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Resilient nations.*

REQUEST FOR PROPOSAL

Hiring a firm for the conceptualize, develop, implement and manage a PDMS for Bangladesh prison directorate to automate the prison operations and to create a digital information repository or database software for UNODC

RFP No.: RFP-BD-2018-036

Project: UNODC Bangladesh

Country: Bangladesh

Issued on: **24 October 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
 - o Form A: Technical Proposal Submission Form
 - o Form B: Bidder Information Form
 - o Form C: Joint Venture/Consortium/Association Information Form
 - o Form D: Qualification Form
 - o Form E: Format of Technical Proposal
 - o Form F: Financial Proposal Submission Form
 - o Form G: Financial Proposal Form
 - o Form H: Self Declaration That The Company Is Not In The Un Security Council 1267/1989 List 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 by sending an email to bd.procurement@undp.org, indicating whether you intend to submit a Proposal or otherwise. You may also utilize the "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.

Issued by:

Approved by:

Name: Md. Najmul Haider
Title: Procurement Cluster
Date: October 24, 2018

Name: Shiekh Munir Hossain
Title: Programme Finance Analyst
Date: October 24, 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"> a) Documents Establishing the Eligibility and Qualifications of the Bidder; b) Technical Proposal; c) Financial Proposal; d) Proposal Security, if required by BDS; e) 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>

15. Only One Proposal	<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.
16. Proposal Validity Period	<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>
17. Extension of Proposal Validity Period	<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>
18. Clarification of Proposal	<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>
19. Amendment of Proposals	<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> <ul style="list-style-type: none"> a) 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. b) 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: <ul style="list-style-type: none"> i. Bear the name and address of the bidder; ii. Be addressed to UNDP as specified in the BDS

	<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> <ol style="list-style-type: none"> Preliminary Examination Minimum Eligibility and Qualification (if pre-qualification is not done) Evaluation of Technical Proposals 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> <ol style="list-style-type: none"> 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; 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 (local Time);</p> <p>Date: 31 October 2018</p> <p>Venue: UNDP Meeting Room, 18th Floor, IDB Building, E/8, Begum Rokeya Sharani, Sher-e-Bangla Nagor, Agargaon, Dhaka-1207, Bangladesh.</p> <p>The UNDP focal point for the arrangement is:</p> <p>Md. Najmul Haider</p> <p>Address: UNDP Bangladesh, 19th Floor, IDB Bhavan, Agargaoan, Dhaka</p> <p>Telephone: 55667788; Ext-1920</p> <p>E-mail: bd.procurement@undp.org</p> <p>(To participate the pre-proposal meeting The prospective bidders should carry original Passport/ original NID/valid Driving license (with photograph) to access the IDB premise and cater for their own transport.</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 Percentage of contract price per day of delay: 0.5 % Max. no. of days of delay: 20 Days After which UNDP may terminate the contract.
9	40	Performance Security	Not Required
10	18	Currency of Proposal	Local Currency (BDT) or United States Dollars (US\$) Inclusive all Direct and Indirect Cost
11	31	Deadline for submitting requests for clarifications/ questions	13 days before the submission deadline Date: 31 October 2018 Time: 4.30pm (Local Time)
12	31	Contact Details for submitting clarifications/questions	Focal Person in UNDP: Md. Najmul Haider Address: 19th Floor, UNDP Bangladesh E-mail address dedicated for this purpose: bd.procurement@undp.org
13	18, 19 and 21	Manner of Disseminating Supplemental Information to the RFP and responses/clarifications to queries	Posted directly to eTendering <input checked="" type="checkbox"/> Uploaded in the system. Once uploaded, Prospective Proposers (i.e. Proposers that have accepted the bid invitation in the system) will be notified via email that changes have occurred. It is the responsibility of the Proposers to view the respective changes and clarifications in the system. Also will be posted on UNDP Bangladesh website: http://www.bd.undp.org/content/bangladesh/en/home/operations/procurement.html
14	23	Deadline for Submission	Date and Time: November 13, 2018 4:30 PM Bangladesh Time Zone Date: 13 November 2018 (Tuesday) Time: 4.30pm (Local Time) Date and Time: As specified in the system (note that time zone indicated in the system is Eastern Daylight time zone). PLEASE NOTE: - 1. It is the responsibility of the bidder to make sure bids are submitted within this deadline. UNDP will not accept any bid that is not submitted directly in the system.

			<p>2. Try to submit your bid a day prior or well before the closing time. Do not wait until last minute. If you face any issue submitting your bid at the last minute, UNDP may not be able to assist. 2. Submit your bid a day prior or well before the closing time. Do not wait until last minute. If you face any issue submitting your bid at the last minute, UNDP may not be able to assist.</p> <p>For eTendering submission - as indicated in eTendering system. Note that system time zone is in EST/EDT (New York) time zone.</p>
14	22	Allowable Manner of Submitting Proposals	<input checked="" type="checkbox"/> e-Tendering
15	22	Proposal Submission Address	<p>[Insert Physical or E-mai Address]</p> <p>https://etendering.partneragencies.org</p> <p><u>BU: BGD10; Event ID: RFP-18-036</u></p>
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 financial proposal <u>must</u> not be provided to UNDP until requested by UNDP ▪ Max. File Size per transmission: [Not exceeding 45 MB] ZIP format files allowed in case large volume of document – but not RAR formats and not to exceed 45 MB
17	27 36	Evaluation Method for the Award of Contract	<p>Combined Scoring Method, using the 70%-30% distribution for technical and financial proposals respectively</p> <p>The minimum technical score required to pass is 70%.</p>
18		Expected date for commencement of Contract	<i>November 25, 2018</i>
19		Maximum expected duration of contract	The duration of the assignment will be maximum 6 months to develop the software after issuing purchase order. The successful firm will provide maintenance and data population support for one year after the successful User Acceptance Test. Project should be undertaken in Dhaka (Prison Directorate) and Gazipur (Kashimpur Central Jail-2, Gazipur District Jail).
20	35	UNDP will award the contract to:	One Proposer Only
21	39	Type of Contract	Contract for Goods and Services on behalf of UN Entities

