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REQUEST FOR PROPOSAL

Provision of services for assessment, planning and implementation monitoring of Police Emergency Response System (PERS)

RFP No.: UNDP/AFG/RFP/2018/2159

Project: Rule of Law Unit UNDP Country Office

Country: Kabul Afghanistan

Issued on: 18 March 2018

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Section 1. Letter of Invitation

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

This RFP includes the following documents and the General Terms and Conditions of Contract which is inserted in the Bid Data Sheet (BDS):

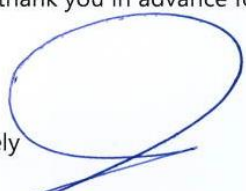
- Section 1: This Letter of Invitation
- Section 2: Instruction to Bidders
- Section 3: Bid Data Sheet (BDS)
- Section 4: Evaluation Criteria
- Section 5: Terms of Reference
- Section 6: Returnable Bidding Forms
 - Form A: Technical Proposal Submission Form
 - Form B: Bidder Information Form
 - Form C: Joint Venture/Consortium/Association Information Form
 - Form D: Qualification Form
 - Form E: Format of Technical Proposal
 - Form F: Financial Proposal Submission Form
 - Form G: Financial Proposal Form

If you are interested in submitting a Proposal in response to this RFP, please prepare your Proposal in accordance with the requirements and procedure as set out in this RFP and submit it by the Deadline for Submission of Proposals set out in Bid Data Sheet.

Please acknowledge receipt of this RFP clicking on "Accept Invitation" function in eTendering system, where applicable. This will enable you to receive amendments or updates to the RFP. Should you require further clarifications, kindly communicate with the contact person/s identified in the attached Bid Data Sheet as the focal point for queries on this RFP.

UNDP looks forward to receiving your Proposal and thank you in advance for your interest in UNDP procurement opportunities.

Sincerely,



Head of Supply Chain Management Office

18 March 2018

Section 2. Instruction to Bidders

A. GENERAL PROVISIONS	
1. Introduction	<p>1.1 Bidders shall adhere to all the requirements of this RFP, including any amendments in writing by UNDP. This RFP is conducted in accordance with the UNDP Programme and Operations Policies and Procedures (POPP) on Contracts and Procurement which can be accessed at https://popp.undp.org/SitePages/POPPBSUnit.aspx?TermID=254a9f96-b883-476a-8ef8-e81f93a2b38d</p> <p>1.2 Any Proposal submitted will be regarded as an offer by the Bidder and does not constitute or imply the acceptance of the Proposal by UNDP. UNDP is under no obligation to award a contract to any Bidder as a result of this RFP.</p> <p>1.3 As part of the bid, it is desired that the Bidder registers at the United Nations Global Marketplace (UNGM) website (www.ungm.org). The Bidder may still submit a bid even if not registered with the UNGM. However, if the Bidder is selected for contract award, the Bidder must register on the UNGM prior to contract signature.</p>
2. Fraud & Corruption, Gifts and Hospitality	<p>2.1 UNDP strictly enforces a policy of zero tolerance on proscribed practices, including fraud, corruption, collusion, unethical or unprofessional practices, and obstruction of UNDP vendors and requires all bidders/vendors observe the highest standard of ethics during the procurement process and contract implementation. UNDP's Anti-Fraud Policy can be found at http://www.undp.org/content/undp/en/home/operations/accountability/audit/office_of_audit_andinvestigation.html#anti</p> <p>2.2 Bidders/vendors shall not offer gifts or hospitality of any kind to UNDP staff members including recreational trips to sporting or cultural events, theme parks or offers of holidays, transportation, or invitations to extravagant lunches or dinners.</p> <p>2.3 In pursuance of this policy, UNDP (a) Shall reject a proposal if it determines that the selected bidder has engaged in any corrupt or fraudulent practices in competing for the contract in question; (b) Shall declare a vendor ineligible, either indefinitely or for a stated period of time, to be awarded a contract if at any time it determines that the vendor has engaged in any corrupt or fraudulent practices in competing for, or in executing a UNDP contract.</p> <p>2.4 All Bidders must adhere to the UN Supplier Code of Conduct, which may be found at http://www.un.org/depts/ptd/pdf/conduct_english.pdf</p>
3. Eligibility	<p>3.1 A vendor should not be suspended, debarred, or otherwise identified as ineligible by any UN Organization or the World Bank Group or any other international Organization. Vendors are therefore required to disclose to UNDP whether they are subject to any sanction or temporary suspension imposed by these organizations.</p> <p>3.2 It is the Bidder's responsibility to ensure that its employees, joint venture members, sub-contractors, service providers, suppliers and/or their employees meet the eligibility requirements as established by UNDP.</p>

4. Conflict of Interests	<p>4.1 Bidders must strictly avoid conflicts with other assignments or their own interests, and act without consideration for future work. Bidders found to have a conflict of interest shall be disqualified. Without limitation on the generality of the above, Bidders, and any of their affiliates, shall be considered to have a conflict of interest with one or more parties in this solicitation process, if they:</p> <ul style="list-style-type: none"> a) Are or have been associated in the past, with a firm or any of its affiliates which have been engaged by UNDP to provide services for the preparation of the design, specifications, Terms of Reference, cost analysis/estimation, and other documents to be used for the procurement of the goods and services in this selection process; b) Were involved in the preparation and/or design of the programme/project related to the services requested under this RFP; or c) Are found to be in conflict for any other reason, as may be established by, or at the discretion of UNDP. <p>4.2 In the event of any uncertainty in the interpretation of a potential conflict of interest, Bidders must disclose to UNDP, and seek UNDP's confirmation on whether or not such a conflict exists.</p> <p>4.3 Similarly, the Bidders must disclose in their proposal their knowledge of the following:</p> <ul style="list-style-type: none"> a) If the owners, part-owners, officers, directors, controlling shareholders, of the bidding entity or key personnel are family members of UNDP staff involved in the procurement functions and/or the Government of the country or any Implementing Partner receiving services under this RFP; and b) All other circumstances that could potentially lead to actual or perceived conflict of interest, collusion or unfair competition practices. <p>Failure to disclose such an information may result in the rejection of the proposal or proposals affected by the non-disclosure.</p> <p>4.4 The eligibility of Bidders that are wholly or partly owned by the Government shall be subject to UNDP's further evaluation and review of various factors such as being registered, operated and managed as an independent business entity, the extent of Government ownership/share, receipt of subsidies, mandate and access to information in relation to this RFP, among others. Conditions that may lead to undue advantage against other Bidders may result in the eventual rejection of the Proposal.</p>
B. PREPARATION OF PROPOSALS	
5. General Considerations	<p>5.1 In preparing the Proposal, the Bidder is expected to examine the RFP in detail. Material deficiencies in providing the information requested in the RFP may result in rejection of the Proposal.</p> <p>5.2 The Bidder will not be permitted to take advantage of any errors or omissions in the RFP. Should such errors or omissions be discovered, the Bidder must notify the UNDP</p>
6. Cost of Preparation of Proposal	<p>6.1 The Bidder shall bear any and all costs related to the preparation and/or submission of the Proposal, regardless of whether its Proposal was selected or not. UNDP shall not be responsible or liable for those costs, regardless of the conduct or outcome of the procurement process.</p>
7. Language	<p>7.1 The Proposal, as well as any and all related correspondence exchanged by the Bidder and UNDP, shall be written in the language (s) specified in the BDS.</p>
8. Documents	<p>8.1 The Proposal shall comprise of the following documents:</p>

Comprising the Proposal	<ul style="list-style-type: none"> c) Documents Establishing the Eligibility and Qualifications of the Bidder; d) Technical Proposal; e) Financial Proposal; f) Proposal Security, if required by BDS; g) Any attachments and/or appendices to the Proposal.
9. Documents Establishing the Eligibility and Qualifications of the Bidder	<p>9.1 The Bidder shall furnish documentary evidence of its status as an eligible and qualified vendor, using the Forms provided under Section 6 and providing documents required in those forms. In order to award a contract to a Bidder, its qualifications must be documented to UNDP's satisfaction.</p>
10. Technical Proposal Format and Content	<p>10.1 The Bidder is required to submit a Technical Proposal using the Standard Forms and templates provided in Section 6 of the RFP.</p> <p>10.2 The Technical Proposal shall not include any price or financial information. A Technical Proposal containing material financial information may be declared non-responsive.</p> <p>10.3 Samples of items, when required as per Section 5, shall be provided within the time specified and unless otherwise specified by UNDP, and at no expense to UNDP</p> <p>10.4 When applicable and required as per Section 5, the Bidder shall describe the necessary training programme available for the maintenance and operation of the services and/or equipment offered as well as the cost to the UNDP. Unless otherwise specified, such training as well as training materials shall be provided in the language of the Bid as specified in the BDS.</p>
11. Financial Proposals	<p>11.1 The Financial Proposal shall be prepared using the Standard Form provided in Section 6 of the RFP. It shall list all major cost components associated with the services, and the detailed breakdown of such costs.</p> <p>11.2 Any output and activities described in the Technical Proposal but not priced in the Financial Proposal, shall be assumed to be included in the prices of other activities or items, as well as in the final total price.</p> <p>11.3 Prices and other financial information must not be disclosed in any other place except in the financial proposal.</p>
12. Proposal Security	<p>12.1 A Proposal Security, if required by BDS, shall be provided in the amount and form indicated in the BDS. The Proposal Security shall be valid up to thirty (30) days after the final date of validity of the Proposal.</p> <p>12.2 The Proposal Security shall be included along with the Technical Proposal. If Proposal Security is required by the RFP but is not found along with the Technical Proposal, the Proposal shall be rejected.</p> <p>12.3 If the Proposal Security amount or its validity period is found to be less than what is required by UNDP, UNDP shall reject the Proposal.</p> <p>12.4 In the event an electronic submission is allowed in the BDS, Bidders shall include a copy of the Bid Security in their proposal and the original of the Proposal Security must be sent via courier or hand delivery as per the instructions in BDS.</p> <p>12.5 The Proposal Security may be forfeited by UNDP, and the Proposal rejected, in the event of any one or combination, of the following conditions:</p> <ul style="list-style-type: none"> a) If the Bidder withdraws its offer during the period of the Proposal Validity specified in the BDS, or; b) In the event that the successful Bidder fails:

