**Questions and Answers:**

**RFP – Provision of Digital Trading Platform Services (USAID EDGE)**

|  |  |
| --- | --- |
| **Question**  | **Answers**  |
| **1.** Could you please confirm if the period of performance is 4 months or 5 months? | **1.** The period of performance is five months, but not go beyond May 15, 2024. During this period, the selected online platform service provider will work on the modification / redesign of its current platform, or design a new platform, depending on provider’s proposed approach. |
| **2.** It is written that the platform should offer solutions with third-party shipping and logistics. Does this mean that these companies will be part of the platform or how is this planned to be done? | **2.** The platform should offer information about the possibilities for shipping and logistics. |
| **3.** Is this a feature or provider should offer a person that will support customers? In case this is a person, how long it is supposed to support? | **3.** The service provider should offer a person(s) that will support the customers in the languages mentioned in the RFP. The service provider will have a sustainability plan that will cover the costs for that person(s) and other costs that may arise after the platform has been put into function. This may include charging the companies who use the platform to offer/sell products. |
| **4.** What is the period for maintenance and support? | **4.** EDGE will provide support to the service provider to modify its current platform, or design new platform, within the budget range mentioned in the RFP. The platform is owned by the service provider, who is expected to provide continuous service to the companies. This is an extension to the provider’s current activities. Maintenance and support are part of the provider’s regular activities. The service provider will have a sustainability plan that will cover the costs for maintenance and support and other costs that may arise after the platform has been put into function.  |
| **5.** Who will be responsible for marketing on social media and other platforms? | **5.** The responsibility for marketing on social media and other platforms is the responsibility of the online trading platform service provider. This should be part of the provider’s sustainability plan. |
| **6.** Who will provide hosting and domain? | **6.** The responsibility for hosting, domain etc. is the responsibility of the online trading platform service provider. This should be part of the provider’s sustainability plan.Although not restricted to others, the ideal online trading platform service provider should have demonstrated expertise - a proven track record in managing an active online trading platform, preferably for machinery and equipment. The online trading platform service provider should have staff on board to provide necessary support to users of the platform in the three languages (Albanian, Macedonian, and Serbian). The first two initial languages will be Albanian and Macedonian. |