			http://www.undp.org/content/dam/undp/library/corporate/Procurement/english/2%20%20Contract%20Face%20Sheet%20(Goods%20and-or%20Services)%20on%20behalf%20of%20UN%20Entity%20-%20Sept%202017.doc
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		Other Information Related to the RFP	<i>[All other instructions and information not yet mentioned so far in this Data Sheet but are relevant to the RFP must be cited here, and any further entries that may be added below this table row]</i>

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
- Bid Security submitted as per RFP requirements with compliant validity period

Minimum Eligibility and Qualification Criteria

Eligibility and Qualification will be evaluated on Pass/Fail basis. **(AS per TOR)**

If the Proposal is submitted as a Joint Venture/Consortium/Association, each member 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
	Any additional criteria if required	Refer to ToR
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
Litigation History	No consistent history of court/arbitral award decisions against the Bidder 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.

Previous Experience	Minimum years of relevant experience.	Form D: Qualification Form
	Minimum contracts of similar value, nature and complexity implemented over the last years. <i>(For JV/Consortium/Association, all Parties cumulatively should meet requirement).</i>	Form D: Qualification Form
Financial Standing	Minimum average annual turnover of USD 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
	Any additional criteria if required	

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	350
3.	Management Structure and Key Personnel	350
	Total	1000

Technical Proposal Evaluation Form 1			Points obtainable
Bidder's qualification, capacity and experience			
1.1	Demonstrated track record of number of years of business (doing software development business)		50
1.2	Financial capability (02 years annual report with audited financial statement)	20	50
	Project financing capacity (bank statement, financing arrangements)	30	
1.3	Years of working experience of delivering identification solution to a Government/Non-government/Private organization in Bangladesh.	40	200
	Capacity or Volume of working experience in multimodal biometric solution with Bangladesh Government.	150	
	Volume of software development project with a value of at least BDT. 5 million	10	
			300

Technical Proposal Evaluation Form 2		Points Obtainable
Proposed Methodology, Approach and Implementation Plan		
2.1	Understanding of the deliverables related to the Terms of Reference (Scope of works, Functional Requirements, technical requirements, Testing, warranty and maintenance, Non-functional requirements, implementation, capacity building etc.	150
2.2	Appropriateness and relevance of tools and methodology	50
2.3	Risk Management & Overall flexibility	50
2.4	Proposed work plan and timeline relevant to the assignment as per the Terms of Reference	100
		350

Technical Proposal Evaluation Form 3		Points Obtainable
Management Structure and Key Personnel		
3.1	Project Manager-Relevant year of Experience in the key area	100
3.2	Technical Writer Relevant year of Experience in the key area	50
3.3	Designer- Relevant year of Experience in the key area	50
3.4	Quality Controller- Relevant year of Experience in the key area	50
3.5	Developer- Relevant year of Experience in the key area	50
3.6	System Analyst- Relevant year of Experience in the key area	50
		350

Section 5. Terms of Reference

1. Introduction

1.1 Background

The UNODC Regional Office for South Asia is located in New Delhi (India) and covers six countries of the region: Bangladesh, Bhutan, India, Maldives, Nepal and Sri Lanka. Its new Regional Programme for South Asia (2018-2021) consists of five Sub-programmes: (1) Countering transnational organized crime; (2) A comprehensive response to the drug problem; (3) Countering corruption; (4) Terrorism prevention; and (5) Criminal justice and crime prevention. Under the framework of Sub-programme 5, UNODC is supporting prison reform programmes in Bangladesh.

The effective management of any prison system is dependent on the ability to collect, store, maintain and access information on individual prisoners. The number of persons held in custody, their classification, along with their health and rehabilitative needs provide important information for prison managers to identify resources requirements, set budgets, manage health and safety, and develop appropriate rehabilitative and treatment programmes. At headquarters level, the consolidation of the data of all prisoners is a critical policy-making tool in order to identify trends and address problem areas, such as the number of prisoners awaiting trial or the special needs of particularly vulnerable prisoners. Against this context, under its flagship project implemented in cooperation with the Bangladesh Prison Directorate titled *"Assisting the Government of Bangladesh in enhancing prison safety and security, including by means of an upgraded prisoner file/database management system"*, UNODC will develop a Prisoner Database Management System (hereinafter PDMS) for the prisons of Bangladesh. PDMS will incorporate a central server along with a disaster recovery site in place in order to automate the prison operations and to create a digital information repository. **Initially, the PDMS will be piloted in two mid-sized jails (in Dhaka and/or Gazipur) and upon successful completion of the pilot phase, it will be scaled up to other prisons.**

1.2 Objective

To conceptualize, develop, implement and manage a PDMS for Bangladesh Prison Directorate to automate the prison operations and to create a digital information repository.