	<p>i. to sign the Contract after UNDP has issued an award; or</p> <p>12.6 to furnish the Performance Security, insurances, or other documents that UNDP may require as a condition precedent to the effectivity of the contract that may be awarded to the Bidder.</p>
13. Currencies	<p>13.1 All prices shall be quoted in the currency or currencies indicated in the BDS. Where Proposals are quoted in different currencies, for the purposes of comparison of all Proposals:</p> <p>a) UNDP will convert the currency quoted in the Proposal into the UNDP preferred currency, in accordance with the prevailing UN operational rate of exchange on the last day of submission of Proposals; and</p> <p>b) In the event that UNDP selects a proposal for award that is quoted in a currency different from the preferred currency in the BDS, UNDP shall reserve the right to award the contract in the currency of UNDP's preference, using the conversion method specified above.</p>
14. Joint Venture, Consortium or Association	<p>14.1 If the Bidder is a group of legal entities that will form or have formed a Joint Venture (JV), Consortium or Association for the Proposal, they shall confirm in their Proposal that : (i) they have designated one party to act as a lead entity, duly vested with authority to legally bind the members of the JV, Consortium or Association jointly and severally, which shall be evidenced by a duly notarized Agreement among the legal entities, and submitted with the Proposal; and (ii) if they are awarded the contract, the contract shall be entered into, by and between UNDP and the designated lead entity, who shall be acting for and on behalf of all the member entities comprising the joint venture.</p> <p>14.2 After the Deadline for Submission of Proposal, the lead entity identified to represent the JV, Consortium or Association shall not be altered without the prior written consent of UNDP.</p> <p>14.3 The lead entity and the member entities of the JV, Consortium or Association shall abide by the provisions of Clause 9 herein in respect of submitting only one proposal.</p> <p>14.4 The description of the organization of the JV, Consortium or Association must clearly define the expected role of each of the entity in the joint venture in delivering the requirements of the RFP, both in the Proposal and the JV, Consortium or Association Agreement. All entities that comprise the JV, Consortium or Association shall be subject to the eligibility and qualification assessment by UNDP.</p> <p>14.5 A JV, Consortium or Association in presenting its track record and experience should clearly differentiate between:</p> <p>a) Those that were undertaken together by the JV, Consortium or Association; and</p> <p>b) Those that were undertaken by the individual entities of the JV, Consortium or Association.</p> <p>14.6 Previous contracts completed by individual experts working privately but who are permanently or were temporarily associated with any of the member firms cannot be claimed as the experience of the JV, Consortium or Association or those of its members, but should only be claimed by the individual experts themselves in their presentation of their individual credentials.</p> <p>14.7 JV, Consortium or Associations are encouraged for high value, multi-sectoral requirements when the spectrum of expertise and resources required may not be available within one firm.</p>

<p>15. Only One Proposal</p>	<p>15.1 The Bidder (including the individual members of any Joint Venture) shall submit only one Proposal, either in its own name or as part of a Joint Venture.</p> <p>15.2 Proposals submitted by two (2) or more Bidders shall all be rejected if they are found to have any of the following:</p> <ul style="list-style-type: none"> a) they have at least one controlling partner, director or shareholder in common; or b) any one of them receive or have received any direct or indirect subsidy from the other/s; or c) they have the same legal representative for purposes of this RFP; or d) they have a relationship with each other, directly or through common third parties, that puts them in a position to have access to information about, or influence on the Proposal of, another Bidder regarding this RFP process; e) they are subcontractors to each other's Proposal, or a subcontractor to one Proposal also submits another Proposal under its name as lead Bidder; or f) some key personnel proposed to be in the team of one Bidder participates in more than one Proposal received for this RFP process. This condition relating to the personnel, does not apply to subcontractors being included in more than one Proposal.
<p>16. Proposal Validity Period</p>	<p>16.1 Proposals shall remain valid for the period specified in the BDS, commencing on the Deadline for Submission of Proposals. A Proposal valid for a shorter period may be rejected by UNDP and rendered non-responsive.</p> <p>16.2 During the Proposal validity period, the Bidder shall maintain its original Proposal without any change, including the availability of the Key Personnel, the proposed rates and the total price.</p>
<p>17. Extension of Proposal Validity Period</p>	<p>17.1 In exceptional circumstances, prior to the expiration of the proposal validity period, UNDP may request Bidders to extend the period of validity of their Proposals. The request and the responses shall be made in writing, and shall be considered integral to the Proposal.</p> <p>17.2 If the Bidder agrees to extend the validity of its Proposal, it shall be done without any change in the original Proposal.</p> <p>17.3 The Bidder has the right to refuse to extend the validity of its Proposal, and in which case, such Proposal will not be further evaluated.</p>
<p>18. Clarification of Proposal</p>	<p>18.1 Bidders may request clarifications on any of the RFP documents no later than the date indicated in the BDS. Any request for clarification must be sent in writing in the manner indicated in the BDS. If inquiries are sent other than specified channel, even if they are sent to a UNDP staff member, UNDP shall have no obligation to respond or confirm that the query was officially received.</p> <p>18.2 UNDP will provide the responses to clarifications through the method specified in the BDS.</p> <p>18.3 UNDP shall endeavor to provide responses to clarifications in an expeditious manner, but any delay in such response shall not cause an obligation on the part of UNDP to extend the submission date of the Proposals, unless UNDP deems that such an extension is justified and necessary.</p>
<p>19. Amendment of Proposals</p>	<p>19.1 At any time prior to the deadline of Proposal submission, UNDP may for any reason, such as in response to a clarification requested by a Bidder, modify the RFP in the form of an amendment to the RFP. Amendments will be made available to all prospective bidders.</p>

	19.2 If the amendment is substantial, UNDP may extend the Deadline for submission of proposal to give the Bidders reasonable time to incorporate the amendment into their Proposals.
20. Alternative Proposals	<p>20.1 Unless otherwise specified in the BDS, alternative proposals shall not be considered. If submission of alternative proposal is allowed by BDS, a Bidder may submit an alternative proposal, but only if it also submits a proposal conforming to the RFP requirements. UNDP shall only consider the alternative proposal offered by the Bidder whose conforming proposal ranked the highest as per the specified evaluation method. Where the conditions for its acceptance are met, or justifications are clearly established, UNDP reserves the right to award a contract based on an alternative proposal.</p> <p>20.2 If multiple/alternative proposals are being submitted, they must be clearly marked as "Main Proposal" and "Alternative Proposal"</p>
21. Pre-Bid Conference	21.1 When appropriate, a Bidder's conference will be conducted at the date, time and location specified in the BDS. All Bidders are encouraged to attend. Non-attendance, however, shall not result in disqualification of an interested Bidder. Minutes of the Bidder's conference will be disseminated on the procurement website and shared by email or on the e-Tendering platform as specified in the BDS. No verbal statement made during the conference shall modify the terms and conditions of the RFP, unless specifically incorporated in the Minutes of the Bidder's Conference or issued/posted as an amendment to RFP.
C. SUBMISSION AND OPENING OF PROPOSALS	
22. Submission	<p>22.1 The Bidder shall submit a duly signed and complete Proposal comprising the documents and forms in accordance with the requirements in the BDS. The submission shall be in the manner specified in the BDS.</p> <p>22.2 The Proposal shall be signed by the Bidder or person(s) duly authorized to commit the Bidder. The authorization shall be communicated through a document evidencing such authorization issued by the legal representative of the bidding entity, or a Power of Attorney, accompanying the Proposal.</p> <p>22.3 Bidders must be aware that the mere act of submission of a Proposal, in and of itself, implies that the Bidder fully accepts the UNDP General Contract Terms and Conditions.</p>
Hard copy (manual) submission	<p>22.4 Hard copy (manual) submission by courier or hand delivery allowed or specified in the BDS shall be governed as follows:</p> <p>g) The signed Proposal shall be marked "Original", and its copies marked "Copy" as appropriate. The number of copies is indicated in the BDS. All copies shall be made from the signed original only. If there are discrepancies between the original and the copies, the original shall prevail.</p> <p>h) The Technical Proposal and the Financial Proposal envelopes MUST BE COMPLETELY SEPARATE and each of them must be submitted sealed individually and clearly marked on the outside as either "TECHNICAL PROPOSAL" or "FINANCIAL PROPOSAL", as appropriate. Each envelope SHALL clearly indicate the name of the Bidder. The outer envelopes shall:</p> <p>i. Bear the name and address of the bidder;</p> <p>ii. Be addressed to UNDP as specified in the BDS</p>

	<p>iii. Bear a warning that states <i>"Not to be opened before the time and date for proposal opening"</i> as specified in the BDS.</p> <p>If the envelopes and packages with the Proposal are not sealed and marked as required, UNDP shall assume no responsibility for the misplacement, loss, or premature opening of the Proposal.</p> <p>Email Submission</p> <p>22.5 Email submission, if allowed or specified in the BDS, shall be governed as follows:</p> <ul style="list-style-type: none"> a) Electronic files that form part of the proposal must be in accordance with the format and requirements indicated in BDS; b) The Technical Proposal and the Financial Proposal files MUST BE COMPLETELY SEPARATE. The financial proposal shall be encrypted with different passwords and clearly labelled. The files must be sent to the dedicated email address specified in the BDS. c) The password for opening the Financial Proposal should be provided only upon request of UNDP. UNDP will request password only from bidders whose Technical Proposal has been found to be technically responsive. Failure to provide correct password may result in the proposal being rejected. <p>eTendering submission</p> <p>22.6 Electronic submission through eTendering, if allowed or specified in the BDS, shall be governed as follows:</p> <ul style="list-style-type: none"> a) Electronic files that form part of the proposal must be in accordance with the format and requirements indicated in BDS; b) The Technical Proposal and the Financial Proposal files MUST BE COMPLETELY SEPARATE and each of them must be uploaded individually and clearly labelled. d) The Financial Proposal file must be encrypted with a password so that it cannot be opened nor viewed until the password is provided. The password for opening the Financial Proposal should be provided only upon request of UNDP. UNDP will request password only from bidders whose technical proposal has been found to be technically responsive. Failure to provide the correct password may result in the proposal being rejected. c) Documents which are required to be in original form (e.g. Bid Security, etc.) must be sent via courier or hand delivery as per the instructions in BDS. d) Detailed instructions on how to submit, modify or cancel a bid in the eTendering system are provided in the eTendering system Bidder User Guide and Instructional videos available on this link: http://www.undp.org/content/undp/en/home/operations/procurement/business/procurement-notices/resources/
<p>23. Deadline for Submission of Proposals and Late Proposals</p>	<p>23.1 Complete Proposals must be received by UNDP in the manner, and no later than the date and time, specified in the BDS. UNDP shall only recognize the date and time that the bid was received by UNDP</p> <p>23.2 UNDP shall not consider any Proposal that is submitted after the deadline for the submission of Proposals.</p>
<p>24. Withdrawal, Substitution, and Modification of Proposals</p>	<p>24.1 A Bidder may withdraw, substitute or modify its Proposal after it has been submitted at any time prior to the deadline for submission.</p> <p>24.2 Manual and Email submissions: A bidder may withdraw, substitute or modify its Proposal by sending a written notice to UNDP, duly signed by an authorized representative, and shall include a copy of the authorization (or a Power of</p>

