wildlife Outlets before the project execution.</p>
3	--	What IT systems should be used during the inspection?	<p>The Operator can internally use any software that will support its efforts during the project execution as defined in the scope of work.</p> <p>Moreover, NCW aims to give the Operator access to the FITRI platform to access data on the Outlets, Wildlife shipments, submit reports on inspection/visit, submit violation reports, etc.</p> <p>Details on FITRI platform will be provided in the RFP.</p>
4	--	What are the detailed training specifics that the center will provide to inspectors?	<p>All inspectors and regional managers shall receive general initial technical training by NCW before they can be allowed to start conducting inspections (e.g., how to conduct inspection, lessons on CITES, how to identify Wildlife, Wildlife regulations in the Kingdom). They will also receive additional and follow-up regular technical trainings by NCW. We also expect the Operator to provide additional trainings as they see fit.</p> <p>Details on the specifics and duration of the trainings will be provided in the RFP.</p>
5.	--	Are there any specific requirements for the inspectors' experience or certifications?	<p>Details on the specific requirements on the inspector's experience will be provided in the RFP.</p>

6.	--	Do you provide templates for inspection reports?	Yes, a template will be provided for the inspection report. The trainings that NCW will provide shall also cover the topic of inspection reports. Details will be provided in the RFP.
7.	--	How will confiscated products be handled?	The Operator's inspectors shall secure the live wildlife or wildlife derivative for transport and liaise with NCW HQ to hand over for transport. Details on exact measure will be provided in the RFP.
8.	--	What are the performance evaluation criteria related to key performance indicators (KPIs)?	Details on KPIs and their scoring methods will be provided in the RFP.
9.	--	How will service fees (Primary and Secondary Service Fees) be determined?	Based on the costs and expenses relating to Outlet and Point of Entry inspections, the bidders shall determine as part of their financial proposal a price per outlet inspection as well as a price per Point of Entry' inspector.  The Secondary Service Fee will be based on a fixed percentage of the fines collected as a result of violations recorded on Wildlife owners.  More details on method of calculating the fees will be provided in the RFP (financial section).
10.	--	What are the specifications for the vehicles and offices that the company should provide?	The type and size of cars and offices will be detailed in the RFP.
11.	--	Will logistical support be provided in remote areas or border OUTLETS AND POINTS OF ENTRY?	The Operator shall provide the inspectors with the necessary transportation and logistics. NCW will be in charge of transporting confiscated Wildlife reported by the inspectors.
12.	4- Project Description	Based on the diverse range of the primary and secondary outlets, what strategies would be used in prioritizing the framework for the inspection activities while ensuring compliance on the outlets type?	As part of the RFP, the Bidders will be required to suggest their own strategy and framework to prioritize and schedule their inspection activities.
13.	4.1.2.1- (d) Pre-inspection Services	Could the agency elaborate the excepted distribution of inspectors to ensure comprehensive and effective inspections across approximately 40,000–60,000 outlets and identifies the risk associated with different outlet types?	As part of the RFP, the Bidders will be required to suggest their own strategy and framework to prioritize and schedule their inspection activities and to allocate and to define the optimal distribution of inspectors to ensure comprehensive and effective inspections.
14.	4.1.2.5- Assets	Are there specific standards or guidelines provided by the agency in terms of maintaining vehicles and offices to maintain operational efficiency during the contract period?	Yes. Standards, guidelines, and KPIs related to maintaining vehicles and offices to maintain operational efficiency will be provided. All details will be provided in the RFP.