1.3 Scope of Work

The selected proposer shall develop a database software and relevant enrolment software to establish the PDMS. The application shall have three levels of users:

- System administrators: users with unlimited access to the database application who should be able to perform following functions:
 - Add, modify and delete data, managing users (creating/ deleting users);
 - Run reports and export data from database in csv format;
 - Restore and create backup for the database application.
- System users: users with limited access to the database who should be able to perform the following functions:
 - Add, modify and delete data;
 - Run reports, export data from database in csv format.
- Prisoners: prisoners shall have limited access to the database to be able to access the following functions:
 - Access their own history tickets;
 - Review the prison's policies on grievances, and lodge and monitor grievances.

The scope of the work consists of the following:

- Development, installation and configuration of the 'Prisoner Management Module' that will:

- allow users to create/enrol prisoners' profiles;
 - allow users to verify/identify using the iris and fingerprints of the prisoners;
 - allow users to search for a previously registered person using biometrics;
 - allow users to manage and track prisoners' case history, cash, properties, releases, transfers, parole, court appearance, sentence calculation, medical/health information, work allotment, and remission etc.; and
 - allow users to manage and track visitors' information.
- Development, installation and configuration of the 'Administrative Module' that will:
 - allow users to manage and track staff duty and attendance;
 - allow users to manage ration/stock e.g. food, laundry;
 - allow users to manage staff transfers, promotion, and punishment etc.; and
 - allow users to manage prison gates.
- Development, installation and configuration of the 'Reports Module' that will:
 - allow users to generate daily, weekly, monthly, and yearly reports on various business data stored in the system;
 - allow users to export and print reports; and
 - allow users to save report templates for generating similar reports in the future.
- Development, installation and configuration of the 'Alert Service Module' that will:
 - allow users to receive alarms for under trial detention; and
 - allow users to receive alerts/notification SMS for court appearances, transfers and/or releases/paroles of the prisoners.
- Development, installation and configuration of the 'System Modules' that will:
 - allow users to log in to the system securely, manage users and roles and one-time passwords/two-factor authentication sessions to restrict or allow access to certain features or modules of the system;
 - allow users to view and generate reports on every action and/or events that take place in the prisons (for daily, weekly, and monthly view);
 - allow users to identify and verify the prisoners using their iris and fingerprints; and
 - integrate different modules and components of the system with one another, as well as integrate the same with external systems, if any.
- **Assessment of hardware requirements and development of technical specifications of required hardware component.**
- **Arrange training sessions for system users and for system administrators.** The training should assume limited computer literacy and skills and should be of sufficient duration (minimum 5 working days) to ensure that the users are capable of using the system.

2. Functional Requirements

2.1 Prisoner Management Module

PDMS should support the following functions under the 'Prisoner Management Module':

- User login and logout
- Prisoner registration
- Prisoner verification
- Data search and reporting
- Profile management including prisoners' case history
- Property and cash management
- Fingerprint and iris identification and verification
- Release and transfer management
- Parole management

- Management of sentence calculation
- Court appearance management
- Medical and health management
- Work allotment management
- Prisoner grievance tracking management
- Remission management
- Prisoners' history ticket
- Visitors' information management

2.1.1 User login and logout

PDMS should allow users to log in to the system securely, manage users and roles and by use of one-time passwords/two-factor authentication sessions restrict or allow access to certain features or modules of the system. In addition, system administrators will have the possibility to manage regular system users, as well as restore and create backup of the application.

2.1.2 Prisoner registration and profile management

PDMS should allow users to create or enrol prisoners' profiles by entering information on demography, health, offence type, trial etc., capturing a photo and scanning iris and fingerprints. The system should be able to check for quality of the entered information and scanned images and should be able to communicate with the system users accordingly. System should let the users know once a prisoner is enrolled into the system successfully. The system should have provisions for the users to edit profile data or disable particular profiles, if and when needed.

2.1.3 Prisoner verification

PDMS will support the verification process for a prisoner as follows:

- User is able to scan a thumbprint from a prisoner, identifying which digit or digits the thumbprints are taken from
- User is able to update personal details of the prisoners and update images with details of changes logged in the system showing "before and after" values. For the following personal attributes, last 2 previous values should be displayed:
 - Previous residential addresses
 - Previous occupation
 - Previous employers
 - Previous detentions

Where there are no records matched against the scanned thumbprint, user can conduct a data search

2.1.4 Data search and reporting

PDMS will allow users to search for data in the following way:

- Enter search criteria for any of the attributes (query by example search)
- Search should enlist records matching all attribute values entered
- Text-based attributes (e.g. address or description) should support entry of multiple key words. Where multiple words are entered into the text attribute, the system should locate records containing all and any of words, e.g. entering address or district into address field should return records with that address or district first

- Text-based attributes should support partial search, e.g. by using CTRL key. Where multiple values are selected, the system should enlist all records matching any of the selected values
- Enter search criteria for a range of values (range search) for numeric and selected text-based attributes, e.g. range of ages, range of heights, alphabetic range of names (e.g. B to C). Search should enlist records matching all ranges of values entered, e.g. names between B & C inclusive and age from 30-35
- Apply search cumulatively e.g. start with query by example search, and then apply a range search to the list of resulting records. This should continue until the user chooses to clear search criteria and exits the function or starts a new search
- Browse through a list of resulting records, displaying thumbnails of facial images, name, nickname / aliases, date of birth, height, etc.
- Produce statistical/analytical reports, listing number of records, number of images stored, and number of thumb prints held and allow exporting of raw data in formats like csv or xml to aid future data exchange and reporting requirements.