	<p>Attorney). The corresponding substitution or modification of the Proposal, if any, must accompany the respective written notice. All notices must be submitted in the same manner as specified for submission of proposals, by clearly marking them as "WITHDRAWAL," "SUBSTITUTION," or "MODIFICATION"</p> <p>24.3 eTendering: A Bidder may withdraw, substitute or modify its Proposal by Canceling, Editing, and re-submitting the proposal directly in the system. It is the responsibility of the Bidder to properly follow the system instructions, duly edit and submit a substitution or modification of the Proposal as needed. Detailed instructions on how to cancel or modify a Proposal directly in the system are provided in Bidder User Guide and Instructional videos.</p> <p>24.4 Proposals requested to be withdrawn shall be returned unopened to the Bidders (only for manual submissions), except if the bid is withdrawn after the bid has been opened</p>
25. Proposal Opening	<p>25.1 There is no public bid opening for RFPs. UNDP shall open the Proposals in the presence of an ad-hoc committee formed by UNDP, consisting of at least two (2) members. In the case of e-Tendering submission, bidders will receive an automatic notification once their proposal is opened.</p>
D. EVALUATION OF PROPOSALS	
26. Confidentiality	<p>26.1 Information relating to the examination, evaluation, and comparison of Proposals, and the recommendation of contract award, shall not be disclosed to Bidders or any other persons not officially concerned with such process, even after publication of the contract award.</p> <p>26.2 Any effort by a Bidder or anyone on behalf of the Bidder to influence UNDP in the examination, evaluation and comparison of the Proposals or contract award decisions may, at UNDP's decision, result in the rejection of its Proposal and may be subject to the application of prevailing UNDP's vendor sanctions procedures.</p>
27. Evaluation of Proposals	<p>27.1 The Bidder is not permitted to alter or modify its Proposal in any way after the proposal submission deadline except as permitted under Clause 24 of this RFP. UNDP will conduct the evaluation solely on the basis of the submitted Technical and Financial Proposals.</p> <p>27.2 Evaluation of proposals is made of the following steps:</p> <ul style="list-style-type: none"> i) Preliminary Examination j) Minimum Eligibility and Qualification (if pre-qualification is not done) k) Evaluation of Technical Proposals l) Evaluation of Financial Proposals
28. Preliminary Examination	<p>28.1 UNDP shall examine the Proposals to determine whether they are complete with respect to minimum documentary requirements, whether the documents have been properly signed, and whether the Proposals are generally in order, among other indicators that may be used at this stage. UNDP reserves the right to reject any Proposal at this stage.</p>
29. Evaluation of Eligibility and Qualification	<p>29.1 Eligibility and Qualification of the Bidder will be evaluated against the Minimum Eligibility/Qualification requirements specified in the Section 4 (Evaluation Criteria).</p> <p>29.2 In general terms, vendors that meet the following criteria may be considered qualified:</p> <ul style="list-style-type: none"> a) They are not included in the UN Security Council 1267/1989 Committee's list of terrorists and terrorist financiers, and in UNDP's ineligible vendors' list; b) They have a good financial standing and have access to adequate financial

	<p>resources to perform the contract and all existing commercial commitments,</p> <ul style="list-style-type: none"> c) They have the necessary similar experience, technical expertise, production capacity where applicable, quality certifications, quality assurance procedures and other resources applicable to the provision of the services required; d) They are able to comply fully with UNDP General Terms and Conditions of Contract; e) They do not have a consistent history of court/arbitral award decisions against the Bidder; and f) They have a record of timely and satisfactory performance with their clients.
30. Evaluation of Technical and Financial Proposals	<p>30.1 The evaluation team shall review and evaluate the Technical Proposals on the basis of their responsiveness to the Terms of Reference and other RFP documents, applying the evaluation criteria, sub-criteria, and point system specified in the Section 4 (Evaluation Criteria). A Proposal shall be rendered non-responsive at the technical evaluation stage if it fails to achieve the minimum technical score indicated in the BDS. When necessary and if stated in the BDS, UNDP may invite technically responsive bidders for a presentation related to their technical proposals. The conditions for the presentation shall be provided in the bid document where required.</p> <p>30.2 In the second stage, only the Financial Proposals of those Bidders who achieve the minimum technical score will be opened for evaluation. The Financial Proposals corresponding to Technical Proposals that were rendered non-responsive shall remain unopened, and, in the case of manual submission, be returned to the Bidder unopened. For emailed Proposals and e-tendering submissions, UNDP will not request for the password of the Financial Proposals of bidders whose Technical Proposal were found not responsive.</p> <p>30.3 The evaluation method that applies for this RFP shall be as indicated in the BDS, which may be either of two (2) possible methods, as follows: (a) the lowest priced method which selects the lowest evaluated financial proposal of the technically responsive Bidders; or (b) the combined scoring method which will be based on a combination of the technical and financial score.</p> <p>30.4 When the BDS specifies a combined scoring method, the formula for the rating of the Proposals will be as follows:</p> <div style="border: 1px solid black; padding: 10px; margin-top: 10px;"> <p><u>Rating the Technical Proposal (TP):</u></p> <p style="text-align: center;">TP Rating = (Total Score Obtained by the Offer / Max. Obtainable Score for TP) x 100</p> <p><u>Rating the Financial Proposal (FP):</u></p> <p style="text-align: center;">FP Rating = (Lowest Priced Offer / Price of the Offer Being Reviewed) x 100</p> <p><u>Total Combined Score:</u></p> <p style="text-align: center;">Combined Score = (TP Rating) x (Weight of TP, e.g. 70%) + (FP Rating) x (Weight of FP, e.g., 30%)</p> </div>
31. Due Diligence	<p>31.1 UNDP reserves the right to undertake a due diligence exercise, also called post qualification, aimed at determining to its satisfaction, the validity of the information provided by the Bidder. Such exercise shall be fully documented and may include, but need not be limited to, all or any combination of the</p>

	<p>following:</p> <ul style="list-style-type: none"> a) Verification of accuracy, correctness and authenticity of information provided by the Bidder; b) Validation of extent of compliance to the RFP requirements and evaluation criteria based on what has so far been found by the evaluation team; c) Inquiry and reference checking with Government entities with jurisdiction on the Bidder, or with previous clients, or any other entity that may have done business with the Bidder; d) Inquiry and reference checking with previous clients on the performance on on-going or contracts completed, including physical inspections of previous works, as necessary; e) Physical inspection of the Bidder's offices, branches or other places where business transpires, with or without notice to the Bidder; f) Other means that UNDP may deem appropriate, at any stage within the selection process, prior to awarding the contract.
32. Clarification of Proposals	<p>32.1 To assist in the examination, evaluation and comparison of Proposals, UNDP may, at its discretion, ask any Bidder for a clarification of its Proposal.</p> <p>32.2 UNDP's request for clarification and the response shall be in writing and no change in the prices or substance of the Proposal shall be sought, offered, or permitted, except to provide clarification, and confirm the correction of any arithmetic errors discovered by UNDP in the evaluation of the Proposals, in accordance with RFP.</p> <p>32.3 Any unsolicited clarification submitted by a Bidder in respect to its Proposal, which is not a response to a request by UNDP, shall not be considered during the review and evaluation of the Proposals.</p>
33. Responsiveness of Proposal	<p>33.1 UNDP's determination of a Proposal's responsiveness will be based on the contents of the Proposal itself. A substantially responsive Proposal is one that conforms to all the terms, conditions, TOR and other requirements of the RFP without material deviation, reservation, or omission.</p> <p>33.2 If a Proposal is not substantially responsive, it shall be rejected by UNDP and may not subsequently be made responsive by the Bidder by correction of the material deviation, reservation, or omission.</p>
34. Nonconformities, Repairable Errors and Omissions	<p>34.1 Provided that a Proposal is substantially responsive, UNDP may waive any non-conformities or omissions in the Proposal that, in the opinion of UNDP, do not constitute a material deviation.</p> <p>34.2 UNDP may request the Bidder to submit the necessary information or documentation, within a reasonable period of time, to rectify nonmaterial nonconformities or omissions in the Proposal related to documentation requirements. Such omission shall not be related to any aspect of the price of the Proposal. Failure of the Bidder to comply with the request may result in the rejection of its Proposal.</p> <p>34.3 For Financial Proposal that has been opened, UNDP shall check and correct arithmetical errors as follows:</p> <ul style="list-style-type: none"> a) if there is a discrepancy between the unit price and the line item total that is obtained by multiplying the unit price by the quantity, the unit price shall prevail and the line item total shall be corrected, unless in the opinion of UNDP there is an obvious misplacement of the decimal point in the unit price; in which case the line item total as quoted shall govern and the unit price shall be corrected; b) if there is an error in a total corresponding to the addition or subtraction

	<p>of subtotals, the subtotals shall prevail and the total shall be corrected; and</p> <p>c) if there is a discrepancy between words and figures, the amount in words shall prevail, unless the amount expressed in words is related to an arithmetic error, in which case the amount in figures shall prevail.</p> <p>34.4 If the Bidder does not accept the correction of errors made by UNDP, its Proposal shall be rejected.</p>
E. AWARD OF CONTRACT	
35. Right to Accept, Reject, Any or All Proposals	35.1 UNDP reserves the right to accept or reject any Proposal, to render any or all of the Proposals as non-responsive, and to reject all Proposals at any time prior to award of contract, without incurring any liability, or obligation to inform the affected Bidder(s) of the grounds for UNDP's action. UNDP shall not be obliged to award the contract to the lowest priced offer.
36. Award Criteria	36.1 Prior to expiration of the proposal validity, UNDP shall award the contract to the qualified Bidder based on the award criteria indicated in the BDS.
37. Debriefing	37.1 In the event that a Bidder is unsuccessful, the Bidder may request a debriefing from UNDP. The purpose of the debriefing is to discuss the strengths and weaknesses of the Bidder's submission, in order to assist the Bidder in improving its future proposals for UNDP procurement opportunities. The content of other proposals and how they compare to the Bidder's submission shall not be discussed.
38. Right to Vary Requirements at the Time of Award	38.1 At the time of award of Contract, UNDP reserves the right to vary the quantity of services and/or goods, by up to a maximum twenty-five per cent (25%) of the total offer, without any change in the unit price or other terms and conditions.
39. Contract Signature	39.1 Within fifteen (15) days from the date of receipt of the Contract, the successful Bidder shall sign and date the Contract and return it to UNDP. Failure to do so may constitute sufficient grounds for the annulment of the award, and forfeiture of the Proposal Security, if any, and on which event, UNDP may award the Contract to the Second Ranked Bidder or call for new Proposals.
40. Contract Type and General Terms and Conditions	40.1 The types of Contract to be signed and the applicable UNDP Contract General Terms and Conditions, as specified in BDS, can be accessed at http://www.undp.org/content/undp/en/home/procurement/business/how-we-buy.html
41. Performance Security	41.1 40.1 A performance security, if required in BDS, shall be provided in the amount specified in BDS and form available at https://popp.undp.org/layouts/15/WopiFrame.aspx?sourcedoc=/UNDP_POPP_DOCUMENT_LIBRARY/Public/PSU_Solicitation_Performance%20Guarantee%20Form.docx&action=default within fifteen (15) days of the contract signature by both parties. Where a performance security is required, the receipt of the performance security by UNDP shall be a condition for rendering the contract effective.
42. Bank Guarantee for Advanced Payment	42.1 Except when the interests of UNDP so require, it is UNDP's preference to make no advance payment(s) (i.e., payments without having received any outputs). If an advance payment is allowed as per BDS, and exceeds 20% of the total contract price, or USD 30,000, whichever is less, the Bidder shall submit a Bank Guarantee in the full amount of the advance payment in the form available at

	https://popp.undp.org/_layouts/15/WopiFrame.aspx?sourcedoc=/UNDP_POPP_DOCUMENT_LIBRARY/Public/PSU_Contract%20Management%20Payment%20and%20Taxes_Advanced%20Payment%20Guarantee%20Form.docx&action=default
43. Liquidated Damages	<p>43.1 If specified in BDS, UNDP shall apply Liquidated Damages resulting from the Contractor's delays or breach of its obligations as per the Contract.</p>
44. Payment Provisions	<p>44.1 Payment will be made only upon UNDP's acceptance of the work performed. The terms of payment shall be within thirty (30) days, after receipt of invoice and certification of acceptance of work issued by the proper authority in UNDP with direct supervision of the Contractor. Payment will be effected by bank transfer in the currency of contract.</p>
45. Vendor Protest	<p>45.1 UNDP's vendor protest procedure provides an opportunity for appeal to those persons or firms not awarded a contract through a competitive procurement process. In the event that a Bidder believes that it was not treated fairly, the following link provides further details regarding UNDP vendor protest procedures:</p> <p>http://www.undp.org/content/undp/en/home/operations/procurement/business/protest-and-sanctions.html</p>
46. Other Provisions	<p>46.1 In the event that the Bidder offers a lower price to the host Government (e.g. General Services Administration (GSA) of the federal government of the United States of America) for similar services, UNDP shall be entitled to same lower price. The UNDP General Terms and Conditions shall have precedence.</p> <p>46.2 UNDP is entitled to receive the same pricing offered by the same Contractor in contracts with the United Nations and/or its Agencies. The UNDP General Terms and Conditions shall have precedence.</p> <p>46.3 The United Nations has established restrictions on employment of (former) UN staff who have been involved in the procurement process as per bulletin ST/SGB/2006/15</p> <p>http://www.un.org/en/ga/search/view_doc.asp?symbol=ST/SGB/2006/15&referer</p>

Section 3. Bid Data Sheet

The following data for the services to be procured shall complement, supplement, or amend the provisions in the Request for Proposals. In the case of a conflict between the Instructions to Bidders, the Data Sheet, and other annexes or references attached to the Data Sheet, the provisions in the Data Sheet shall prevail.

