



Date: 01 February 2018

REQUEST FOR PROPOSAL (RFP)

Subject: *Provision of Mass Emails and Bulk Messaging (SMS) System Software Development and Implementation at the National Assembly of Afghanistan*
Reference: *UNDP/AFG/RFP/2018/0000001992*

Dear Mr. /Ms.: Bidder

The United Nations Development Programme (UNDP) Afghanistan Country Office hereby invites you to submit a Proposal to this Request for Proposal (RFP) for the above-referenced subject.

This RFP includes the following documents:

- Letter of Invitation
- Annex 1 - Description of Requirements
- Annex 2 - Terms of Reference
- Annex 3 - Form for Submitting Service Provider's Proposal
- Annex 4 - Proposal Submission Form
- Annex 5 - Model Contract for Goods/Services
- Annex 6 - General Terms and Conditions for Contracts
- E-tendering Instructions Manual for Bidders
- FAQ for Bidders

Your offer, comprising of documents stated in this RFP, should be submitted to UNDP Afghanistan in accordance with the Annex 1 (Description of Requirements) through the **"UNDP ATLAS E-tendering system"** (<https://etendering.partneragencies.org>).

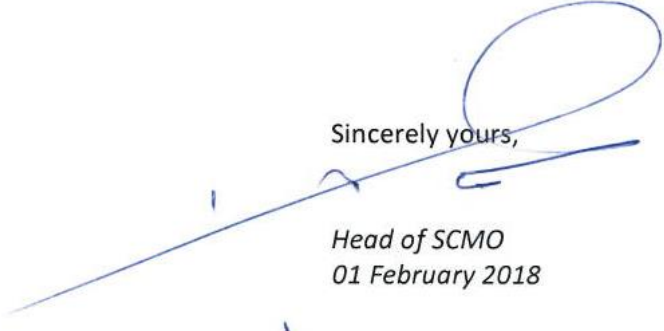
The step by step instructions for registration of bidders and proposal submission through the UNDP ATLAS E-tendering system is available in the **"Instructions Manual for the Bidders"**, attached with this RFP. Should you require any training on the UNDP ATLAS E-tendering system or face with any difficulties when registering your company or submitting your proposal, please send an email to the E-tendering helpdesk at procurement.af@undp.org or call [+93728999766](tel:+93728999766) during office hours to request for help.

The proposers are advised to use Internet Explorer (Version 10 or above) to avoid any compatibility issues with the e-tendering system.

No hard copy or email submissions will be accepted by UNDP.

Kindly go through this invitation letter and other documents attached here to this RFP. Should you have any questions or require any clarification, please feel free to email your questions/clarifications to the procurement officer at procurement.af@undp.org. The subject of the email should be UNDP/AFG/RFP/2018/0000001992.

UNDP looks forward to receiving your proposal and thanks you in advance for your interest in UNDP procurement opportunities.



Sincerely yours,

Head of SCMO
01 February 2018

Annex 1: Description of Requirements

Context of the Requirement	<i>Provision of Mass Emails and Bulk Messaging (SMS) System Software Development and Implementation at the National Assembly of Afghanistan</i>
Implementing Partner of UNDP	<i>National Assembly of Afghanistan (Wolesi Jirga and Meshrano Jirga)</i>
Brief Description of the Required Services ¹	<i>Please refer to Terms of Reference in Annex-2</i>
List and Description of Expected Outputs to be Delivered	<i>Please refer to Terms of Reference in Annex-2</i>
Person to Supervise the Work/Performance of the Service Provider	<i>Please refer to Terms of Reference in Annex-2</i>
Frequency of Reporting	<i>Please refer to Terms of Reference in Annex-2</i>
Progress Reporting Requirements	<i>Please refer to Terms of Reference in Annex-2</i>
Location of work	<i>National Assembly of Afghanistan, New Building, Darulaman Road, Kabul</i>
Expected duration of work	<i>50 working days + 1 year on-site support service and warranty</i>
Target start date	<i>10 March 2018</i>
Latest completion date	<i>Please refer to Terms of Reference in Annex-2</i>
Travels Expected	<i>Please refer to Terms of Reference in Annex-2</i>
Special Security Requirements	The contractor will be responsible for security of its staff.
Facilities to be Provided by UNDP (i.e., must be excluded from Price Proposal)	<i>None.</i>
Implementation Schedule indicating breakdown and timing of activities/sub-activities	<input checked="" type="checkbox"/> Required
Names and curriculum vitae of individuals who will be involved in completing the services	<input checked="" type="checkbox"/> Required
Currency of Proposal	<input checked="" type="checkbox"/> United States Dollars (US\$) <i>(for companies registered outside Afghanistan)</i>

¹ A detailed TOR may be attached if the information listed in this Annex is not sufficient to fully describe the nature of the work and other details of the requirements.