2.1.5 Property and cash management

PDMS should allow the users to enter the property and cash information for each of the prisoners into the system, which should have provisions for generating a receipt upon admission. There should be provisions for the system user to view the property and cash information associated with the prisoner while viewing his/her profile.

2.1.6 Fingerprint and iris identification and verification

PDMS should allow the users to scan the fingerprints and/or the iris of the prisoners or anyone who is presented to them for verification and view the verification results on screen. If there is a match found in the database, system will show the profile details for the prisoner.

2.1.7 Release and transfer management

PDMS should allow the users to enter information about release or transfer of the prisoners.

2.1.8 Parole management

PDMS should allow the users to enter information about parole of the prisoners. The application for parole can be uploaded into the system by creating an application case for the prisoner applicant. The user will be able to view the entire history of application, processing workflow of application, approval/rejection status and issue of order in the system. The users should be able to update the prisoner's status so that they can be marked as paroled.

2.1.9 Management of sentence calculation

PDMS should allow the users to enter information about the sentence calculation of the prisoners.

2.1.10 Court appearance management

PDMS should allow users to enter court appearance dates and other related information into the system for any particular prisoner profile. System should also have provisions for updating the court appearance information of a prisoner profile.

2.1.11 Medical and health management

PDMS should allow users to enter medical and health information for a particular prisoner profile. The system should allow tracking the medical and healthcare information for a prisoner along with the medical reports sorted by dates and different cases etc.

2.1.12 Work allotment management

PDMS should allow users to enter work allotment information into the system for selected prisoner profile. User should be able to create list of jobs and then assign prisoners to the created jobs along with their shift timing or other associated information.

2.1.13 Prisoner grievance

PDMS should allow prisoners to access grievance policies for their prison, to put forward grievances to the relevant authorities, and to monitor subsequent grievance transaction records.

2.1.14 Remission management

PDMS should allow users to view the list of prisoners eligible for remission. Also, the system should enable the user to see if the prisoner is eligible for remission through viewing his/her detailed profile.

2.1.15 Prisoner's history ticket

PDMS should allow prisoners to access their own history tickets listing key data and for users to view the individual prisoners' history tickets.

2.1.16 Visitors' information management

PDMS should allow users to keep track of the prison visitors by entering visitors' detailed information (biometric) into the system, including information regarding which prisoner they came to visit.

2.2 Administrative Module

PDMS should support the following functions under the 'Administrative Module':

- Staff duty management
- Ration/stock management
- Staff transfer, promotion, and punishment management
- Prison gate management
- Transportation management

2.2.1 Staff duty management

PDMS should allow the users to create staff profiles in the system. The system should have provisions for the users to enter the times for sign-in and sign-out of duty. The system should also let the users assign tasks and allot shifts etc. to the prison staff and to monitor staff duty and attendance.

2.2.2 Ration/stock management

PDMS should allow the users to enter ration stock information to maintain and track the inventory of the rations for the staff/prisoners. The system should also let the users select items and their quantity when someone collects rations from the stock.

2.2.3 Staff transfer, promotion, and disciplinary action management

PDMS should have separate panels for managing the transfer, promotion, and disciplinary actions for misconduct of the prison staff. The system should allow the users to assign an individual staff profile to a new prison or make a bulk selection of staff profiles in the system to make the transfer. They should also be able to enter the effective date of the transfer.

2.2.4 Prison gate management

PDMS should allow users to track the opening and closing of the prison gates. The system should also allow the users to track each article or person passing through the gate either for entering or exiting the prison.

2.3 Reports Module

PDMS should support generation of reports upon selecting different criteria using a search panel, export and printing of generated reports, and saving of generated report templates for future usage and quick replication. The system shall provide an option to create the common registers/reports prepared by the Bangladesh Prisons.

2.4 Alert Service Module

PDMS should support the following alerts/notifications under the 'Alert Service Module':

- Under trial detention alarm system
- Court appearance alert
- Release/parole alert
- Offense alert

2.5 Identity Management (IDM)

The Identity Management Module should allow the users to perform the following:

- Create, edit and search for users, manage extended user attributes and identities
- Assign users to groups and roles, change affiliations etc.

2.6 Audit Trail

PDMS should let the users view a log of every action taken and events taking place in the system. The log should have sufficient information to identify an individual responsible for any actions taken in the system.

2.7 Automated Biometric Identification and Verification

PDMS should let the users capture fingerprints and/or iris of a prisoner and view the list of matching profiles on screen. If no match is found in the system database, the system should inform the user accordingly.

2.8 User Help/FAQ

PDMS will provide user helpdesk/FAQ facility, available to all users of the system. User helpdesk/FAQ shall explain how to use system features and provide for examples.