BDS No.	Ref. to Section.2	Data	Specific Instructions / Requirements
1	7	Language of the Proposal	English
2		Submitting Proposals for Parts or sub-parts of the TOR (partial bids)	Not Allowed
3	20	Alternative Proposals	Shall not be considered
4	21	Pre-proposal conference	<p>Will be Conducted</p> <p>Time: 11:00 AM Kabul Time</p> <p>Date: March 26, 2018 12:00 AM</p> <p>Venue: UNDP Country Office UNOCA Compound Kabul Jalalabad Road</p> <p>The UNDP focal point for the arrangement is: UNDP Procurement Unit, Telephone: +93 728999765 E-mail: procurement.af@undp.org</p>
5	10	Proposal Validity Period	90 days
6	14	Bid Security	Not Required
7	41	Advanced Payment upon signing of contract	Not Allowed
8	42	Liquidated Damages	Will not be imposed
9	40	Performance Security	<p>Required</p> <p>Amount: 10% of the total contract value</p>

			Form: Within 15 days after signature of the contract, the successful Bidder shall furnish a Performance Security to UNDP in the amount of 10% of the Contract Value in the template stated at 41.1 of this BDS. Performance security of 10% of price of the contract will be returned to the contractor, upon completing all the deliverables under the contract.
10	18	Currency of Proposal	United States Dollar
11	31	Deadline for submitting requests for clarifications/ questions	10 days before the submission deadline
12	31	Contact Details for submitting clarifications/questions	Focal Person in UNDP: Procurement Unit E-mail address: procurement.af@undp.org Please indicate the RFP number and subject in subject line of the email sent for clarification purpose.
13	18, 19 and 21	Manner of Disseminating Supplemental Information to the RFP and responses/clarifications to queries	Posted directly to eTendering
14	23	Deadline for Submission	For eTendering submission - as indicated in eTendering system. Note that system time zone is in EST/EDT (New York) time zone.
14	22	Allowable Manner of Submitting Proposals	X e-Tendering
15	22	Proposal Submission Address	https://etendering.partneragencies.org
16	22	Electronic submission (email or eTendering) requirements	<ul style="list-style-type: none"> ▪ Format: PDF files only ▪ File names must be maximum 60 characters long and must not contain any letter or special character other than from Latin alphabet/keyboard. ▪ All files must be free of viruses and not corrupted. ▪ Password for technical proposal <u>must</u> not be provided to UNDP until the date as indicated in No. 14 (<i>for E-Tendering Submissions only</i>) ▪ Password for financial proposal <u>must</u> not be provided to UNDP until requested by UNDP ▪ Max. File Size per transmission: 5 mb ▪ Mandatory subject of email: UNDP/AFG/RFP/2018/2159

17	27 36	Evaluation Method for the Award of Contract	Combined Scoring Method, using the 70%-30% distribution for technical and financial proposals respectively The minimum technical score required to pass is 70%.
18		Expected date for commencement of Contract	<i>July 1, 2018</i> <i>This is a tentative date for contract start, it may vary based on finalization date of this RFP process.</i>
19		Maximum expected duration of contract	Please refer to Terms of Reference
20	35	UNDP will award the contract to:	One Proposer Only
21	39	Type of Contract	Purchase Order and Contract for Goods and Services for UNDP http://www.undp.org/content/undp/en/home/procurement/business/how-we-buy.html
22	39	UNDP Contract Terms and Conditions that will apply	UNDP General Terms and Conditions for Professional Services http://www.undp.org/content/undp/en/home/procurement/business/how-we-buy.html
23		<u>Indemnity Insurance:</u>	In addition, the Contractor shall provide professional indemnity liability insurance, valid throughout the entire implementation time until final acceptance and ending of DLP. The insurance shall be furnished within 15 days of receipt of the letter of intent and before contract signing. <u>The cost of professional indemnity liability insurance must be included in bidder's price bid.</u>

Section 4. Evaluation Criteria

Preliminary Examination Criteria

Proposals will be examined to determine whether they are complete and submitted in accordance with RFP requirements as per below criteria on a Yes/No basis:

- Appropriate signatures
- Power of Attorney
- Minimum documents provided
- Technical and Financial Proposals submitted separately
- Bid Validity

Minimum Eligibility and Qualification Criteria

Eligibility and Qualification will be evaluated on Pass/Fail basis.

If the Proposal is submitted as a Joint Venture/Consortium/Association, all members cumulatively should meet minimum criteria, unless otherwise specified in the criterion.

Subject	Criteria	Document Submission requirement
ELIGIBILITY		
Legal Status	Vendor is a legally registered entity.	Form B: Bidder Information Form
Eligibility	Vendor is not suspended, nor debarred, nor otherwise identified as ineligible by any UN Organization or the World Bank Group or any other international Organization in accordance with ITB clause 3.	Form A: Technical Proposal Submission Form
Conflict of Interest	No conflicts of interest in accordance with ITB clause 4.	Form A: Technical Proposal Submission Form
Bankruptcy	Not declared bankruptcy, not involved in bankruptcy or receivership proceedings, and there is no judgment or pending legal action against the vendor that could impair its operations in the foreseeable future.	Form A: Technical Proposal Submission Form
Vendor Type	The vendor should be an ICT solutions service provider, telecommunication firm or any other related field to the current scope of services.	
QUALIFICATION		
History of Non-Performing Contracts¹	Non-performance of a contract did not occur as a result of contractor default for the last 3 years.	Form D: Qualification Form

¹ Non-performance, as decided by UNDP, shall include all contracts where (a) non-performance was not challenged by the contractor, including through referral to the dispute resolution mechanism under the respective contract, and (b) contracts that were so challenged but fully settled against the contractor. Non-performance shall not include contracts where Employers decision was overruled by the dispute resolution mechanism. Non-performance must be based on all information on fully settled disputes or litigation, i.e. dispute or litigation that has been resolved in accordance with the dispute resolution mechanism under the respective contract and where all appeal instances available to the Bidder have been exhausted.

Litigation History	No consistent history of court/arbitral award decisions against the Bidder for the last 3 years.	Form D: Qualification Form
Previous Experience	Minimum 3 years of relevant experience.	Form D: Qualification Form
	Minimum 1 contracts of similar, nature and complexity implemented over the last 3 years with minimum value of US\$ 200,000.	Form D: Qualification Form
Financial Standing	Minimum average annual turnover of USD 500,000 for the last 3 years. <i>(For JV/Consortium/Association, all Parties cumulatively should meet requirement).</i>	Form D: Qualification Form
	Bidder must demonstrate the current soundness of its financial standing and indicate its prospective long-term profitability. <i>(For JV/Consortium/Association, all Parties cumulatively should meet requirement).</i>	Form D: Qualification Form

Technical Evaluation Criteria

Summary of Technical Proposal Evaluation Forms		Points Obtainable
1.	Bidder's qualification, capacity and experience	300
2.	Proposed Methodology, Approach and Implementation Plan	300
3.	Management Structure and Key Personnel	400
	Total	1000

Technical Proposal Evaluation Form 1		Points obtainable
Expertise of the Firm/Organization		
1.1	Reputation of Organization and Staff / Credibility / Reliability / Industry Standing	50
1.2	General Organizational Capability which is likely to affect implementation <ul style="list-style-type: none"> - Financial stability - Loose consortium, holding company or one firm - Age/size of the firm - Strength of project management support - Project financing capacity - Project management controls 	90
1.3	Extent to which any work would be subcontracted (subcontracting carries additional risks which may affect project implementation, but properly done it offers a chance to access specialised skills.)	15
1.4	Quality assurance procedures, warranty	25
1.5	Relevance of: <ul style="list-style-type: none"> - Specialised Knowledge - Experience on Similar Programme / Projects - Experience on Projects in the Region 	120
Sub-total		300

Technical Proposal Evaluation Form 2		Points Obtainable
Proposed Methodology, Approach and Implementation Plan		
2.1	To what degree does the Proposer understand the task?	30
2.2	Have the important aspects of the task been addressed in sufficient detail?	25
2.3	Is the conceptual framework adopted appropriate for the task?	40
2.4	Is the scope of task well defined and does it correspond to the TOR?	120
2.5	Is the presentation clear and is the sequence of activities and the planning logical, realistic and promise efficient implementation to the project?	85
	Sub-total	300

Technical Proposal Evaluation Form 3			Points Obtainable
Management Structure and Key Personnel			
3.1	Project Director- International (1 CV Required)		80
		Sub-Score	
	General Qualification	80	
	Suitability for the Project		
	- Academic Qualification	20	
	- Relevant experience	15	
	- Experience in the area of Emergency Response system	30	
	- Knowledge of the region	15	
		80	
3.2	Project Manager-International (1 CV Required)		80
		Sub-Score	
	General Qualification	80	
	Suitability for the Project		
	- Academic Qualification	20	

	- Relevant experience (system design and implementation monitoring Experience)		20		
	- Experience in the area of Emergency Response system		25		
	- Knowledge of the region		15		
				80	
3.3	System Architect- International (2 CVs Required)				60
				Sub-Score	
	General Qualification			60	
	Suitability for the Project				
	- Academic Qualification		15		
	- Relevant experience		15		
	- Experience in the area of Emergency Response system		20		
	- Knowledge of the region		10		
				60	
3.4	ICT Expert- International (1 CV Required)				40
				Sub-Score	
	General Qualification			40	
	Suitability for the Project				
	- Academic Qualification		10		
	- Relevant experience		20		
	- Knowledge of the region		10		
				40	
3.5	Process Expert- International (2 CVs Required)				60
				Sub-Score	
	General Qualification			60	
	Suitability for the Project				
	- Academic Qualification		20		
	- Relevant experience		30		
	- Knowledge of the region		10		

			60	
3.6	Consultants- National (2 CVs Required)			60
			Sub-Score	
	General Qualification		60	
	Suitability for the Project			
	- Academic Qualification	20		
	- Relevant experience	30		
	- Language skills	10		
			60	
3.7	Civil Engineer- national or International (1 CV required)			20
			Sub-Score	
	General Qualification		20	
	Suitability for the Project			
	- Academic Qualification	10		
	- Relevant experience	10		
			20	
	F. Sub-total			400

Section 5. Terms of Reference

Provision of services for assessment, planning and implementation monitoring of Police Emergency Response System (PERS)

A. Project Description

The United Nations Development Programme (UNDP) supports stabilization, state-building, governance and development priorities in Afghanistan. UNDP support, in partnership with the Government of the Islamic Republic of Afghanistan's (GIROA), the United Nations system, the donor community and other development stakeholders, has contributed to institutional development efforts leading to positive impact on the lives of Afghan citizens.