	<p><input checked="" type="checkbox"/> Local Currency (AFN) <i>(for companies registered under Afghanistan Government Authority)</i></p> <p>For evaluation purposes, the bids submitted in other currencies will be converted to US\$ using the UN Operational Exchange Rate. <i>Reference date for determining UN Operational Exchange: July 2017</i></p>
Validity Period of Proposals <i>(Counting for the last day of submission of quotes)</i>	<p><input checked="" type="checkbox"/> 90 days</p> <p>In exceptional circumstances, UNDP may request the Proposer to extend the validity of the Proposal beyond what has been initially indicated in this RFP. The Proposal shall then confirm the extension in writing, without any modification whatsoever on the Proposal.</p>
Payment Terms ²	Please refer to Terms of Reference in Annex-2
Person(s) to review/inspect/ approve outputs/completed services and authorize the disbursement of payment	<i>Please refer to Terms of Reference in Annex-2</i>
Type of Contract to be Signed	<input checked="" type="checkbox"/> Contract for Services
Criteria for the Assessment of Proposal	<input checked="" type="checkbox"/> Combined Scoring Method, using the 70%-30% distribution for technical and financial proposals, respectively, where the minimum passing score of technical proposal is 70%
Criteria for Contract Award	<p><input checked="" type="checkbox"/> Signing of UNDP's Contract for Services</p> <p><input checked="" type="checkbox"/> Full acceptance of the UNDP Contract General Terms and Conditions (GTC). Non-acceptance of the GTC may be grounds for the rejection of the Proposal.</p>
Required Documents that must be Submitted to Establish Qualification of Proposers (In "Certified True Copy" form only)	<p><input checked="" type="checkbox"/> Signed and stamped copy of Annex 4 - Proposal Submission Form</p> <p><input checked="" type="checkbox"/> Company Profile, which should not exceed fifteen (15) pages</p> <p><input checked="" type="checkbox"/> Service providers must be registered as legal entities in Afghanistan and accredited by the Afghan Government authorities to provide services referred to in this RFP; proof of registration proving at least 5 years (2013 or earlier) of experience in designing similar software systems in Afghanistan</p> <p><input checked="" type="checkbox"/> At least 2 previous contracts through which they designed systems of similar complexity valued at or over equivalent US\$5,000; please provide copies of contract and Statement of Satisfactory Performance from these 02 (two) Clients.</p> <p><input checked="" type="checkbox"/> Structure of the team, including the detailed CV of Team Leader meeting the following qualification criteria:</p> <ul style="list-style-type: none"> • A Bachelor's Degree in the field of Computer Science from a university acceptable to UNDP

² UNDP shall not to pay any amount in advance upon signing of contract.

