

質疑回答書：【企画競争】Operational Optimization Consulting Services

#	Relevant section	Question	Answer
1	WP-B Deliverables	Could OIST provide an indicative inventory and approximate quantity of existing rules, policies, procedures, processes, SOPs, templates and related documents that may be reviewed, revised, consolidated or created within the WP-B core scope? WP-Bの主要な対象範囲内で検討、改定、統合、または作成される可能性のある既存の規則、方針、手順、プロセス、SOP、テンプレート、関連文書について、その一覧と概算数量を提示いただけますでしょうか。	Approximately 10–15 existing documents or material groups have currently been identified, including the bilingual OIST-wide BCP; ID-card and access-control rules/procedures; key, card-reader and restricted-area guidance; CCTV/recording guidance; visitor, family and contractor access information; and emergency contact/escalation materials. These are in English, Japanese or both, with many operational materials principally in Japanese. The OIST-wide BCP is high-level and limited as an operational basis for BFM; no BFM-specific BCP or standard divisional BCP template has been identified. Other key gaps include a consolidated BFM physical-security framework and formalised, consistent BFM call trees. For pricing purposes, assume approximately 10–15 priority documents will require creation, substantive revision or consolidation within the core scope; this is an indicative pricing assumption rather than a fixed document count, and the final structure and priorities will be agreed during inception. The consultant is expected to use relevant experience, precedents and reusable methodologies to expedite drafting, while adapting all outputs to OIST requirements.
2	Language Requirements	Could OIST clarify which deliverables are expected to be bilingual as part of the mandatory scope and which may remain English-only? どの成果物をバイリンガル（二言語）対応とする必要があり、どれを英語のみとすることができるか、明確にいただけますでしょうか。	Language requirements should reflect the intended users of each deliverable. Executive/VP-facing reports, recommendations and PRP/policy-level documents may be prepared primarily in English. BFM management materials, BCP/emergency-response frameworks and call trees should generally be bilingual. Staff- and vendor-facing operational procedures, SOPs, instructions and templates may be prepared primarily in Japanese, with an English translation provided for OIST management review. Working papers and other interim consultant materials do not generally require bilingual production. The consultant is expected to have sufficient bilingual capability to work effectively in both English and Japanese. Documents may be drafted in the appropriate primary language and translated into the other language using suitable translation tools, provided the consultant performs an appropriate review to identify obvious mistranslations and ensure that the translated version is legible, appropriately formatted and usable for its intended purpose. Full professional human translation of every deliverable is not required unless specifically agreed for a particular document.

3	Benchmarking	For benchmarking requirements, does OIST expect quantitative comparative metrics or would qualitative benchmarking supported by relevant case studies and operating model examples be acceptable? ベンチマーク要件について、OISTは定量的な比較指標を求めているのでしょうか。それとも関連する事例や運用モデルの具体例に基づく定性的なベンチマークでも受け入れ可能でしょうか。	OIST expects primarily qualitative benchmarking, supported by relevant case studies, peer practices and operating-model examples. Targeted quantitative benchmarking should also be provided where reasonably available and relevant, particularly to inform appropriate staffing levels, functional coverage, skills and qualifications, and the balance of in-house and outsourced resources. The purpose is to help assess whether the proposed organisation and resourcing are appropriately sized and capable, rather than to require a comprehensive quantitative benchmarking exercise.
4	Stakeholder Engagement	Could OIST provide an estimated number and distribution of stakeholders expected to participate in interviews and workshops across both work packages? ワークパッケージ全体において、インタビューやワークショップへの参加が見込まれるステークホルダーの推定人数とその内訳について、どのぐらいを想定されていますでしょうか。	For pricing purposes, assume participation by the Vice President for Buildings and Facilities Management (VP BFM), five BFM managers and the VP BFM Personal Assistant (PA), supplemented by selected staff from the wider BFM population (approximately 36 staff in total, including managers). Other stakeholders may include relevant representatives from University Community Services (UCS), Occupational Health and Safety (OHS), Risk Management, Human Resources (HR), Core Facilities and, where necessary, very limited interaction with the Secretary General (SG). Relevant representatives of OIST's principal facilities management service provider should also be included. As ID-card and access-right management is currently divided across multiple OIST functions and may be considered for consolidation within BFM, targeted engagement with the relevant current process owners should be assumed. Participation should be targeted rather than assuming interviews with all BFM staff, using an efficient mix of individual interviews and workshops. The final stakeholder list and interview/workshop structure will be agreed during inception.
5	Project Schedule	How many formal review cycles are anticipated for draft deliverables prior to final submission? 最終提出迄に、成果物の草案に対して何回の公式なレビューサイクルが予定されていますでしょうか。	Assume one to two formal review cycles for major draft deliverables prior to final submission. Actual review requirements will depend on the nature and quality of the deliverable. The consultant should engage relevant OIST stakeholders during development to minimise significant changes at the formal review stage.
6	Site Engagement	Does OIST have an expectation regarding the minimum level of on-site presence or workshop facilitation in Okinawa during the engagement? 本業務の期間中、沖縄での現地対応またはワークショップ実施について、OISTが求める最低限の頻度や水準といった要件はありますか？	OIST does not prescribe a minimum number of on-site days. Bidders should include in the fixed price their proposed number and timing of visits, associated travel costs, and an appropriate mix of on-site and remote working. Sufficient presence in Okinawa should be allowed for key interviews and workshops and for joint review with OIST staff of existing processes, diagrams, document repositories, websites and relevant facilities or systems where face-to-face or direct review is more effective.

7	Pricing Template	For Work Package B, should bidders assume a fixed quantity of core-scope document drafting/revision effort, with additional documents handled through unit rates under Section D, or should all anticipated document development be included in the evaluated fixed price? ワークパッケージBについて、入札者は主要な範囲の文書作成・改訂作業量を固定数量と想定し、追加文書についてはセクションDに基づく単価で対応するものとすべきでしょうか。それとも、想定されるすべての文書作成業務を評価対象となる固定価格に含めるべきでしょうか。	All work and document development reasonably required to complete the stated WP-B core scope and deliverables should be included in the evaluated fixed price. Bidders should state any specific assumptions or exclusions in their proposal. Unit rates will apply only to additional work or deliverables requested by OIST beyond the agreed scope, subject to prior agreement and the applicable change process.
8	Deliverable Acceptanc	Could OIST clarify the deliverable approval process and expected turnaround time for review comments and acceptance? 成果物の承認プロセス、レビューコメントおよび受理に対する想定所要時間を明確にしていけないでしょうか。	The supplier should propose appropriate deliverable milestones and OIST review/turnaround periods within its project plan to meet the required RFP completion date. The VP BFM will normally be the primary reviewer, with consultation/escalation to relevant executive stakeholders where required and final ratification by the Executive for deliverables requiring executive approval. The programme should allow reasonable flexibility for stakeholder availability and business travel. The detailed approval process and review timetable should be confirmed during project inception.
9	Contract	Would it be possible to propose or change the proposed contract terms? 契約条件の見直や提案などは可能でしょうか。	It would be possible to adjust the proposed contract terms, provided that such adjustments do not disadvantage other participants in the RFP process. 他の参加者に不利とならない範囲で調整は可能です。