3. Technical Requirements

3.1 Architecture

PDMS should be a 3-tier system, with a centrally located server; users shall connect to PDMS using a secure connection, using a VPN. The system shall be secured with latest online and database security measures. It should be web enabled with browser-based interface. The web application should be compatible with all major browsers including Google, Chrome, Internet Explorer, Mozilla Firefox, Safari, etc. The system must ensure response times < 5 sec for regular UI functions (except reports). PDMS should implement Service-Oriented Architecture and should support scaling and modularity so that new modules can easily be developed and integrated into the system without having to change the existing system much.

3.2 Operating System and DBMS Platform

Server-side application should be hosted on 64-bit Windows/Linux platform. Proposer must clearly specify the exact OS for backend solution. Enrolment software should be able to operate on Windows 7/8/10. A recognized proprietary or open-source RDBMS should be used such as Oracle/ MSSQL / MySQL/ PostgreSQL. Bidder must clearly specify the exact RDBMS that will be used and need to specify how the proposed database will handle high availability and fail-over.

3.3 Security

Access management and security are the critical components of the architecture. Role based access shall be achieved through the identity authorization and authentication components. The system must ensure maximum security: all communication with the system must be encrypted; the system must be protected against malicious attacks; and all login attempts, and actions must be logged.

Key considerations at the user level shall be as the following:

- Authentication of applications to be performed using a user ID, a password, two factor authentications
- Role based access to the services transactions and data

Multilevel database security measures shall be implemented. Communication between the user's computer and the web server should be via https protocol.

3.4 Centralize Database and Data Backup

All system data shall be stored centrally at one location. The server will be established possibly at **Prison Directorate**, Dhaka. Hosting shall be also within **Bangladesh**. All the system users shall access/ modify/ delete the data through appropriate modules based on the access rights. These central data shall be utilized for various MIS reports and for analysis purposed for decision support.

Successful Proposer shall ensure database backup with a latency of maximum 1 day during the maintenance period after successful UAT². To avoid performance degradation of the system such backup should be scheduled out of working hours daily. Incremental backups should be taken. Apart from backing up data at the server room, backups should be taken on external media as per the following schedule.

S. No	Backup type	Frequency	Storage period	No of backup tapes
1	Incremental	Daily	1 Week	2+1
2	Incremental	Weekly	1 Month	2+1
3	Full backup	Monthly	1 Year	2+1
4	Full backup	Yearly	Permanent	2+1

3.5 Integration Module

PDMS should feature an integration module that should be responsible for centrally managing and maintaining communications and inter-operations among different modules and components of the system. The module should also be responsible for integrating any external systems with PDMS.

3.6 User and Data Volumes

The system should support 1000 concurrent users. System should be able to store data for 500,000 prisoners with demographic information (text data), up to 10 fingerprints, dual iris images, and 1 photograph for each individual. Proposer should present a justification showing how the proposed solution will handle the user and data volumes requirements.

3.7 Disaster Recovery

A disaster can be caused by man or nature and results in department not being able to perform all or some of their regular roles and responsibilities for a period of time. The successful Proposer has to ensure business continuity at the time when disaster occurs. There should be a disaster recovery plan, which is tested and well documented and easily understood which will help recovery as quickly and effectively as possible from an unforeseen disaster or emergency which might interrupt information systems and business operations. The backup servers (and/or other mechanism) shall also be physically located in Bangladesh.

3.8 Language and Localization

End user interface should support both Bangla and English language. All translations from English to Bangla shall be the responsibility the selected proposer. UNODC shall verify and confirm the final translation.

² Refer to 4.9 Technical support

3.9 External Data Integration and Interface

The system should have the option of getting synchronized with external interface such as e-judiciary, Criminal Identification and Verification System of Bangladesh Police, National Identity Card Database etc.

4. Deliverables and Timeline

This is a time bound project. Complete development of the software shall be accomplished within **six months** of contract signature. The vendor shall provide technical support for data population for **one year** after successful completion of UAT (User Acceptance Test). The deliverables for this system software package are:

4.1 Detailed Project Plan Document

Detailed project plan document shall be submitted at the beginning of the project. This document will outline a detailed plan for the execution of the project and will contain the following:

- Resource allocation
- Detailed project schedule
- Review mechanism
- Progress reporting mechanism
- Project milestone details
- Training plan details
- Change management process details
- Standards for use in project
- Time frame
- Future scope
- Limitations
- Any other relevant information

4.2 Detailed Design Document and Specification of Hardware

Detailed design document shall describe software features in detail, including functional hierarchy design, screen layouts, and software design. It shall also include hardware requirements and specifications for central server, enrolment workstations, data backup etc. **UNODC shall procure necessary hardware as per the assessment and recommendation of the software developer.** The selected software developer shall install the hardware as specified in the design document.

4.3 Prototype of the PDMS

A prototype of the system shall be developed and demonstrated to the end user. Delivery of the detailed design document and demonstration of a system prototype, signed off by UNODC, will constitute a major milestone for payment. Suggestions from Prison Directorate shall be incorporated in the developed prototype.