	<ul style="list-style-type: none"> • 5 years of experience in software development for the Afghan public sector or private sector firms • Previous professional experience leading a team to develop similar systems in Afghanistan
UNDP will award the contract to:	<input checked="" type="checkbox"/> One and only one Service Provider
Contact Details for submitting clarifications/questions	<p>Focal Person in UNDP: Address: United Nations Development Programme, UNDP Country Office, UNOCA Complex, Jalalabad Road, Kabul, Afghanistan E-mail address dedicated for this purpose: procurement.af@undp.org Note : The Subject Line of email should be: UNDP/AFG/RFP/2018/0000001992</p>
Deadline of Submission	<p>Date and Time: As specified in the E-Tendering system (note that time zone indicated in the system is New York Time zone).</p> <p><u>PLEASE NOTE: -</u></p> <ol style="list-style-type: none"> 1. Date and time visible on the main screen of event (on e-tendering portal) will be final and prevail over any other closing time indicated elsewhere, in case they are different. Please also note that the bid closing time shown in the PDF file generated by the system is not accurate due to a technical glitch that we will resolve soon. The correct bid closing time is as indicated in the e-tendering portal and system will not accept any bid after that time. It is the responsibility of the bidder to make sure bids are submitted within this deadline. UNDP will not accept any bid that is not submitted directly in the system. 2. Try to submit your bid a day prior or well before the closing time. Do not wait until last minute. If you face any issue submitting your bid at the last minute, UNDP may not be able to assist.
Allowable Manner of Submitting Proposals	Online bidding in E- tendering system/ module. (Electronic submission of Bid)
Conditions and Procedures for electronic submission and opening, if allowed	<p>Official Address for e-submission: Official Address for e-submission: UNDP ATLAS E-tendering system. https://etendering.partneragencies.org</p> <ul style="list-style-type: none"> • Format: PDF, Word, Excel and JPG • Max. File Size per attachment: 8 MB • Max. No. of attachments: <i>Not limited</i> • Virus Scanning Software to be Used prior to transmission: <i>Any Standard Antivirus Software</i> <p><input checked="" type="checkbox"/> Financial Proposal must be submitted as a separate file encrypted with a password. None of the financial proposal data is disclosed in other documents of the submission. UNDP shall request password for opening the Financial Proposal only from the Proposers who pass the Technical Evaluation as per the criteria established and disclosed in the solicitation document. The Proposer shall assume the responsibility for not encrypting the financial proposal.</p>

Pre-proposal Conference	<p>Time: 13:00 am Kabul, Time</p> <p>Date: Monday, 12-February-2018</p> <p>Venue: National Assembly of Afghanistan, New Building, Darulaman Road, Kabul</p> <p>All interested proposers are encouraged to participate in the pre-bid conference.</p> <p>The UNDP focal point for the arrangement is:</p> <p>Supply Chain Management Office</p> <p>E-mail: procurement.af@undp.org</p> <p>Bidders interested to attend the Pre-Proposal Conference Must Send the Following information to the above mentioned E-mail address Before 10:00 PM On 10-February-2018 including Participant's Name, Nationality, National ID (Tazkira) or Passport Number, and Company Name.</p> <p>The Subject of E-mail Should be:</p> <p>ITB Ref. No-UNDP/AFG/RFP/2018/0000001992</p>
-------------------------	--

Annex 2: Terms of Reference

Mass Emails and Bulk Messaging (SMS) System Software Development for the National Assembly of Afghanistan

A. Institutional and Capacity Support to the Parliament of Afghanistan Project (ICSPA)

B. Project Description

The objective of the UNDP Institutional and Capacity Support to the Parliament of Afghanistan (ICSPA) project 2014-2019 is to assist the National Assembly of Afghanistan in becoming a more effective parliamentary institution, reflecting and contributing to a growing culture of legitimate and inclusive governance. To this end the project supports the leadership of the Wolesi Jirga and Meshrano Jirga to implement reforms towards meeting international parliamentary standards. These involve reforms within the Afghan Parliament secretariats to improve the parliament's transparency; to ensure that staff provide more effective services to MPs; to improve the parliament's transparency; and to improve public engagement and involvement in the work of parliament.

The project's expected outputs are:

Output 1: Secretariats are strengthened to support Law-making and oversight functions, including committee management, legislative and policy research, and plenary.

Output 2: Finance, Procurement, Auditing, and Human Resources capacity of Secretariats is strengthened to better manage resources and provide effective support to operational functions.

Output 3: Representative role reinforced through support for improved communication and outreach capacities.

Output 4: Capacity of Parliament's leadership to undertake reforms enhanced

Support through this contract will be provided under output 3: *Representative role reinforced through support for improved communication and outreach capacities*; and contribute to activity result: *Public awareness and involvement in parliamentary processes is enhanced with increased transparency through the departments of public information and relations.*

Through this contract, a Service Provider will design and install a mass email and messaging (SMS) software system that will enable the Wolesi Jirga and Meshrano Jirga Departments of Public Relations and Information to more easily communicate parliamentary information (including plenary and committee agendas, reports, bills and press releases) to MPs, journalists and civil society organizations, thus contributing to increased transparency and awareness of the Parliament's work.

