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**REQUEST FOR PROPOSAL (RFP)**

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| NAME & ADDRESS OF FIRM | **DATE: 25-November-2018** |
| **REFERENCE: UNDP/AFG/2018/RFP/ 0000003157****Request for Proposals for Professional Services for installation and Technical Training (IP Telephony) for the ICT Department of the National Assembly of Afghanistan Staffs.** |

Dear Mr. /Ms.: Bidder

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

This RFP includes the following documents:

* Letter of Invitation
* Annex 1 - Description of Requirements
* Annex 2 - Terms of Reference
* Annex 3 - Forms for Submitting Service Provider’s Proposal
* Annex 4 – Proposal Submission Form
* Annex 5 - Form of Performance Security
* Annex 6 -Model Contract for Goods/Services
* Annex 7 - General Terms and Conditions for Contracts
* E-tendering Instructions Manual for Bidders
* FAQ for Bidders

The Proposal that complies with all of the requirements, meets all the evaluation criteria and offers the best value for money shall be selected and awarded the contract. Any offer that does not meet the requirements shall be rejected.

Any discrepancy between the unit price and the total price shall be re-computed by UNDP, and the unit price shall prevail and the total price shall be corrected. If the Service Provider does not accept the final price based on UNDP’s re-computation and correction of errors, its Proposal will be rejected.

No price variation due to escalation, inflation, fluctuation in exchange rates, or any other market factors shall be accepted by UNDP after it has received the Proposal. At the time of Award of Contract or Purchase Order, UNDP reserves the right to vary (increase or decrease) 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.

Any Contract or Purchase Order that will be issued as a result of this RFP shall be subject to the General Terms and Conditions indicated herein. The mere act of submission of a Proposal implies that the Service Provider accepts without question the General Terms and Conditions of UNDP in this link: <http://www.undp.org/content/undp/en/home/procurement/business/how-we-buy.html>

Please be advised that UNDP is not bound to accept any Proposal, nor award a contract or Purchase Order, nor be responsible for any costs associated with a Service Providers preparation and submission of a Proposal, regardless of the outcome or the manner of conducting the selection process.

 UNDP’s vendor protest procedure is intended to afford an opportunity to appeal for persons or firms not awarded a Purchase Order or Contract in a competitive procurement process. **In the event that** you believe you have not been fairly treated, you can find detailed information about vendor protest procedures in the following link:

<http://www.undp.org/content/undp/en/home/operations/procurement/protestandsanctions/>

 **UNDP encourages every prospective Service Provider to** prevent and avoid conflicts of interest, by disclosing to UNDP if you, or any of your affiliates or personnel, were involved in the preparation of the requirements, design, cost estimates, and other information used in this RFP.

UNDP implements a zero tolerance on fraud and other proscribed practices, and is committed to preventing, identifying and addressing all such acts and practices against UNDP, as well as third parties involved in UNDP activities. UNDP expects its Service Providers to adhere to the UN Supplier Code of Conduct found in this link : <http://www.un.org/depts/ptd/pdf/conduct_english.pdf>

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

The step by step instructions for registration of bidders and proposal submission through the UNDP ATLAS E-tendering system is available in the **“Instructions Manual for the Bidders”**, attached with this RFP. Should you require any training on the UNDP ATLAS E-tendering system or face with any difficulties when registering your company or submitting your proposal, please send an email to the E-tendering helpdesk at procurement.af@undp.org or call +93728999767 during office hours to request for help.

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

**No hard copy or email submissions shall be accepted by UNDP.**

Kindly go through this invitation letter and other documents attached here to this RFP. Should you have any questions or require any clarification, please feel free to email your questions/clarifications to the procurement officer at procurement.af@undp.org. The subject of the email should be **UNDP/AFG/RFP/2018/ 0000003157.**