15.	4.1.6- Training and Expertise of the inspectors:	What specific outcomes are expected from the training inspectors to effectively undertake the work of inspections as per the environmental regulations of NCW and CITES standards?	Inspectors and regional managers will receive general initial training before conducting inspections (e.g. on inspection process, CITES, Wildlife identification/handline), followed by additional and regular refresher trainings, all given by NCW. They shall receive qualification certificates by NCW once initial training is completed. Details will also be provided in the RFP.
16.	4.1.2.2- Compliance and Enforcement:	What are the steps to be taken by the Successful Bidder after identifying a violation during an inspection other than the immediate reporting steps, are there a detailed procedure or support system that the agency will provide to manage the violators and confiscated wildlife and its product effectively?	All violations will need to pass through a procedure to validate the authenticity of violations and identify the fines related to it. The Operator will be mainly responsible for filing the violation report/citation (nature of violation, Outlet name, Wildlife type, etc.), take clear photographs of each species present - including identifying features and any CITES tags or markings as evidence, and inform NCW HQ of violations to evaluate it and determine the penalty/fine. Details will be provided as part of the RFP.
17.	Post-Inspection Services:	Could the agency provide more details on the KPIs, reporting templates or governance structure to be followed during the project, especially for the periodic audits?	All details will be provided in the RFP.
18.	--	What are the required inspection equipment? كرما بتوضيح ماهي معدات التفتيش المطلوبة؟	All types and estimated number of equipment needed will be provided in the RFP.
19.	--	The document mentions the requirement to provide technology. Could you specify the type of technology required? ذكر بالكراسة متطلب توفير تكنولوجيا يرجى توضيح نوعية التكنولوجيا المطلوبة؟	The Operator can internally use any software that will support its efforts during the project execution as defined in the scope of work. Moreover, NCW aims to give the Operator access to the FITRI platform to access data on the Outlets, Wildlife shipments, submit reports on inspection/visit, submit violation reports, etc. Details on FITRI platform will be provided in the RFP.
20.	--	Is the project focused on establishing a new electronic inspection system or developing an existing one? هل يتطلب انشاء نظام الكتروني للتفتيش ام تطوير نظام تفتيش حالي؟	The Operator can internally use any software that will support its efforts during the project execution as defined in the scope of work. Moreover, NCW aims to give the Operator access to the FITRI platform to access data on the Outlets, Wildlife shipments, submit reports on inspection/visit, submit violation reports, etc. Details on FITRI platform will be provided in the RFP.
21.	--	Are there entities with which the system needs to be integrated? If yes, please specify the number of entities. هل يوجد جهات يتم ربط النظام مع الجهات؟ في حال الإجابة بنعم يرجى ذكر عدد الجهات	Details on all IT systems and technologies will be provided in the RFP.
22.	--	How many offices are required to be provided? كم عدد المكاتب المراد توفيرها؟	As per clause 4.1.2.5, 3 offices will need to be provided by the Operator.

23.	--	What types of visits are to be conducted? ماهي أنواع الزيارات المراد تنفيذها؟	There are 2 types of inspections required for Outlets: Licensing inspection (needed to issue license for Outlets) and routine unscheduled inspections.
24.	--	How much time is allocated for each visit? كم الوقت المستغرق للزيارة الواحدة؟	As part of the RFP, Bidders will be requested to estimate the time required for each visit.
25.	--	How frequently will the visits occur? عدد تكرار الزيارة؟	Please refer to clause 4.1.2.3. An Outlet would need 1 licensing inspection per year. In case the Outlet failed the first inspection, it would need an additional inspection. Whereas for routine inspections, Primary Outlets will need a minimum of 2 inspections per year while Secondary Outlets will need a minimum of 1 inspection per year.
26.	--	The document mentions providing vehicles. Is there a requirement for four-wheel drive vehicles? تم ذكر بالكراسة توفير سيارات هل متطلب توفير سيارات دفع رباعي؟	The requirement on vehicles (including type and size) will be detailed in the RFP.
27.	--	We would like to schedule a meeting with you to discuss the scope of work. As the project requirements encompass multiple aspects (training, establishing offices, creating a regulatory system, providing inspection equipment, and implementing and activating inspections), we aim to propose the best possible solutions to help the center achieve its objectives. نود جدولة اجتماع مع حضرتكم لمناقشة نطاق العمل حيث ان متطلبات المشروع تتمثل في اكثر من جانب ( تدريب- تأسيس مكاتب- انشاء نظام رقابي- توفير معدات الرقابة - تشغيل وتفعل الرقابة وذلك سعياً لتقديم أفضل الحلول الممكنة والتي يسعى المركز لتحقيقها	All applicants can inquire and discuss the scope of work during the conference with potential bidders on January 16 <sup>th</sup> .
28.	--	We kindly request a two-week extension for the submission of the SOQ for Wildlife Inspection and Monitoring Tender.	A two-week extension for the submission of the SOQ for the Project will not be granted. The original submission deadline will remain in place.