The system software will be developed under the leadership and guidance of the National Assembly of Afghanistan's ICT Department and in collaboration with the Wolesi Jirga and Meshrano Jirga Offices of the Secretaries General, the Directors of the Departments of Public Relations and Information, Legislative Affairs and International Relations.

C. Scope of Services

The Service Provider will be responsible to develop and install a software system to be hosted on the National Assembly of Afghanistan's internal network and accessible to parliament staff in different Wolesi Jirga and Meshrano Jirga departments that will enable them:

- to create and manage a centralized database of contacts with access rights for certain staff/departments;
- to send documents through mass emails as well as short texts through sms (short messaging services) to contacts and dedicated contact lists in the database

The system will be developed in consideration of the following requirements:

- **Software features**

- A web-based interface compatible with responsive format for desktop and mobile use. The system's interfaces must be accessible via a range of current browsers (e.g. Firefox, Internet Explorer, Safari, Chrome, Internet Explorer) both on mobile and tablet devices
- Permit for drafting, editing and sending of Bulk SMS message to a group or multiple groups at once
- Permit for drafting, editing, and sending of Mass Emails to a group or multiple groups at once
- The drafting interface must support rich text formatting e.g. bold, italic, underline etc.
- Permit for sending Mass Email and Bulk SMS both via desktop and mobile modes. Also, the system must also be capable to receive responses in both modes e.g. responses from persons providing feedback such as confirmation for attendance etc. or they may have a question etc.
- The architecture must be client-server, with a server-side database and application that allows for the data / information to be easily updated by administrative staff (Admin users) through a dedicated Admin web-based interface; again, accessible in desktop and mobile modes
- Support import and export of relevant data (e.g. contact details, phone numbers, email addresses) incl. from excel files, spreadsheets, flat files, text files etc. from local or (shared) directory folders
- Able to support multiple languages (Pashto, Dari and English)
- Enable different types of user rights, such as but not limited to: administrator and sender groups
- Enable Admin to create subgroups and password protected users accounts e.g. for sub admins and group managers
- Maintain records of backup history of all changes in the database within a permanent system log (or log files)
- The system must be able to detect authorized sim cards only and – one number to send messages
- The system should ensure the possibility of logging all inputs and outputs of the system in dedicated log files
- The system should permit filtering and classification of receivers (including whether he/she is, MP of Wolesi or Meshrano Jirga, Journalist, CSO or other; as well as if male or female etc.)
- A system backup database should be installed in the National Assembly of Afghanistan offsite servers, and necessary connections / synchronization mechanisms must be developed, with an Admin user interface.

- **SMS Messaging**

The system's SMS messaging module in particular should be able to:

- Send and receive text messages via the web-based interface
- Send messages with predefined time of transmission
- Check duplicate before messages are sent
- Allow for priority message delivery
- Define validity /retention periods for messages on the server database. The admin user must be able, if needed, to manually remove messages on the database
- Support selectable sender identification
- Delivery confirmations
- Unicode support for Pashto, Dari and English characters
- Able to send and receive message from all mobile networks, No restrictions on mobile network selection
- Provide detailed of messages or send receive statistics
- Ability to automatically filter/ ignore the incoming message
- Automatic Backup (settings, databases, mails)

- **Training and running the System/Software**

To ensure the sustainability of the software system, National Assembly of Afghanistan ICT Department staff must be trained to manage and independently operate the system. To this end the Service Provider will be required to provide comprehensive admin-level training to a minimum of 6 National Assembly of Afghanistan ICT Department personnel and service support staff.

Training must be provided and completed prior to hand-over of the system to the National Assembly and prior to commencement of the warranty period.

The training programme must include:

- a. How to operate the system as an admin user and sub-admin users, via the admin interface, as well with other tools e.g. for database management, server and application management, etc.
- b. How to carry out data entry and data processing via all three system interfaces
- c. How to generate statistical reports
- d. How to update the contact list of the system (both via end user interfaces, admin interface, and through file import/export functions)
- e. Furthermore, the National Assembly Staffs shall after training completion be able to: understand the system configuration, installation and mapping e.g. to servers, databases, etc
- f. The contractor must develop and deliver all relevant technical documentation describing: 1) the system functionality (manuals for both Admin and user level); 2) software installation, configuration, setup, and connections; and 3) problem diagnosis & troubleshooting guidelines.