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

Sincerely yours,

***Head of SCMO***

 ***25-November-2018***

**Annex 1**

**Description of Requirements**

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| --- | --- |
| Context of the Requirement | **Professional Services: installation and Technical Training (IP Telephony) for the ICT Department of the National Assembly of Afghanistan Staffs.** |
| Implementing Partner of UNDP | Please refer to Terms of Reference Annex-2 |
| Brief Description of the Required Services | Professional Services: installation and Technical Training (IP Telephony) for the ICT Department of the National Assembly of Afghanistan Staffs as per attached Terms of Reference (TORs). |
| List and Description of Expected Outputs to be Delivered | Please refer to Terms of Reference Annex-2 |
| Person to Supervise the Work/Performance of the Service Provider  |  *Supervision* of the work will be done by Afghan parliament ICT manager |
| Frequency of Reporting | Please refer to Terms of Reference Annex-2 |
| Progress Reporting Requirements | Please refer to Terms of Reference Annex-2 |
| Location of work | Kabul   |
| Expected duration of work  | Duration of the contract should be 12 months |
| Target start date  | Jan 2019 |
| Travels Expected  | Not Applicable  |
| Special Security Requirements  | Not Applicable  |
| Implementation Schedule indicating breakdown and timing of activities/sub-activities |  Please refer to Terms of Reference Annex-2 |
| Names and curriculum vitae of individuals who will be involved in completing the services | [x]  RequiredPlease refer to Terms of References Annex-2  |
| Currency of Proposal | [x]  United States Dollars (US$) *(for companies registered* *outside Afghanistan)* For evaluation purposes, the bids submitted in other currencies will be converted to US$ using the UN Operational Exchange Rate. *Reference date for determining UN Operational Exchange. December 2018* |
| Value Added Tax on Price Proposal | [x]  Must be exclusive of VAT and other applicable indirect taxes |
| Validity Period of Proposals *(Counting for the last day of submission of quotes)* | [x]  120 daysIn exceptional circumstances, UNDP may request the Proposer to extend the validity of the Proposal beyond what has been initially indicated in this RFP. The Proposal shall then confirm the extension in writing, without any modification whatsoever on the Proposal.  |
| Partial Quotes | [x]  Not permitted |
| Payment Terms | Please refer to Terms Reference Annex-2  |
| Person(s) to review/inspect/ approve outputs/completed services and authorize the disbursement of payment | UNDP, ICSPA Project  |
| Criteria for Contract Award | [x]  Highest Combined Score (based on the 70% technical offer and 30% price weight distribution) [x]  Full acceptance of the UNDP Contract General Terms and Conditions (GTC). This is a mandatory criteria and cannot be deleted regardless of the nature of services required. Non acceptance of the GTC may be grounds for the rejection of the Proposal. |
| Criteria for the Assessment of Proposal  | ☒ Combined Scoring Method, using the 70%-30% distribution for technical and financial proposals, respectively, where the minimum passing score of technical proposal is 70% |
| UNDP will award the contract to: | [x]  Only one Service Provider |
| Type of Contract to be Signed | [x]  Purchase Order[x]  Contract Face Sheet (Goods and-or Services)  |
| Allowable Manner of Submitting Proposals  | ☒ Online bidding in E-Tendering module.  |
| Conditions and Procedures for electronic submission and opening, if allowed  | ☒ Official Address for e-submission: [https://etendering.partneragencies.org] ☒ Free from virus and corrupted files ☒ Format: PDF, Excel, Word ☒ Max. File Size per transmission: 5 MB ☒ Virus Scanning Software to be Used prior to transmission: Symantec/Norton/ESET NOD 32/ AVG/ Avira/ Bitdefender/ Kaspersky/ F‐secure/ G Data/ Bull Guard/Avast  |
| Contract General Terms and Conditions | [x]  General Terms and Conditions for contracts (goods and/or services)Applicable Terms and Conditions are available at:<http://www.undp.org/content/undp/en/home/procurement/business/how-we-buy.html>  |
| Annexes to this RFP[[1]](#footnote-1) | * Letter of Invitation
* Annex 1 - Description of Requirements
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* Annex 4 – Proposal Submission Form
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* Annex 7 - General Terms and Conditions for Contracts
* E-tendering Instructions Manual for Bidders
* FAQ for Bidders
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| Contact Person for Inquiries(Written inquiries only)[[2]](#footnote-2) | Focal Person in UNDP: Address: United Nations Development Programme, UNDP Country Office, UNOCA Complex, Jalalabad Road, Kabul, Afghanistan E-mail address dedicated for this purpose: procurement.af@undp.org**Note : The Subject Line of email Shall be: UNDP/AFG/RFP/2018/ 0000003157.****The clarifications/Questions shall be asked Three (3) days prior closing date of RFP.** |
| Required Documents that must be Submitted to Establish Qualification of Proposers (In “Certified True Copy” form only)  | ☒ Company Profile, which should not exceed fifteen (15) pages, ☒ Technical and Financial Proposal according to TOR (Annex 3)☒ Signed proposal submission form (Annex 4)☒ Copies of Contract of one similar contract with total amount of 10K USD☒ Statement of Satisfactory performance from the top one (01) client within the past three (03) years☒ Valid Certificate of Registration of the business from relevant authority.  ☒ The service provider to be authorized dealer/service provider of Huawei company ☒ The service provider required to have at least 3 years of experience in providing similar services.☒ The trainers and technicians involved in providing these services must have at least the following qualifications:o should be qualified Huawei technician and trainer, with minimum of 1-year relevant work experience in installation, configuration and training of Huawei equipmento In addition, demonstrated knowledge in ICT, IP Telephony systems, and Cisco is preferable. ☒ Structure of the team, including the names, position in the team and CVs of key personnel The supplier may propose one or two key staff:General experience: The key staff to be qualified Huawei technician/trainer  Specific experience: minimum of one years of work experience and training experience |
| Performance Security  | 10% of Performance security shall be required inform of bank guaranteed from reputable bank as per Annex 5 of RFP.  |
| Pre-Proposal meeting  | **Time: 10:30 AM Kabul Time** **Date: 02-December- 2018 at 10:30 am Kabul Local Time****Venue: New Parliament Building, Darlaman Road Kabul- Afghanistan** **The UNDP focal point for the arrangement is:** **UNDP Procurement Unit,** **Telephone: +93 728999867**E-mail: procurement.af@undp.org Bidders interested to attend the Pre-Proposal Conference Must Send the Following information to the above-mentioned E-mail address ***Before 29-November- 2018 at 04:00 PM***  including Participant’s Name, Nationality, National ID (Tazkira) or Passport Number, and Company Name.The Subject of E-mail Should be: **RFP Ref. No-UNDP/AFG/RFP/2018/** **0000003157** |