4.4 Installation and User Acceptance

Installation and user acceptance stage will result in the delivery of the system installation package for a complete PDMS, on the UNODC servers using the installation package, handover and client sign-off of the user manual and carrying out of UAT procedures. Successful completion of the UAT, signed off by UNODC, will constitute a marker for payment.

The vendor will complete the system development in accordance with the signed off detailed design document. The vendor will develop an installation package to install the system on the application and database servers and to provide users with system access. The vendor will carry out the installation of the system onto a central server.

4.5 Source Code Documentation and Licencing

The vendor will provide UNODC with all the source code developed for the application along with supporting documentation. Necessary instructions for incorporating any modification changes in the software and its compilation into an executable/installable product should be explained clearly. All source codes will become proprietary item of UNODC. It must be understood that the software will be developed by UNODC for Bangladesh Prison. This does not apply to propriety or 3rd party commercial software such as the operating system or the DBMS software. UNODC will have sole ownership of the source code specifically developed for this project. The selected proposer shall assure UNODC that they legally have the right to handover any warrants and licences or rights for 3rd party products used within the system.

4.6 UAT Test Document

The vendor shall prepare a UAT test document, describing the test plans for the UAT. The UAT shall be carried out by UNODC, with vendor representatives in attendance. The document will contain test case specifications, test incident report format, test log format and the description of test procedures, with test inputs and expected results developed for particular objectives. PDMS should have a help function to provide users with assistance on using the system. The vendor shall also develop and hand over the user manual for the PDMS as a separate PDF file.

4.7 Training and Correlational Programme

The selected vendor will also provide hands-on training for system users. The training should provide for limited computer literacy and skills and should be of sufficient duration (**minimum 5 working days for up to 40 persons in 4 batches**) to ensure that the users can use the system. Separate training should be provided for system administrators (**for up to 10 persons**) covering system configuration, basic maintenance and installation. Hands-on training shall be provided using a dummy server (training server). Vendor shall develop and print training materials in either Bengali or English including the user manual of the System. UNODC, in association with Prison Directorate, shall provide logistical support such as venue, food etc. to arrange the training sessions.

4.8 Maintenance and Technical support

Following the completion of the UAT, the vendor shall provide technical support to populate the data within the system. The vendor will provide such technical support (2 developers onsite and two offsite) for one year after successful completion of UAT. The services to include IT infrastructure maintenance including server management, back-up and support including manpower deployment. The completion of technical support for data population, signed off by UNODC, will constitute a major milestone for payment.

Selected proposer will be required to maintain the software and provide hand holding support on use of the software, coordinate for backup/restoration, bug fixing, helpdesk and any other requirement as encountered during the implementation.

4.9 Specific Deliverables and Related Timeline

SI #	Deliverables	Timeline
1.	Project initiation, System requirement analysis, Detailed Project Plan and Design Document including specifications of required hardware	Within 4 weeks of contract signing
2.	Demonstration of PDMS prototype and development of the software after the consultation with Bangladesh Prison	Within 14 weeks of contract signing
3.	Installation of hardware and software	Within 16 weeks of contract signing
4.	Successful completion of the User Acceptance Test	Within 18 weeks of contract signing
5.	Completion of training programmes	Within 22 weeks of contract signing
6.	Software documentation handover	Within 24 weeks of contract signing
7.	Technical support for data population	One year

4.10 Payment Milestone

SI #	Deliverables	% of total payment to be disbursed
1.	Project initiation, System requirement analysis, Detailed Project Plan and Design Document including specifications of required hardware	10%
2.	Demonstration of PDMS prototype and development of the software after the consultation with Bangladesh Prison	20%
3.	Installation of hardware and software	10%
4.	Successful completion of the User Acceptance Test	25%
5.	Completion of training programmes	10%
6.	Software documentation handover	10%
7.	Technical support for data population	15%

4.11 Warranty and Defect Correction

The vendor shall provide UNODC with a warranty to address any faults within PDMS for a period of **24 months** from the date of final acceptance. If the user discovers that the software fails to operate correctly by reference to the documentation, then the user will within reasonable time notify the vendor in writing of the defect or error in question and provide to the developer. The successful proposer will take no more than two weeks to correct such defect or error. When the corrections are completed, the vendor will deliver to the user the corrected software along with the

appropriate amendments to the documentation. The developer will provide the user with such assistance as is reasonably required by the user to be enabled to implement the use of the corrected version of the software.

The broad support which will be provided by the selected Proposer during the warranty period shall include:

- Analysis and bug fixing for application software when notified.
- Provision of patches/updates/bug-fixing for the application.
- The selected Proposer should provide **two years comprehensive warranty** of the entire system.
- The selected Proposer shall take into consideration that during the warranty period software component work smoothly in addition to the quality control of the generated product.
- Any problem encountered in the workstation/ingest software during this period shall be repaired by the selected Proposer free of charge.

5. Institutional Arrangement

The contracted firm will report to the Project Coordinator of UNODC Prison Project in Bangladesh. The work will be guided and reviewed by the project Coordinator. UNODC will carry out a performance evaluation at the end of the assignment. Further, the work of the firm will be coordinated in close cooperation with Bangladesh Prison Directorate.

6. Duration and Location of the Work

The duration of the assignment will be maximum 6 months to develop the software after issuing purchase order. The successful firm will provide maintenance and data population support for one year after the successful User Acceptance Test.