UNDP has played a key role in the management of the Law and Order Trust Fund for Afghanistan (LOTFA), which supports the GIROA in developing and maintaining the national police force and in efforts to stabilize the internal security environment. Major demobilization, disarmament and rehabilitation and area-based livelihoods and reconstruction programmes have taken place nationwide. UNDP Programmes in Afghanistan have benefited from the very active support of donors. UNDP Afghanistan is committed to the highest standards of transparency and accountability and works in close coordination with the United Nations Assistance Mission in Afghanistan (UNAMA) and the UN system as a whole to maximize the impact of its development efforts on the ground.

UNDP is committed to augmenting the capacity of the GIROA to administer rule of law and improve security for all Afghan citizens. As the lead rule of law institution in the country, improving the ability of the Ministry of Interior Affairs (MOIA) to fulfill its mandate remains critical to the overall stability of Afghanistan and its people. As the UN's primary development agency, and a longstanding development partner to GIROA's rule of law and security sector, UNDP plays a leading role in facilitating reform and development of MOIA. Accordingly, in 2015 UNDP, donors and the GIROA agreed on two new projects, the Support to Payroll Management (SPM) and the MOIA & Police Development (MPD). The MPD Project's principle objectives are to (1) improve MOIA's ability to lead and manage reform, (2) ensure efficiency improvements in key police service functions and (3) improve public confidence in the police force through accountability and democratic policing standards and approaches. These objectives are programmed under two components of the MPD project, (1) Institutional Development and (2) Police Professionalization.

An important part of MPD's objectives, as mentioned above, is to build the public's confidence in the Afghan National Police (ANP). Creating a Police Emergency Response System (PERS) is an essential part in achieving this objective as it creates a mechanism for the public to report crimes and threats, and for the police force to respond accordingly in a timely fashion. Gaining the public's confidence is critical in Afghanistan's fragile state as the police force is the frequent and main contact between citizens and state institutions. Building trust in the police force will lead to building trust in state institutions, a pivotal requirement for national sustainability.

Pursuant to a directive of the Minister of Interior, MOIA established the 119 Emergency Services Call Center (ESCC) in 2007. The ESCC functions out of an office within the MOIA and operates with 12 emergency phone lines working 24/7. The restructured Tashkeel (i.e. organizational staffing) included employees at the 119 call centers who are now incorporated into the official staff of the MOIA.

From its inception in 2007, the 119 system grew quickly. An initial call center in Kabul was very soon followed by additional call centers in Herat, Balkh (Mazar-e-Sharif), Helmand (Lashkar Gah), Kandahar, and Jalalabad, serving all 34 provinces. Originally, the mission of the 119 call centers was to receive and process reports of corruption and official misconduct. As 119 was the only direct access to the MOIA/ANP, its function evolved to include emergency response and intelligence reporting, as well as reporting of corruption and allegations of official wrong doing as well as violations of citizens' rights, both criminal and civil in nature. Calls for help with Fire Services and Ambulance are also dealt with. The 119 system was not designed for emergency response, but as an emergency contact. However, the 119 Centre has the ability and function to dispatch a Quick Reaction Force (QRF) in response to calls relating to armed attacks.

A Police Call Centre, separate from the 119 Police Call Centre, was the 100 system located in the Police HQ in Kabul, Afghanistan, which is only meant to serve the population within Kabul city and exclusively for requesting for Police assistance by citizens in distress. However, the 100 Police Call Centre is incapable of servicing a city of 5 million people. In addition, not many Afghans in Kabul know about the 100 Police Call Centre, as it was not adequately promoted within the city. The goal is to merge 100 and 119, and establish a single Police Emergency Response mechanism for extending urgent police help to citizens in distress and/or danger.

Against this backdrop, UNDP is supporting the MOIA to set up the Police Emergency Response Services (PERS), which will have the ability to dispatch an Emergency Response (ER) unit to respond, and close the ER calls. The initiative is planned to be implemented in phases - Phase 1: Assess, Design and Planning, and Phase 2: A Pilot Roll-out in Kabul. Subject to the outcome of the pilot in Kabul, future phases for countrywide implementation/roll-out will be decided in close consultation with the MOIA.

The duration of Phase 1 will be for three months, and the duration of Phase 2 will be for twelve months. Phase 2 will commence once the implementing vendors are selected by UNDP and a contract is signed.

The key objective of this initiative is to assess, design and monitor the development of an effective Police Emergency Response System (also referred to as 119) in Kabul. Accordingly, the scope of the objectives is as follows:

1. To develop a 24x7 efficient and effective Police Emergency Response System in Kabul
2. Delivering reliable, prompt, professional, and effective emergency services to citizens, promoting community safety and security in Kabul
3. Designing a system for potential expansion of the Emergency Services to other provinces in Afghanistan
4. Ability to extend with other emergency services like fire, health, disaster management in the future
5. Establishing a system that is flexible and responsive to feedback from citizens
6. Transparent system with complete digital trail of actions related to Police Emergency Response at all levels
7. Development of well-defined "Standard Operating Procedures" for Police Emergency Response processes
8. Designing change management, training and capacity building program for institutionalizing the changes envisaged through this system

B. Scope of Work

The scope of work for the service provider shall be the following:

1. Phase-1: Assessment, Design and Planning Phase

In Phase 1, the firm shall perform the following activities:

1.1 Assessment

The firm shall be involved in the following during the assessment exercise:

- a) Assess the existing police emergency response system's structure and capabilities (of both 119 and 100 systems), as well as reviewing available documentation and reports of the systems;
- b) Conduct a gap analysis study to understand existing processes, ICT infrastructure and challenges to implement PERS;
- c) Assess and identify police stations in Kabul to understand the existing capabilities (infrastructure, process technology, manpower, etc.) to handle emergencies;
- d) Study the existing physical infrastructure at the Call Centre and relevant policing infrastructure, including security aspects; and
- e) Study the concerned Ministry protocols regarding the Call Centre, coordination with mobile service providers, national Telecom and security authorities to ensure conformation to national legal framework, laws and regulations.

1.2 Design and Planning

- a) Stakeholder Discussions: Conduct stakeholder consultations, including but not limited to, government, police, citizens, international partners, and other relevant parties, including, having separate sessions for females. This may include workshops, focused group discussions, interviews, etc. with key stakeholders to understand their requirements concerning the PERS-Kabul.
- b) Conduct research and document lessons learned from best practices of Emergency Response Systems in other countries, especially those with a similar context as Afghanistan.
- c) Process design: Design high level processes encompassing all aspects of operationalization of PERS in Kabul, tailored to available national capacity, maintenance capabilities and the current security environment. Key processes to be included in the design of PERS shall include:
 - Call taking (Voice, Non-Voice)
 - Call dispatch
 - Developing a method for Call Centre personnel to process missed calls and feedback related calls
 - Generation of reports covering call and response details on a daily, weekly monthly basis
 - Other processes related to Police Emergency Response services as may be required
- d) Solution design:
 - Design a detailed and comprehensive "end-to-end" solution architecture that shall include the following:
 - **Functional architecture:** An overview of the key PERS components, internal and external users, inbound, outbound communication channels, core/non-core applications and databases (internal/external) involved
 - **Application architecture:** An overview of the various applications that shall form the backbone of the state of the art PERS e.g. Contact Centre, applications like Voice and Screen recording, analytics, portals, mobile applications, etc.
 - **Technical architecture:** An overview of the architectural guidelines for the PERS development along with details of solution components,
 - **Network architecture:** Define the logical and structural layout of the network required for connecting the various components of PERS, consisting of transmission equipment, software and communication protocols, and infrastructure (i.e. wired and wireless) transmission of data and connectivity between components,
 - **Security architecture:** Define the requirements for making PERS architectures as defined above secure from internal as well as external

- Assess and design appropriate structures, taking into consideration infrastructure and equipment needs, within the police stations for all police districts in Kabul for feasible and sustainable functionality.
 - Define the Data Centre and disaster recovery requirements in terms of hosting models, data replication mechanisms (active-active vs. active-passive) and location.
- e) Design available implementation models for PERS system with a detailed comparative analysis (e.g. centralized model, distributive model etc.), outlining the human and financial resources required and the strengths and weaknesses of each model, so as to provide options on the PERS model to be implemented
- f) Identifying the requirements for the Police Emergency Response Vehicles (ERVs) that shall act as the first responders to any citizen emergency request. This shall include identifying the key in-fleet components, their functionalities, integration with the solution at the PERS Centre, dispatch mechanisms, etc.
- g) Identify requirements for setting up the Call Centre from a civil and electrical engineering perspective e.g. ICT infrastructure cabling, space, electrical load requirements, basic furniture for the call takers, supervisors, dispatchers, etc.; access control systems, video surveillance for the Centre, etc.
- h) Assess the requirements for integration with external databases (if any)
- i) Prepare a change management plan with details on the change catalysts, and change levers, e.g. communication mechanisms, workshops/trainings, reward/recognition programs, etc. and finalize the communication strategy for each key stakeholder for the PERS project
- j) Training and capacity building:
 - Assist MOIA in training needs identification for internal as well as external PERS users,
 - Define the indicative list of courses general (IT skills required to operate the new IT system); functional skills training (specific to emergency response applications, Contact Centre applications, and others as identified in the design phase); soft skills training and regular refresher courses,
 - Identify the list of courses that can be used as e-learning modules, webinars, etc.,
 - Finalize the training plan for all stakeholders during implementation and post-implementation/go-live phase of the project
- k) Develop operational and maintenance strategies, plans, and related guidelines to ensure the functional and financial sustainability of the PERS. This should include the budget estimations for the capital expenditure, operational expenditure, system maintenance, and trouble-shooting.
- l) Prepare step-by-step Implementation Plan for the establishment of PERS-Kabul

1.3 Preparation of tender documents for selection of Vendor(s) to implement PERS

The firm will assist UNDP in preparation of tender documentation, in line with UNDP's rules and requirements, for procurement processes to select potential vendors to implement and establish the PERS pilot in Kabul. Accordingly, the firm may be required to prepare multiple tender documents covering but not limited to the following areas:

- Require civil works and equipment for the establishment of the PERS Call Centre in Kabul
- ICT Equipment, Network, and Systems
- Required civil works and infrastructure upgrade for police stations in Kabul
- Training and capacity building programs
- Communications and outreach for enhancing public awareness on PERS-Kabul

Exact scope of the work and required procurement will be summarized in the inception report and detailed in the implementation plan prepared by the contracted party.