**Annex 2**

**Terms of references for Developing E- Learning Center**

**PROCUREMENT NOTICE/ TERMS OF REFERENCE**

**Professional Services: installation and Technical Training (IP Telephony) for the ICT Department of the National Assembly of Afghanistan Staffs.**

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

**B. Project Description**

The UNDP Institutional and Capacity Support to the Afghanistan Parliament (ICSPA) project (2014-2019) aims to assist the Secretariats of the National Assembly of Afghanistan to serve as a foundation for the parliament’s sustainable institutional development.

The UNDP-ICSPA project follows on the UNDP SEAL I and II projects (2005-2013) that supported the re-establishment of the National Assembly of Afghanistan (NAA).

The first phase of the ICSPA project (2014-2016) focused on supporting the Secretaries General and their department directors to carry-out self-assessments of their performance against international parliamentary standards.  Based on recommendations arising from the self-assessments the project supported the department directors to prepare a Reform Action Plan. Support to the self-assessments was provided in partnership with experts from the Inter-Parliamentary Union.

A second phase of the ICSPA project was launched in July 2016 with the adoption of a revised project document (2016-2019). During its second phase, the project aims to support the parliamentary leadership to implement the National Assembly’s reform action plan under the following expected outputs:

* Output 1: Secretariats are strengthened to support law-making and oversight functions, including committee management, legislative and policy research, and plenary;
* Output 2: Finance, procurement, auditing and human resources capacity of the Secretariats is strengthened to better manage resources and provide effective support to operational functions;
* Output 3: Representative role reinforced through support for improved communication and outreach capacities;
* Output 4: Capacity of Parliament’s leadership to undertake reforms enhanced.

**The National Assembly of Afghanistan**

The National Assembly of Afghanistan is a bicameral parliament comprised of the Wolesi Jirga (the House of the People) and the Meshrano Jirga (the House of Elders). Each House is governed by an Administrative/Steering Board comprised of the Speaker, Deputy Speakers and Secretaries. Secretaries General serve as the administrative heads of each House.

**Background**

In 2017 UNDP supported procurement of Huawei IP phones for both houses of National Assembly of Afghanistan. This was important, first and foremost, to improve communication, efficiency and ease of works between staff of the secretariat departments of the houses.

The parliamentary ICT Department staff are responsible to operate all the ICT services at the NAA.

The initially contracted service provider was unable to complete all the work required to fully deliver on the contract. To address the outstanding needs and based on a request from the National Assembly of Afghanistan’s leadership, UNDP seeks to engage an authorized Huawei service provider to perform the outstanding work on the installation, configuration, on-site maintenance, troubleshooting, and monthly routine inspection of the equipment as well as to train on the above topics a total 4 staff of the ICT Department of NAA’s Meshrano Jirga and Wolesi Jirga.