Project should be undertaken in Dhaka (Prison Directorate) and Gazipur (Kashimpur Central Jail-2, Gazipur District Jail).

7. Essential Qualifications of the Proposer

7.1 Qualification of Successful Contractor

The firm will be invited to submit a detailed proposal of contents of the following guidelines and methodology of presentation along with CVs of consultants under the firm.

Minimum Eligibility Criteria for firm

- Company Profile, which should not exceed fifteen (15) pages, including printed brochures and product catalogues relevant to the goods/services being procured
- Business Licenses – Registration Papers, Tax Payment Certification, Incorporation Certification, VAT/BIN, etc.
- Latest Audited Financial Statement – income statement and balance sheet to indicate its financial stability, liquidity, credit standing, and market reputation, etc.; (Last two fiscal years).
- Minimum 03 years Overall working experience of the firm (Registered in Bangladesh) in carrying out database software development business (Certification of work completion/work order/ Purchase order must be submitted for the evidence of vendors qualifications).
- Proposer must have working experience of delivering identification solution to a **Government/Non-government/Private organization in Bangladesh** that uses multimodal biometrics or security surveillance systems and can perform 1: N matching over a database of at least **three million** records. (Certification of work completion/work order/ Purchase order must submit for the evidence of vendors qualifications with the articulation of total required data base record).
- Proposer must have experience of working on at least three software development projects with a **cumulative value of at least BDT 50,000,000** for the Government of Bangladesh or any reputed

organization of which at least one is **multimodal biometric solution project** with a value of at least **BDT 30,000,000** in last **three** years. (Certification of work completion/work order/ Purchase order must submit for the evidence of vendors qualifications).

- The minimum amount of liquid assets i.e working capital or credit line(s) of the proposer shall be **BDT. 2,000,000**. This should be supported by bank statement or solvency certificate.
- Statement of Satisfactory Performance/work completion certificate from the top 2 clients in the past 3 years. (Performance Certificate must be attached)
- Due to high sensitivity of the Procurement and confidentiality of database, Proposer must submit written Self-Declaration that all management or Governance bodies, as well as proposed key personnel are the legally citizen of Bangladesh and they won't share any information with any bodies or organization under any circumstances.
- Proposer must submit written Self-Declaration that the company is not in the UN Security Council 1267/1989 List, UN Procurement Division List or Other UN Ineligibility List.

7.2 Team Composition and Qualifications

All the team members are expected to be Bangladeshi nationals. CVs of the Team leader and key expert members containing their experiences on relevant issues must be submitted with detailed proposal. Beside that the evaluation team is expected to fulfil the following qualifications.

Key personnel requirement and minimum eligibility criteria

SL #	Job Title	Posts	Duration	Minimum Qualification	Minimum Relevant Experience
1.	Project Manager	One	6 months	MSc in Computer Science (Engineering)	10 years
2.	Technical Writer	Two	3 months	BSc in Computer Science (Engineering)	5 years
3.	Designer	Two	6 months	BSc in Computer Science (Engineering)	5 years
4.	Quality Controller	Two	6 months	BSc in Computer Science (Engineering)	5 years
		One	12 Months		
5.	System Analyst	One	2 months	BSc in Computer Science (Engineering)	5 years
6.	Developer	Four	6 months	BSc in Computer Science (Engineering)	5 years
		One	12 Months		

8. Proposal Submission and Evaluation Criteria

Interested firms must submit the following: a detailed proposal made up of documentation to demonstrate the qualifications of the prospective firm, to enable appraisal of competing bids. This should include technical and financial proposals, details of which are listed below.

8.1 Technical Proposal

- i. Name of Firm and details of registration, address and bank account; business registration certificate and corporate documents (Articles of Association or other founding authority); description of present activities and most recent annual report **(including audited financial statements for at least last two years)**;
- ii. Description of experience in projects of a comparable nature, with specific description of technical specialization of the Firm in the required area and also in the focused geographic locations;
- iii. List of current and past assignments of the Firm;
- iv. Methods and approaches to be adopted in delivering this assignment, including implementation timelines, step by step milestone/ output consistent with the implementation plan and identification of risks and mitigation mechanisms;
- v. CVs of the proposed project manager and other experts to be included within the team. Please note that proposing firms will be expected to deploy the team members and consultants/ experts listed in the proposal; substitutions will only be accepted with the prior consent of UNODC.

8.2 Financial Proposal

- i. The financial proposal shall specify a total delivery amount in BDT (including consultancy fees and all associated costs) i.e. professional fee, local and international travel, living allowances, technical platform development/ management costs and other expenses, etc.
- ii. In order to assist in the comparison of financial proposals, the financial proposal will include a breakdown of this amount, disclosing the key assumption employed in costing the working. This must at least specify: the daily rates and number of anticipated working days (for each professional team member), any travel costs, technical platform development and management costs etc. Payments will be based upon output, i.e. upon delivery of the services specified in the ToR.

9. Criteria for Selecting the Best Offer

A cumulative analysis weighted-scoring method will be applied to evaluate the firm. The award of the contract will be made to the tenderer whose offer has been evaluated and determined as:

- a) Responsive/ compliant/ acceptable with reference to this ToR, and;
- b) Having received the highest score out of a pre-determined set of weighted technical and financial criteria specific to the solicitation, with the ratio set at 70:30 respectively (this is to reflect the high-level skills mix required).