1.4 Provision of technical advice during tender evaluation process

The firm will provide technical advisory services during technical evaluation of the offers received in response to the RFP.

2. Phase- 2: Implementation Monitoring Phase

This phase will commence once potential vendors have been selected and contracted by UNDP to implement the scope of work as approved in the implementation plan, subject to the review and approval of UNDP.

The firm will carry out the following activities during this phase for 12 months from the start of Phase 2:

1. Project management and progress reporting:
 - Preparation of the monitoring templates for project progress monitoring
 - Ensuring that the process based standards, guidelines and frameworks are in compliance with the scope of work as defined in the tender documentations, and related requirements and specifications as per the contract(s) awarded to vendor(s)
 - Use of project management tools to send periodic updates to all the stakeholders committee
 - Communicating the progress and deviations to various committees/ team ensuring minimal communication gaps
 - Define mechanism for trouble-shooting and escalation of issues to concerned authorities and assist in resolution of these issues
2. Monitoring the civil works and equipping of the PERS Call Centre and police stations in Kabul.
 - Overseeing civil works in addition to the assessment of software requirement, specifications, design and functionalities as per the tender documentations and contracts awarded to potential vendors.
 - Assessment of software functionalities as stipulated in the tender documentation.
 - Monitor the User Acceptance Testing (UAT) conducted by contracted vendor and assist in trouble-shooting.
3. Monitoring the procurement, deployment, and commissioning of necessary IT and fleet hardware:
 - Monitoring the installation and commissioning of requisite hardware and system software at various locations identified under the project as per requirements and the BOQ (Bill of Quantities)
 - Monitoring the installation and commissioning of IT infrastructure at various locations identified under the project; facilitate and/or conduct final acceptance testing of the hardware as per the required specifications and quantities
 - Assist in creating asset registers and capture all necessary details of monitoring the movement of hardware for the project
 - Provide fortnightly progress reports
4. Monitoring the deployment and commissioning of necessary networking equipment and connectivity:
 - Monitor the installation and commissioning of networking equipment and connectivity at various locations
 - Create a framework for effective monitoring of network availability and escalation leading to resolutions
5. Monitoring of training and capacity building program
 - Assessment of training and capacity building plan submitted by the vendor
 - Monitoring of training and capacity building facilities implemented by the vendor

- Assessment of training content prepared by the vendor
 - Regular monitoring and assessment of training progress and training impact
6. Improving Usage of the System
- Develop a Service Level Agreement (SLA) with the vendor and monitor the SLA after implementation to ensure vendor compliance.
 - Once PERS is live, a report ("Go Live" report) will be prepared to i) identify areas of improvement for further tuning the system during its usage, and ii) guide the vendor in improving the usage of the system.

C. Deliverables

SN	Deliverables	Success indicators	Expected Timelines (T = Date of Contract Signing)
Phase-1: Assess, Design and Planning Phase			
D1.1	Submission of Inception Report	Ensuring mutual understanding of the firm's strategy, plan of action, and intended timeline of the design, assessment and monitoring of the PERS.	T + 2 Weeks
D1.2	Submission of Assessment and Feasibility Study on PERS (Report and Power Point presentation for MoIA and donors)	A thorough and independent feasibility study that i) examines the current state of police emergency response structure (including the 119 and 100 systems) as well as current set up and capabilities of police stations to handle emergencies of 119 Call Centre. ii) Provides a comprehensive "end to end" design plan, solutions and support for technical specification(s) for implementation of PERS in Kabul, and iii) provides a financial and operational maintenance plan, with cost estimates per year	T + 2 Months
D1.3	Submission of required tender documentation to ensure the successful implementation of PERS-Kabul	Identify key areas and services required, in stages, for the implementation of PERS-Kabul. Prepare and submit tender documentation, in line with UNDP's rules and requirements, for selection of vendor(s) to implement PERS-Kabul	T + 3 Months

D1.4	Completion of tender evaluation process report	Provide technical advice on review of the technical proposals during evaluation of technical proposals.	T + 5 Months
Phase-2: Implementation Monitoring Phase			
D2.1	Submission of Monthly Project Status Report and other supporting documentation as may be required	<p>Ensuring that the process based standards, guidelines and frameworks, as specified in the scope of work defined in the tender documentation/contract, are adhered to during design/up-gradation of PERS</p> <p>Providing a monitoring update on each of the six areas identified above.</p> <p>Communicating the progress and deviations to various committees/ team ensuring minimal communication gaps</p> <p>Define mechanism for escalation of issues to concerned authorities and assist resolution of issues</p>	<p>For 12 Months</p> <p>(Duration begins when all vendor(s) sign contract with UNDP, initiating the implementation phase)</p> <p>Phase 2 contract will be awarded subject to the successful completion of Phase 1; the start date will be as agreed with UNDP.</p> <p>The Phase 2 will be contingent to successful completion of Phase-1.</p> <p>UNDP will issue a note to proceed upon completion of phase-1.</p>

Note: UNDP will have the right to cancel the contract after completion of Phase-1 or prior to start of Phase-2.

D. Institutional Arrangement

The selected firm during Phase 1 and 2, will work under the overall guidance from the Chief of UNDP Rule of Law and Human Security (ROLHS) or his designate, and under the day-to-day supervision of the UNDP MPD Project (or its successor) and it's Project Manager. The firm will ensure that UNDP, MOIA, and relevant stakeholders are thoroughly involved in order to ensure well-informed results concerning the PERS initiative.

The selected firm will work closely with UNDP ROLHS and UNDP MPD project team during Phase 1 of the PERS initiative, and ensure complete adherence to the TOR specifications concerning assessment, design and monitoring as well as the preparation of tender documents for the selection of potential vendor(s).

Once Phase 2 commences, the firm will work closely with the vendor(s) for implementation monitoring purposes. The firm is obliged to prepare a project implementation plan and submit monthly progress reports to UNDP, in a format as agreed to between UNDP and the firm during the inception report period. Reports will be submitted to the ROLHS Unit, with a copy to the UNDP MPD Project Manager.

UNDP MPD will be responsible for introduction of the firm to MOIA in Kabul, relevant stakeholders, as well as the contracted vendor(s) in order to conduct and facilitate the work of this project.

E. Duration of the Work

The expected total duration of the work pertaining to the first phase (assessment and design planning) of the project is 5 months, which is expected to commence by the end of March 2018 or from the date contract is signed between firm and UNDP.

The first phase will conclude with the firm's submission of the required tender documents for procurement processes to select vendor(s) to implement the PERS-Kabul initiative. Upon UNDP's signing the contract(s) with all implementing vendor(s), the second phase will commence. This will mark the commencement of the firm's ongoing work relating to the second phase (implementation monitoring) as stipulated in the contract. As mentioned above, the Phase 2 contract will be awarded subject to the successful completion of Phase 1. Phase 2 will be for a period of 12 months from the date the contract is signed with selected vendor(s).

Upon completion of Phase-1 UNDP will issue a note to proceed upon completion of phase-1 in order to start the phase-2.

F. Location of Work

This TOR is to focus exclusively on the Kabul PERS. However, visits to police stations and 119 call centers outside Kabul may be necessary to ensure that the assessment, design and monitoring of PERS is extendable to other provinces in Afghanistan in the future. If deemed necessary, the bidder should stipulate the number of provinces and site visits clearly in the proposal. The current 119 Call Centre is located in the MOIA Kabul compound.

G. Qualifications of the Successful Service Provider at Various Levels

The firm will be selected on the basis of the technical evaluation of the proposal. The qualified firm must fulfill the following criteria to be eligible for technical evaluation.

Eligibility and Qualifications requirements for bidders are:

Bidders should meet the following minimum criteria to be considered for detailed technical evaluation.

SI	List of attributes	Criteria
1	Vendor Type	The vendor should be an ICT solutions service provider, telecommunication firm or any other related field to the current scope of services.
2	Legal Registration	Vendor must be legally registered.
3	Years of Experience	The firm should have been in operation for a minimum of three (3) years
4	Relevant experience	The firm should have performed at least one (1) similar contract within the past 3 years related to establishment or design of PERS or similar ICT applications. The contract should be valued at least US\$ 200,000.00 or more.
5	Financial Soundness	The firm should demonstrate its financial soundness to undertake high profile/value projects. Attach audited balance sheets, profit and loss

		statements and/or other financial statements for the past three (3) years with minimum average yearly cash flow of US\$ 500,000.00
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Other required Qualification of Firm:

S. No	Criteria	Experience
1	Past Relevant Experience	Experience in executing consulting assignments in Police Emergency Response System(s) in the last 3 years preferably in the Central or South Asian region At least one contract (comparable to the establishment and/or design of PERS or similar ICT applications) with value equal or more than, the value of 200,000 USD in last 3 years Experience in designing ICT projects covering Contact Centre solutions Experience in designing ICT projects with Government clients Past work experience in Afghanistan or similar context will be an added advantage
2	Proposed Approach and Methodology	Understanding project requirements Approach and Methodology Project Planning Challenges likely to be encountered and mitigation proposed
3	Team Profiles	Qualifications Relevant Experience Relevant Certifications

In addition, the firm shall provide technical proposal ensuring that they understand and meet the technical requirements of the assignment, able to conduct the work within the stipulated deadline, according to required quality, as well as provide a list of project(s) performed during the last 3 years including similarity in nature and complexity, including contract value, location, and status of completion.

As indicated above, a team of experts is required for the PERS initiative. The bidding firm shall provide CVs of their key personnel who meet the minimum qualification and experience requirements. Key personnel as well as their qualifications and experience are listed below, and are divided in two parts in accordance with the project's two phases:

A. Phase -1: Assess, Design and Planning Phase (Duration - 5 months)			
Sl. No.	Type of resource	Qualification/ Experience	Number of positions
(a)	(b)	(c)	(d)
1	Project Director (International)	Master of Computer Science or equivalent with min. 7 years of relevant experience in leading senior positions.	1

		Experience in the area of Emergency Response system	
2	Project Manager (International)	<p>Bachelor of Engineering/Bachelor of Technology/Master of Computer Science or equivalent. Min. 5 years of experience for Master's degree or min 7 years of experience for Bachelor's degree, including relevant experience in project management positions.</p> <p>Experience in the area of Emergency Response system</p>	1
3	Civil Engineer (International or National)	<p>Bachelor's degree in civil engineering.</p> <p>With 5 years of relevant work experience.</p> <p>A degree from program accredited by Accreditation Board for Engineering and Technology (ABET) and professional engineering (PE) license will be preferred.</p>	1
4	System Architect (International)	<p>Bachelor of Engineering/Bachelor of Technology/Master of Computer Science or equivalent. Min. 5 years of experience for Master's degree or min 7 years of experience for Bachelor's degree, including relevant experience in similar positions.</p> <p>Experience in the area of Emergency Response system is preferable.</p>	2
5	ICT Infrastructure Expert (International)	<p>Bachelor of Engineering/Bachelor of Technology/Master of Computer Science or equivalent. Min. 5 years of experience for Master's degree or min 7 years of experience for Bachelor's degree, including relevant experience in similar positions.</p> <p>Experience in the area of Emergency Response system is preferable</p>	1
6	Process Expert (International)	<p>Bachelor of Engineering/Bachelor of Technology/Master of Computer Science or equivalent. Min. 5 years of experience for Master's degree or min 7 years of experience for Bachelor's degree, including relevant experience in similar positions.</p>	2
7	National Consultants	Bachelor of Engineering. or Bachelor of Technology qualification with min. 5 years of experience in ICT /	2