- **One Year System maintenance and warranty period**

Following delivery of the system to the National Assembly of Afghanistan as well as training of its ICT Department staff, the Service Provider will be required to provide one year of system maintenance and warranty support. The system maintenance support must be provided on-site at the National Assembly of Afghanistan. Throughout the warranty period, the contractor will assist National Assembly of Afghanistan ICT Department to resolve all technical issues (including system bugs, database inconsistencies, unexpected errors and

similar technical issues) and problems that National Assembly of Afghanistan staff are unable to trouble shoot and resolve themselves.

The system data backup, source code, as well as source files will be delivered in full to The National Assembly of Afghanistan upon completion of the system development phase / and after User Acceptance Testing by the NAA user (groups), and prior to the commencement of the warranty time.

D. Expected Outputs (Deliverables) and Target Completion

SN	Deliverables	Estimated Percentage of Total Requirement	Expected timeline
1	Deliverable 1: Provide a work plan on the following for the review and approval of the National Assembly of Afghanistan's ICT Department: <ul style="list-style-type: none"> • System analysis & requirements definition (on and off site). • Description of the system and its applications and how it will meet the requirements of the Afghanistan National Assembly. • Description on overall proposed technology that will meet the Afghanistan National Assembly's existing technology. • Description on the required Hardware, Software and applications including time frames. 	5%	2 working days
2	Deliverable 2: <ul style="list-style-type: none"> • System development (on & off site). • Database modeling and import and export of relevant data (e.g. contact details, phone numbers, email addresses) incl. from excel files, spreadsheets, flat files, text files etc. from local or (shared) directory folders • System prototypes: 1) web-based version • Developed system ready for User Acceptance and Tested • UAT-System (incl. source code, source files) 	35%	35 working days
3	Deliverable 3: <ul style="list-style-type: none"> • Installation of the system on NAA ICT infrastructure, hardware and devices. • Development and installation of system back up tools / mechanisms (connecting to offsite parliament servers). • Technical documentation developed. (as it is the mentioned above in the training part). • Comprehensive admin, user training. (as it is the mentioned above in the training part) 	35%	10 working days

4	Deliverable 4: Training of National Assembly of Afghanistan ICT Department Staff	15%	3 working days
5	Deliverable 5: <ul style="list-style-type: none"> • 12 month on-site system maintenance and warranty period: through the warranty time the contractor must assist to resolve all technical issues including: system bugs, database inconsistencies, unexpected errors and other similar and problems that are not possible to trouble shoot by National Assembly of Afghanistan ICT team. 	10%	12 months warranty begging from the end of training and handover of the completed systems.
	Total	100%	50 working days system design, installation & training + 12 month warranty period

E. Institutional Arrangement

The Contractor will work under the guidance of the National Assembly of Afghanistan's ICT department who will supervise the contractors work and approve all final design, technical specifications and layout of the system through this contract.

Certification of payments will be made by the ICSPA Chief Technical Advisor after confirming that deliverables were satisfactorily received by the National Assembly of Afghanistan and in accordance with the output schedule in section D above.

The Service Provider will be required to present a list of its personnel along with their CVs and identity papers for the review and clearance of the National Assembly of Afghanistan's security department. The National Assembly of Afghanistan's Security Department must also inspect and clear any materials or equipment that the Service Provider will bring onto National Assembly premises.

Any work proposed by the contractor to be done on site in the National Assembly is subject to clearance and approval by the National Assembly of Afghanistan's Head of Security Department and Head of ICT Department.

The contracted party will be responsible for mitigating security risks to its personnel. The Service Provider will also be responsible for covering costs related to the transportation of its personnel and their security as well as equipment and logistical costs related to the production of outputs.

F. Duration of the Work

Deliverables 1-4 must be completed as specified within section D and a maximum of 50 working days.

The Service Provider will be required to submit national identity documents (passport or Tazkira) at least 5 days in advance of required entry to the National Assembly of Afghanistan for clearance by its

Security Department. No extension will be provided due to failure of the Service Provider to submit identity or other requested documents in a timely manner.