Only firms obtaining a minimum of 70% of maximum achievable score (49 points) in the technical analysis would be considered for financial appraisal, and ultimately therefore, for contracting stage.

Basis of technical Evaluation

Summary of Technical Proposal Evaluation Forms		Score Weight	Points Obtainable
1.	Bidder's qualification, capacity and experience	30%	300
2.	Proposed Methodology, Approach and Implementation Plan	35%	350
3.	Management Structure and Key Personnel	35%	350
Total			1000

Technical Proposal Evaluation Form 1			Points obtainable
Bidder's qualification, capacity and experience			
1.1	Demonstrated track record of number of years of business (doing software development business)		50
1.2	Financial capability (02 years annual report with audited financial statement)	20	50
	Project financing capacity (bank statement, financing arrangements)	30	
1.3	Years of working experience of delivering identification solution to a Government/Non-government/Private organization in Bangladesh.	40	200
	Capacity or Volume of working experience in multimodal biometric solution with Bangladesh Government.	150	
	Volume of software development project with a value of at least BDT. 5 million	10	
			300

Technical Proposal Evaluation Form 2		Points Obtainable
Proposed Methodology, Approach and Implementation Plan		
2.1	Understanding of the deliverables related to the Terms of Reference (Scope of works, Functional Requirements, technical requirements, Testing, warranty and maintenance, Non-functional requirements, implementation, capacity building etc.	150
2.2	Appropriateness and relevance of tools and methodology	50
2.3	Risk Management & Overall flexibility	50
2.4	Proposed work plan and timeline relevant to the assignment as per the Terms of Reference	100
		350

Technical Proposal Evaluation Form 3		Points Obtainable
Management Structure and Key Personnel		
3.1	Project Manager-Relevant year of Experience in the key area	100
3.2	Technical Writer Relevant year of Experience in the key area	50
3.3	Designer- Relevant year of Experience in the key area	50
3.4	Quality Controller- Relevant year of Experience in the key area	50
3.5	Developer- Relevant year of Experience in the key area	50
3.6	System Analyst- Relevant year of Experience in the key area	50
		350

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 (Mandatory)	<input type="checkbox"/>
▪ Form B: Bidder Information Form (Mandatory)	<input type="checkbox"/>
▪ Form C: Joint Venture/Consortium/ Association Information Form (If Applicable)	<input type="checkbox"/>
▪ Form D: Qualification Form (Mandatory)	<input type="checkbox"/>
▪ Form E: Format of Technical Proposal (Mandatory)	<input type="checkbox"/>
▪ Form H: Proposal Security Form (Not Applicable)	<input type="checkbox"/>
▪ [Add other forms as necessary] Related to TOR	<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

(Must be submitted in a separate sealed envelope/password protected email)

▪ Form F: Financial Proposal Submission Form (Mandatory)	<input type="checkbox"/>
▪ Form G: Financial Proposal Form (Mandatory)	<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 ▪ Tax Registration/Payment Certificate issued by the Internal Revenue Authority evidencing that the Bidder is updated with its tax payment obligations, or Certificate of Tax exemption, if any such privilege is enjoyed by the Bidder ▪ Trade name registration papers, if applicable ▪ 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]
------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------	------------

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

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.

3.3

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

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: BDT

Table 1: Summary of Overall Prices

	Amount(s) Inclusive all Direct and Indirect Cost (VAT & TAX)
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
Project Manager	1		6 months	
Technical Writer	2		3 Months	
Designer	2		6 months	
Quality Controller	3		2 for 6 Months and 1 for 12 Months	
System Analyst	1		2 Months	
Developer	5		4 for 6 Months and 1 for 12 Months	
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)				
Subtotal Other Costs:				

Table 4: Breakdown of Price per Deliverable/Activity

Deliverable/ Activity description	Time (person days)	Professional Fees	Other Costs	Total
Deliverable 1 Project initiation, System requirement analysis, Detailed Project Plan and Design Document including specifications of required hardware				
Deliverable 2 Demonstration of PDMS prototype and development of the software after the consultation with Bangladesh Prison				
Deliverable 3 Installation of hardware and software				
Deliverable 4 Successful completion of the User Acceptance Test				
Deliverable 5 Completion of training programmes				
Deliverable 6 Software documentation handover				
Deliverable 7 Technical support for data population				

**payments and corresponding percentage of the contract price will be paid against milestone/output achieved (e.g. inception report including implementation plan, onboarding of micro-merchants during each instalment period, submission of final report etc.), including all the conditions/documentations required prior to the release of any tranches of payment.*

**Form H: Self Declaration that the company is not in the UN Security Council
1267/1989 List Financial Proposal Form**

Declaration

Date:

United Nations Development Programme

UNDP Registry, IDB Bhaban, Agargaon

Sher-E-Bangla Nagar, Dhaka, Bangladesh

Assignment: **Hiring a firm for the conceptualize, develop, implement and manage a PDMS for Bangladesh prison directorate to automate the prison operations and to create a digital information repository or database software for UNODC**

Reference: [RFP-BD-2018-036](#)

Dear Sir,

I declare that is not in the UN Security Council 1267/1989 List,
UN Procurement Division List or Other UN Ineligibility List.

Yours Sincerely,