		Process design/ Capacity building in relevant field of education	
8	Translator (National)	12 th grade level education with a minimum 2 years of experience. Fluency in local languages (Pashto and Dari) and English.	1

B. Phase-2: Implementation monitoring Phase (Duration - 12 months)			
Sl. No.	Type of resource	Qualification/ Experience	Number
(a)	(b)	(c)	(d)
1	Project Manager (International)	Bachelor of Engineering/Bachelor of Technology/Master of Computer Science or equivalent. Min. 5 years of experience for Master's degree or min 7 years of experience for Bachelor's degree, including relevant experience in project management positions.	1
2	Civil Engineer (International/National)	Bachelor's degree in civil engineering. With 5 years of relevant work experience. A degree from program accredited by Accreditation Board for Engineering and Technology (ABET) and professional engineering (PE) license will be preferred	1
3	ICT Expert (International)	Bachelor of Engineering/Bachelor of Technology/Master of Computer Science or equivalent. Min. 5 years of experience for Master's degree or min 7 years of experience for Bachelor's degree, including relevant experience in similar positions.	1
4	Process Expert (International)	Bachelor of Engineering/Bachelor of Technology/Master of Computer Science or equivalent. Min. 5 years of experience for Master's degree or min 7 years of experience for	1

		Bachelor's degree, including relevant experience in similar positions.	
5	National Consultants	Bachelor of Engineering. or Bachelor of Technology qualification with min. 5 years of experience in ICT / Process design/ Capacity building in relevant field of education	2
6	Translator (National)	12 th grade level education with a minimum 2 years of experience. Fluency in local languages (Pashto and Dari) and English.	1

Technical Proposal Evaluation entails key personnel for the overall scope concerning phase 1 and 2 of the PERS project. Key personnel are required to continue post and responsibilities outlined in TOR for the duration specified in section H of TOR, as second phase of PERS initiative does not demand equal manpower as the first phase.

H. Scope of Proposal Price and Schedule of Payments

The payments are scheduled as per below stipulated table.

SN	Deliverables	Percentage of Payment	Expected Timelines (T = Date of Contract Signing)
Phase-1: Design Phase			
1.1	Submission of Inception Report	10% of the total Phase 1 Cost	T + 2 Weeks
1.2	Submission of Current State Assessment Report	30% of the total Phase 1 Cost	T + 2 Months
1.3	Submission of RFP and other relevant tender documents	50% of the total Phase 1 Cost	T + 3 Months
1.4	Completion of tender evaluation process	10% of the total Phase 1 Cost	T + 5 Months
Phase-2: Implementation Monitoring Phase			
2.1	Submission of Monthly Project Status Report	Equated Monthly Payment based on monitoring report and completion of deliverables of Implementing partner (Contractor).	For 12 Months (duration starts when implementation commences)

The firm shall submit a price proposal entailing the following:

1. Daily Fee – The contractor shall propose a daily fee for each team member which should be inclusive of professional fees, local communication costs and insurance (inclusive of medical evacuation) and the number of working days for each team member.
2. Travel & Visa – The contractor shall propose an estimated lump sum for home-Kabul-home travel and Afghanistan visa expenses for international team members.

The total contract price, inclusive of the above elements, i.e. remuneration costs (specific to each phase of the project) and reimbursable expenditures, shall be converted into a lump sum contract and payments under the contract shall be made on submission and acceptance of deliverables under the contract in accordance with the above mentioned schedule of payment.

I. Recommended Presentation of Proposal

Present a clear, detailed but concise plan for the tasks described above in the Scope of Work Section. Accordingly, the bidding firm will develop a proposal/concept note entailing assessment of Kabul Call Centre, design plan, and implementation monitoring plan as well as operational costs.

J. Criteria for Selecting the Best Offer

The award will be done in the manner of a combined scoring method – where the qualifications and methodology will be weighted a maximum of 70%, and combined with the price offer which will be weighted a maximum of 30%. Proposers obtaining more than 70% in technical score will be considered technical qualified for financial evaluation process.

Section 6: Returnable Bidding Forms / Checklist

This form serves as a checklist for preparation of your Proposal. Please complete the Returnable Bidding Forms in accordance with the instructions in the forms and return them as part of your Proposal submission. No alteration to format of forms shall be permitted and no substitution shall be accepted.

Before submitting your Proposal, please ensure compliance with the Proposal Submission instructions of the BDS 22.

Technical Proposal Envelope:

Have you duly completed all the Returnable Bidding Forms?	
▪ Form A: Technical Proposal Submission Form	<input type="checkbox"/>
▪ Form B: Bidder Information Form	<input type="checkbox"/>
▪ Form C: Joint Venture/Consortium/ Association Information Form (if applicable)	<input type="checkbox"/>
▪ Form D: Qualification Form	<input type="checkbox"/>
▪ Form E: Format of Technical Proposal	<input type="checkbox"/>
▪ Form H: Proposal Security Form (Not applicable)	<input type="checkbox"/>
Have you provided the required documents to establish compliance with the evaluation criteria in Section 4?	<input type="checkbox"/>

Financial Proposal Envelope

(Password protected E-Tendering)

▪ Form F: Financial Proposal Submission Form	<input type="checkbox"/>
▪ Form G: Financial Proposal Form	<input type="checkbox"/>

Form A: Technical Proposal Submission Form

Name of Bidder:	[Insert Name of Bidder]	Date:	Select date
RFP reference:	[Insert RFP Reference Number]		

We, the undersigned, offer to provide the services for [Insert Title of services] in accordance with your Request for Proposal No. [Insert RFP Reference Number] and our Proposal. We are hereby submitting our Proposal, which includes this Technical Proposal and our Financial Proposal sealed under a separate envelope.

We hereby declare that our firm, its affiliates or subsidiaries or employees, including any JV/Consortium /Association members or subcontractors or suppliers for any part of the contract:

- a) is not under procurement prohibition by the United Nations, including but not limited to prohibitions derived from the Compendium of United Nations Security Council Sanctions Lists;
- b) have not been suspended, debarred, sanctioned or otherwise identified as ineligible by any UN Organization or the World Bank Group or any other international Organization;
- c) have no conflict of interest in accordance with Instruction to Bidders Clause 4;
- d) do not employ, or anticipate employing, any person(s) who is, or has been a UN staff member within the last year, if said UN staff member has or had prior professional dealings with our firm in his/her capacity as UN staff member within the last three years of service with the UN (in accordance with UN post-employment restrictions published in ST/SGB/2006/15);
- e) have not declared bankruptcy, are not involved in bankruptcy or receivership proceedings, and there is no judgment or pending legal action against them that could impair their operations in the foreseeable future;
- f) undertake not to engage in proscribed practices, including but not limited to corruption, fraud, coercion, collusion, obstruction, or any other unethical practice, with the UN or any other party, and to conduct business in a manner that averts any financial, operational, reputational or other undue risk to the UN and we embrace the principles of the United Nations Supplier Code of Conduct and adhere to the principles of the United Nations Global Compact.

We declare that all the information and statements made in this Proposal are true and we accept that any misinterpretation or misrepresentation contained in this Proposal may lead to our disqualification and/or sanctioning by the UNDP.

We offer to provide services in conformity with the Bidding documents, including the UNDP General Conditions of Contract and in accordance with the Terms of Reference

Our Proposal shall be valid and remain binding upon us for the period of time specified in the Bid Data Sheet.

We understand and recognize that you are not bound to accept any Proposal you receive.

I, the undersigned, certify that I am duly authorized by [Insert Name of Bidder] to sign this Proposal and bind it should UNDP accept this Proposal.

Name: _____

Title: _____

Date: _____

Signature: _____

[Stamp with official stamp of the Bidder]

Form B: Bidder Information Form

Legal name of Bidder	[Complete]
Legal address	[Complete]
Year of registration	[Complete]
Bidder's Authorized Representative Information	Name and Title: [Complete] Telephone numbers: [Complete] Email: [Complete]
Are you a UNGM registered vendor?	<input type="checkbox"/> Yes <input type="checkbox"/> No If yes, [insert UGNM vendor number]
Are you a UNDP vendor?	<input type="checkbox"/> Yes <input type="checkbox"/> No If yes, [insert UNDP vendor number]
Countries of operation	[Complete]
No. of full-time employees	[Complete]
Quality Assurance Certification (e.g. ISO 9000 or Equivalent) (If yes, provide a Copy of the valid Certificate):	[Complete]
Does your Company hold any accreditation such as ISO 14001 related to the environment? (If yes, provide a Copy of the valid Certificate):	[Complete]
Does your Company have a written Statement of its Environmental Policy? (If yes, provide a Copy)	[Complete]
Contact person UNDP may contact for requests for clarification during Proposal evaluation	Name and Title: [Complete] Telephone numbers: [Complete] Email: [Complete]
Please attach the following documents:	<ul style="list-style-type: none"> ▪ Company Profile, which should <u>not</u> exceed fifteen (15) pages, including printed brochures and product catalogues relevant to the goods/services being procured ▪ Certificate of Incorporation/ Business Registration ▪ Local Government permit to locate and operate in assignment location, if applicable ▪ Official Letter of Appointment as local representative, if Bidder is submitting a Bid in behalf of an entity located outside the country ▪ Power of Attorney

Form C: Joint Venture/Consortium/Association Information Form

Name of Bidder:	[Insert Name of Bidder]	Date:	Select date
RFP reference:	[Insert RFP Reference Number]		

To be completed and returned with your Proposal if the Proposal is submitted as a Joint Venture/Consortium/Association.

No	Name of Partner and contact information (address, telephone numbers, fax numbers, e-mail address)	Proposed proportion of responsibilities (in %) and type of services to be performed
1	[Complete]	[Complete]
2	[Complete]	[Complete]
3	[Complete]	[Complete]

Name of leading partner (with authority to bind the JV, Consortium, Association during the RFP process and, in the event a Contract is awarded, during contract execution)	[Complete]
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We have attached a copy of the below document signed by every partner, which details the likely legal structure of and the confirmation of joint and severable liability of the members of the said joint venture:

☐ Letter of intent to form a joint venture **OR** ☐ JV/Consortium/Association agreement

We hereby confirm that if the contract is awarded, all parties of the Joint Venture/Consortium/Association shall be jointly and severally liable to UNDP for the fulfillment of the provisions of the Contract.

Name of partner: _____ Name of partner: _____

Signature: _____ Signature: _____

Date: _____ Date: _____

Name of partner: _____

Name of partner: _____

Signature: _____

Signature: _____

Date: _____

Date: _____

Form D: Qualification Form

Name of Bidder:	[Insert Name of Bidder]	Date:	Select date
RFP reference:	[Insert RFP Reference Number]		

If JV/Consortium/Association, to be completed by each partner.