G. Location of the Work

Services will be provided at the National Assembly of Afghanistan, New Building and Annex Building, both located on Darulaman Road, Kabul, Afghanistan.

H. Qualifications of the Successful Service Provider at Various Levels

- Bidding firms are required to have at least 5 years of experience in designing similar software systems in Afghanistan.
- Bidders must provide copies of at least 2 previous contracts through which they designed systems of similar complexity in Dari, Pashtu and English valued at or over equivalent US\$5,000.
- Service providers must be registered as legal entities in Afghanistan and accredited by the Afghan Government authorities to provide services referred to in this RFP
- The technical team of the Service Provider that will design the system and conduct the trainings must be led on-site by a software technician (Team Leader) with at least the following qualifications:
 - A Bachelor's Degree in the field of Computer Science from a university acceptable to UNDP
 - 5 years of experience in software development in Dari, Pashto and English for the Afghan public sector or private sector firms
- Previous professional experience leading a team to develop similar systems in Dari, Pashtu and English in Afghanistan

I. Scope of Proposal Price and Schedule of Payments

The contract price will be output based and payable in two installments: 90% upon satisfactory delivery of outputs 1-4; and 10% upon satisfactory delivery of output 5.

Schedule of Payments

Task	Percentage
Satisfactory delivery of outputs 1-4	90%
Satisfactory delivery of output 5	10%

Proposals from bidders should include all costs to be incurred by the Service Provider required to deliver outputs referred to in section D. Proposals should be inclusive of travel, communication, taxes, living allowances, equipment and any other costs.

A lump sum payment of 90% will be made to the Service Provider upon the satisfactory delivery of outputs 1-4 referred to in section D. Certification of the satisfactory delivery of outputs will be made by the UNDP Afghanistan ICSPA Chief Technical Adviser after consultation with National Assembly of Afghanistan Secretaries General and Director of ICT Department.

A final 10% payment will be made to the Service Provider following the satisfactory delivery of the on-site 12 months maintenance and warranty period (output 5) referred to in section D following certification by the UNDP Afghanistan ICSPA Chief Technical Adviser.

UNDP reserves the right to withhold all or a portion of payment if performance is unsatisfactory, if work/outputs is incomplete, not delivered or for failure to meet deadlines.

J. Presentation of Proposal

Bidding firms are required to include the following in their submissions to UNDP:

1. All documents mentioned in the “Required Documents” section of the Data Sheet
2. A **Technical Proposal** comprising:
 - a. A general description of the **proposed technical/software system**, its applications and how it will meet the requirements of the Afghanistan National Assembly;

The proposed system must be compatible with the National Assembly’s existing hardware/software systems which are as follows:
 - Dell PowerEdge R830 Server
 - CPU 2x Intel Xeon E5-4640 v4 (2.1GHz, 30M Cache, 12 Cores)
 - RAM: 128GB (16 x 8GB) RDIMM 2400MT/s
 - HDD: 12x 600GB SAS 15KRPM 2.5inch Hot-Plug Hard Drive
 - Broadcom 5720 QP 1Gb Network Daughter Card
 - Broadcom 5719 QP 1Gb Network Interface Card
 - SAS 12Gbps HBA External Controller
 - DVD RW: 16x, Internal
 - Dual, Hot-plug, Redundant Power Supply (1+1), 750W
 - Software installed on server: Microsoft Server 2016 Standard Edition 64bit
 - b. The **training programme** to be implemented, with expected topics, outputs/knowledge to be imparted and schedule;
 - c. A detailed **timeframe for implementation** with expected inputs and outputs. Inputs should include the names of the technician(s) who will lead and manage delivery of the outputs, facilitate training sessions and lead/manage delivery of each output.
3. **CVs** of the Team Leader and all technicians/personnel to be involved in the contract work on-site at the National Assembly as well as off-site;
4. A **financial proposal** with a breakdown of personnel, logistical, security and other related costs to implement the training programme and to deliver the outputs referred to in section D. The financial proposal must include all costs to be borne by the Service Provider to deliver required outputs including logistics, taxes
5. A **valid Afghan business license** through which the firm has been authorized by the Afghan Government to provide services referred to in this RFP

6. Copies of **at least 2 previous contracts** through which the Service Provider has designed systems of similar complexity in Dari, Pashtu and English valued at or over equivalent US\$5,000.

K. Criteria for Selecting the Best Offer

Combined Scoring method – where the technical proposals of the qualified offer will be weighted a maximum of 70%, and combined with the price offer which will be weighted a maximum of 30%;

Company's Technical Proposal shall include the following sections as further described in Annex 3 (Section A, B & C):

1. Qualifications of the Service Provider – 30 Points
2. Methodology for the Completion of Services – 40 Points
3. Qualifications of Key Personnel – 30 Points

Financial Proposal must be submitted as a separate file encrypted with a password. None of the financial proposal data is disclosed in other documents of the submission. UNDP shall request password for opening the Financial Proposal only from the Proposers who pass the Technical Evaluation as per the criteria established and disclosed in the solicitation document. The Proposer shall assume the responsibility for not encrypting the financial proposal.

Financial Proposal shall be submitted in line with the form provided in Annex 3 (Section D & E).

Annex 3: FORM FOR SUBMITTING SERVICE PROVIDER'S PROPOSAL³

(This Form must be submitted only using the Service Provider's Official Letterhead/Stationery⁴)

[insert: Location].
[insert: Date]

To: [insert: Name and Address of UNDP focal point]

Dear Sir/Madam:

We, the undersigned, hereby offer to render the following services to UNDP in conformity with the requirements defined in the RFP dated [specify date] , and all of its attachments, as well as the provisions of the UNDP General Contract Terms and Conditions:

Technical Proposal Format:

A. Qualifications of the Service Provider – (30 Points)

The Service Provider must describe and explain how and why they are the best entity that can deliver the requirements of UNDP by indicating the following:

- a) Company Profile, which should not exceed fifteen (15) pages*
- b) Service providers must be registered as legal entities in Afghanistan and accredited by the Afghan Government authorities to provide services referred to in this RFP; proof of registration proving at least 5 years (2013 or earlier) of experience in designing similar software systems in Dari, Pashto and English in Afghanistan. To this end the bidder must provide a copy of a **valid Afghan business license** through which the firm has been authorized by the Afghan Government to provide services referred to in this RFP*
- c) At least 2 previous contracts through which your firm has designed systems of similar complexity valued at or over equivalent US\$5,000; please provide copies of contracts and Statements of Satisfactory Performance from these 02 (two) Clients.*

B. Proposed Methodology for the Completion of Services – (40 Points)

The Service Provider must describe how it will address/deliver the demands of the RFP; providing a detailed description of the essential performance characteristics, reporting conditions and quality assurance mechanisms that will be put in place, while demonstrating that the proposed

³ This serves as a guide to the Service Provider in preparing the Proposal.

⁴ Official Letterhead/Stationery must indicate contact details – addresses, email, phone and fax numbers – for verification purposes

methodology will be appropriate to the local conditions and context of the work.

Proposed methodology must include:

- a. A general description of the **proposed technical/software system**, its applications and how it will meet the requirements of the Afghanistan National Assembly;

The proposed system must be compatible with the National Assembly's existing hardware/software systems which are as follows:

- Dell PowerEdge R830 Server
 - CPU 2x Intel Xeon E5-4640 v4 (2.1GHz, 30M Cache, 12 Cores)
 - RAM: 128GB (16 x 8GB) RDIMM 2400MT/s
 - HDD: 12x 600GB SAS 15KRPM 2.5inch Hot-Plug Hard Drive
 - Broadcom 5720 QP 1Gb Network Daughter Card
 - Broadcom 5719 QP 1Gb Network Interface Card
 - SAS 12Gbps HBA External Controller
 - DVD RW: 16x, Internal
 - Dual, Hot-plug, Redundant Power Supply (1+1), 750W
 - Software installed on server: Microsoft Server 2016 Standard Edition 64bit
- b. The **training programme** to be implemented, with expected topics, outputs/knowledge to be imparted and schedule;
 - c. A detailed **timeframe for implementation** with expected inputs and outputs. Inputs should include the names of the technician(s) who will lead and manage delivery of the outputs, facilitate training sessions and lead/manage delivery of each output.