Historical Contract Non-Performance

☐ Contract non-performance did not occur for the last 3 years

☐ Contract(s) not performed for the last 3 years

Year	Non- performed portion of contract	Contract Identification	Total Contract Amount (current value in US\$)
		Name of Client: Address of Client: Reason(s) for non-performance:	

Litigation History (including pending litigation)

☐ No litigation history for the last 3 years

☐ Litigation History as indicated below

Year of dispute	Amount in dispute (in US\$)	Contract Identification	Total Contract Amount (current value in US\$)
		Name of Client: Address of Client: Matter in dispute: Party who initiated the dispute: Status of dispute:	

		Party awarded if resolved:	
--	--	----------------------------	--

Previous Relevant Experience

Please list only previous similar assignments successfully completed in the last 3 years.

List only those assignments for which the Bidder was legally contracted or sub-contracted by the Client as a company or was one of the Consortium/JV partners. Assignments completed by the Bidder's individual experts working privately or through other firms cannot be claimed as the relevant experience of the Bidder, or that of the Bidder's partners or sub-consultants, but can be claimed by the Experts themselves in their CVs. The Bidder should be prepared to substantiate the claimed experience by presenting copies of relevant documents and references if so requested by UNDP.

Project name & Country of Assignment	Client & Reference Contact Details	Contract Value	Period of activity and status	Types of activities undertaken

Bidders may also attach their own Project Data Sheets with more details for assignments above.

☐ Attached are the Statements of Satisfactory Performance from the Top 3 (three) Clients or more.

Financial Standing

Annual Turnover for the last 3 years	Year	USD
	Year	USD
	Year	USD
Latest Credit Rating (if any), indicate the source		

Financial information (in US\$ equivalent)	Historic information for the last 3 years		
	Year 1	Year 2	Year 3
	<i>Information from Balance Sheet</i>		
Total Assets (TA)			

Total Liabilities (TL)			
Current Assets (CA)			
Current Liabilities (CL)			
	<i>Information from Income Statement</i>		
Total / Gross Revenue (TR)			
Profits Before Taxes (PBT)			
Net Profit			
Current Ratio			

☐ Attached are copies of the audited financial statements (balance sheets, including all related notes, and income statements) for the years required above complying with the following condition:

- a) Must reflect the financial situation of the Bidder or party to a JV, and not sister or parent companies;
 - b) Historic financial statements must be audited by a certified public accountant;
 - c) Historic financial statements must correspond to accounting periods already completed and audited.
- No statements for partial periods shall be accepted.

Form E: Format of Technical Proposal

Please ensure that the information below is adapted in accordance with the technical evaluation criteria included in Section 4. The below sections correspond to the sample criteria included in this template RFP in Section 4]

Name of Bidder:	[Insert Name of Bidder]	Date:	Select date
RFP reference:	[Insert RFP Reference Number]		

The Bidder's proposal should be organized to follow this format of Technical Proposal. Where the bidder is presented with a requirement or asked to use a specific approach, the bidder must not only state its acceptance, but also describe how it intends to comply with the requirements. Where a descriptive response is requested, failure to provide the same will be viewed as non-responsive.

SECTION 1: Bidder's qualification, capacity and expertise

- 1.1 Brief description of the organization, including the year and country of incorporation, and types of activities undertaken.
- 1.2 General organizational capability which is likely to affect implementation: management structure, financial stability and project financing capacity, project management controls, extent to which any work would be subcontracted (if so, provide details).
- 1.3 Relevance of specialized knowledge and experience on similar engagements done in the region/country.
- 1.4 Quality assurance procedures and risk mitigation measures.
- 1.5 Organization's commitment to sustainability.

SECTION 2: Proposed Methodology, Approach and Implementation Plan

This section should demonstrate the bidder's responsiveness to the TOR by identifying the specific components proposed, addressing the requirements, providing a detailed description of the essential performance characteristics proposed and demonstrating how the proposed approach and methodology meets or exceeds the requirements. All important aspects should be addressed in sufficient detail and different components of the project should be adequately weighted relative to one another.

- 2.1 A detailed description of the approach and methodology for how the Bidder will achieve the Terms of Reference of the project, keeping in mind the appropriateness to local conditions and project environment. Details how the different service elements shall be organized, controlled and delivered.
- 2.2 The methodology shall also include details of the Bidder's internal technical and quality assurance review mechanisms.
- 2.3 Explain whether any work would be subcontracted, to whom, how much percentage of the work, the rationale for such, and the roles of the proposed sub-contractors and how everyone will function as a team.
- 2.4 Description of available performance monitoring and evaluation mechanisms and tools; how they shall be adopted and used for a specific requirement.

- 2.5 Implementation plan including a Gantt Chart or Project Schedule indicating the detailed sequence of activities that will be undertaken and their corresponding timing.
- 2.6 Demonstrate how you plan to integrate sustainability measures in the execution of the contract.
- 2.7 Any other comments or information regarding the project approach and methodology that will be adopted.

SECTION 2A: Bidder's Comments and Suggestions on the Terms of Reference

Provide comments and suggestions on the Terms of Reference, or additional services that will be rendered beyond the requirements of the TOR, if any.

SECTION 3: Management Structure and Key Personnel

- 3.1 Describe the overall management approach toward planning and implementing the project. Include an organization chart for the management of the project describing the relationship of key positions and designations. Provide a spreadsheet to show the activities of each personnel and the time allocated for his/her involvement.
- 3.2 Provide CVs for key personnel that will be provided to support the implementation of this project using the format below. CVs should demonstrate qualifications in areas relevant to the Scope of Services.

Format for CV of Proposed Key Personnel

Name of Personnel	[Insert]
Position for this assignment	[Insert]
Nationality	[Insert]
Language proficiency	[Insert]
Education/Qualifications	<i>[Summarize college/university and other specialized education of personnel member, giving names of schools, dates attended, and degrees/qualifications obtained.]</i> [Insert]
Professional certifications	<i>[Provide details of professional certifications relevant to the scope of services]</i> <ul style="list-style-type: none"> ▪ Name of institution: [Insert] ▪ Date of certification: [Insert]
Employment Record/Experience	<i>[List all positions held by personnel (starting with present position, list in reverse order), giving dates, names of employing organization, title of position held and location of employment. For experience in last five years, detail the type of activities performed, degree of responsibilities, location of assignments and any other information or professional experience considered pertinent for this assignment.]</i> [Insert]
References	<i>[Provide names, addresses, phone and email contact information for two (2) references]</i>

	Reference 1: [Insert]
	Reference 2: [Insert]

I, the undersigned, certify that to the best of my knowledge and belief, these data correctly describe my qualifications, my experiences, and other relevant information about myself.

Signature of Personnel

Date (Day/Month/Year)

Form F: Financial Proposal Submission Form

The Proposer is required to prepare the Financial Proposal in a password protected PDF file separate from the rest of the RFP as indicated in the Instruction to Proposers.

The Financial Proposal must provide a detailed cost breakdown. Provide separate figures for each functional grouping or category.

The format shown on the following pages is suggested for use as a guide in preparing the Financial Proposal. The format includes specific expenditures, which may or may not be required or applicable but are indicated to serve as examples.

Name of Bidder:	[Insert Name of Bidder]	Date:	Select date
RFP reference:	[Insert RFP Reference Number]		

We, the undersigned, offer to provide the services for [Insert Title of services] in accordance with your Request for Proposal No. [Insert RFP Reference Number] and our Proposal. We are hereby submitting our Proposal, which includes this Technical Proposal and our Financial Proposal sealed under a separate envelope.

Our attached Financial Proposal is for the sum of [Insert amount in words and figures].

Our Proposal shall be valid and remain binding upon us for the period of time specified in the Bid Data Sheet.

We understand you are not bound to accept any Proposal you receive.

Name: _____

Title: _____

Date: _____

Signature: _____

[Stamp with official stamp of the Bidder]

Form G: Financial Proposal Form

Name of Bidder:	[Insert Name of Bidder]	Date:	Select date
RFP reference:	[Insert RFP Reference Number]		

The Bidder is required to prepare the Financial Proposal following the below format and submit it in an envelope separate from the Technical Proposal as indicated in the Instruction to Bidders. Any Financial information provided in the Technical Proposal shall lead to Bidder's disqualification.

The Financial Proposal should align with the requirements in the Terms of Reference and the Bidder's Technical Proposal.

Currency of the proposal: [Insert Currency]

Table 1: Summary of Overall Prices

	Amount(s)
Professional Fees (from Table 2)	
Other Costs (from Table 3)	
Total Amount of Financial Proposal	

Table 2: Breakdown of Professional Fees

Name	Position	Fee Rate	No. of Days/months/ hours	Total Amount
		A	B	C=A+B
In-Country				
Home Based				
Subtotal Professional Fees:				

Table 3: Breakdown of Other Costs

Description	UOM	Quantity	Unit Price	Total Amount
International flights	Trip			
Subsistence allowance	Day			
Miscellaneous travel expenses	Trip			
Local transportation costs	Lump Sum			

Out-of-Pocket Expenses				
Other Costs: (please specify)				
indemnity insurance cost				
Subtotal Other Costs:				

Table 4: Breakdown of Price per Deliverable/Activity

Deliverable/ Activity description	Time (person days)	Professional Fees	Other Costs	Total
Phase-1: Design Phase				
D1.1: Submission of Inception Report				
D1.2: Submission of Current State Assessment Report				
D1.3: Submission of RFP and other relevant tender documents				
D1.4: Completion of tender evaluation process				
Phase 2: Implementation Monitoring Phase				
D2.1: Submission of Monthly Project Status Report				
Grand Total				

Form H: Form of Proposal Security (Not Applicable)

**Proposal Security must be issued using the official letterhead of the Issuing Bank.
Except for indicated fields, no changes may be made on this template.**

To: UNDP

[Insert contact information as provided in Data Sheet]

WHEREAS [Name and address of Bidder] (hereinafter called "the Bidder") has submitted a Proposal to UNDP dated [Click here to enter a date](#) to execute Services [Insert Title of Services] (hereinafter called "the Proposal"):

AND WHEREAS it has been stipulated by you that the Bidder shall furnish you with a Bank Guarantee by a recognized bank for the sum specified therein as security in the event that the Bidder:

- a) Fails to sign the Contract after UNDP has awarded it;
- b) Withdraws its Proposal after the date of the opening of the Proposals;
- c) Fails to comply with UNDP's variation of requirement, as per RFP instructions; or
- d) Fails to furnish Performance Security, insurances, or other documents that UNDP may require as a condition to rendering the contract effective.

AND WHEREAS we have agreed to give the Bidder such this Bank Guarantee:

NOW THEREFORE we hereby affirm that we are the Guarantor and responsible to you, on behalf of the Bidder, up to a total of *[amount of guarantee] [in words and numbers]*, such sum being payable in the types and proportions of currencies in which the Price Proposal is payable, and we undertake to pay you, upon your first written demand and without cavil or argument, any sum or sums within the limits of *[amount of guarantee as aforesaid]* without your needing to prove or to show grounds or reasons for your demand for the sum specified therein.

This guarantee shall be valid up to 30 days after the final date of validity of bids.

SIGNATURE AND SEAL OF THE GUARANTOR BANK

Signature: _____

Name: _____

Title: _____

Date: _____

Name of Bank _____

Address _____

[Stamp with official stamp of the Bank]