C. Qualifications of Key Personnel – (30 Points)

Structure of the team as well as CV of the Team Leader to be involved in the contract work on-site at the National Assembly as well as off-site.

The Team Leader must meet the following qualification criteria:

- A Bachelor's Degree in the field of Computer Science from a university acceptable to UNDP
- 5 years of experience in software development for the Afghan public sector or private sector firms
- Previous professional experience leading a team to develop similar systems in Afghanistan

Financial Proposal Format:

D. Cost Breakdown per Deliverable*

The proposers are requested to provide cost breakdown per deliverables as clearly specified in the Terms of Reference (TOR) of this RFP. Amounts mentioned in this table will be considered final offer by the proposers.

Deliverable	Payment Percentage	Amount (USD)
Successful completion and satisfactory certification of Deliverables 1, 2, 3 & 4 by ICSPA Chief Technical Advisor	90%	
Deliverable 5: <ul style="list-style-type: none"> 12 month on-site system maintenance and warranty period: through the warranty time the contractor must assist to resolve all technical issues including: system bugs, database inconsistencies, unexpected errors and other similar and problems that are not possible to trouble shoot by National Assembly of Afghanistan ICT team. 	10%	
Total	100%	USD...

E. Cost Breakdown by Cost Component:

The Proposers are requested to provide the cost breakdown for the above given prices for each deliverable for each phase based on the following formats. UNDP shall use the cost breakdown for the price reasonability assessment purposes as well as the calculation of price in the event that both parties have agreed to add new deliverables to the scope of Services.

Description of Activity	Remuneration per Unit of Time	Total Period of Engagement	No. of Personnel	Total Rate
I. Personnel Services				
1. Services from Home Office				
a. Expertise 1				
b. Expertise 2				
2. Services from Field Offices				
a. Expertise 1				
b. Expertise 2				
3. Services from Overseas				
a. Expertise 1				
b. Expertise 2				
II. Out of Pocket Expenses				
1. Travel Costs				
2. Daily Allowance				
3. Communications				
4. Reproduction				
5. Equipment Lease				
6. Others				
III. Other Related Costs				
1. Specify other costs 1				
2. Specify other costs 2				
3. Etc.				
IV. Security				
V. Taxes				

*[Name and Signature of the Service Provider's
Authorized Person]*
[Designation]

[Date]

Annex 4: Proposal Submission Form5

To: [insert: Name and Address of UNDP focal point]

Dear Sir/Madam:

We, the undersigned, hereby offer to provide professional services for [insert: title of services] in accordance with your Request for Proposal dated [insert: Date] and our Proposal. We are hereby submitting our Proposal, which includes the Technical Proposal and Financial Proposal.

We hereby declare that:

- a) All the information and statements made in this Proposal are true and we accept that any misrepresentation contained in it may lead to our disqualification;
- b) We are currently not on the removed or suspended vendor list of the UN or other such lists of other UN agencies, nor are we associated with, any company or individual appearing on the 1267/1989 list of the UN Security Council;
- c) We have no outstanding bankruptcy or pending litigation or any legal action that could impair our operation as a going concern; and
- d) We do not employ, nor anticipate employing, any person who is or was recently employed by the UN or UNDP.

We confirm that we have read, understood and hereby accept the Terms of Reference describing the duties and responsibilities required of us in this RFP, and the General Terms and Conditions of UNDP's Contract for Professional Services.

We agree to abide by this Proposal for [insert: period of validity as indicated in Data Sheet].

We undertake, if our Proposal is accepted, to initiate the services not later than the date indicated in the Data Sheet.

We fully understand and recognize that UNDP is not bound to accept this proposal, that we shall bear all costs associated with its preparation and submission, and that UNDP will in no case be responsible or liable for those costs, regardless of the conduct or outcome of the evaluation.

We remain,

Yours sincerely,

Authorized Signature [In full and initials]: _____

Name and Title of Signatory: _____

Name of Firm: _____

Contact Details: _____

[please mark this letter with your corporate seal, if available]

⁵ No deletion or modification may be made in this form. Any such deletion or modification may lead to the rejection of the Proposal.

Annex 5: Model Contract for Goods/Services

And

Annex 6: General Terms and Conditions for Services

Please find attached.