**C. Scope of Services**

The Service Provider will install and configure equipment, will provide on-site maintenance, troubleshooting, and monthly routine inspection and will conduct a comprehensive training course/programme to professionalize the ICT Departments’ staff at the National Assembly of Afghanistan to administer, maintain, and troubleshoot the IP Telephony system.

Specifically, the Service Provider will perform the following tasks:

1. **Installation and configuration of below equipment**
	* Huawei U1960 Servers (for back-up) -- Quantity 2
2. **Training programme**

The service provider is required to provide a comprehensive training that covers configuration, administration, general users, maintenance service, and troubleshooting to below equipment:

* 1. Huawei U1960 Server (Main and back-up)
	2. Huawei U1911 Server
	3. Huawei ECS Management Server

after completion of the training on below outlines, the trainees should be able to, configure and administer the above-mentioned servers. In addition, the trainees should be able to maintain those equipment. In case, any problem occurs, they should be able to troubleshoot and fix the issue.

On eSpace U1911 and U1960 Unified Gateway training on the following topics is required:

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| * Web mgmt. system
* Routine operations
* User Registration and Deregistration
* User Type
* Configuring Common Users Directly Connected to the U1911 unified gateway
* Configuring IAD Users
* Configuring IP Phone Users
* Same Number When Users Switch Phones
* Rights-based Call Restriction Service
* Configuring Voice Services
* Configuring Simple Services
* Call transfer, Call recording (auto, on demand), Calling line identification presentation, call waiting, callback on no reply, UC client status-based call forwarding, calling line Identification restriction, external RBT, Designated pickup, abbreviated dialing, Do-Not-Disturb, callback on busy, restricted designated pickup, clock, absent user , instant meeting , anonymous call restriction
1. Configuring Complex services
* ONILY Service, Forwarding Service, Fax, Co-group pickup, IP Phone status detection, call forwarding condition, collect call right, outgoing call right, PBX group, Audio paging, call forward right, secretary
1. Configuring Other Services
2. Service of Deactivating All Services
3. Modifying Custom Announcements
* Routine Maintenance
* Maintenance Item List
* Checking Equipment Alarms
* Checking Equipment Operating Status
* Checking Equipment Indicators
* Checking SCU Board Indicators
* Checking MTU Board Indicators
* Checking BTU Board Indicators
* Checking ASI Board Indicators
* Checking OSU Board Indicators
* Checking the Humidity in the Equipment
* Checking Temperature in the Equipment Room
* Checking Equipment Grounding
* Checking Spare Parts.
* Checking the Storage Environment
* Checking the Number of Spare Parts
* Backing Up the Configuration File
* Removing Dust from Equipment
* Cleaning Boards
* Removing Dust from Fan Box
* Collecting and Reporting Fault Information
* Filling in the Fault Information Collection Template
* Collecting Fault-related Information
* Using the LMT to Collect Fault Information
* Collecting Logs
* Collecting Signaling Trace Data
* Collecting Alarm Information
* Configuring Voice Services
* Configuring Simple Services
* Configuring Complex Services
* Configuring Other Services
* Querying Users by Service Rights
* Call Services
* Local Number Query Service
* CLIP Service
* CLIR Service
* CLIRO Service
* CNIP Service
* CONP Service
* CNIR Service
* CFU Service
* CFNR Service
* CFB Service
* CFO Service
* CFC Service
* Three-Party Conversation Service
* Conference Call Services
* Conference Access Code Configuration
* Scheduling and Holding a Conference (LMT
* Individuals Dialing-In
* Host Convening
* System Convening
* Instant Conference
* Scheduling and Holding a Conference(Web self-service system
* Individuals Dialing-In
* Host Convening
* System Convening
* Instant Conference
* Call Restriction Services
* Call-out Restriction Service
* Password-based Call Restriction Service
* Anonymous Call Restriction Service
* Simple-Card-Number-based Call Restriction Service
* Outgoing Call Duration Restriction Service
* Rights-based Call Restriction Service
* Personal Blacklist Service
* Private Line Service
* PIN-Code Service
* 5 Callback Services
* RCB Service
* CBB Service
* ACB Service
* 6 Pickup Services
* Co-Group Pickup Service
* Designated Pickup Service
* Number Replacement Services
* Service of Number Replacement on the Same Phone
* Service of Number Change on the Same Phone
* Secretary Services
* Secretary Service
* Secretary Station Service
* Advanced Secretary Service
* Advanced Secretary Service
* Hotline Services
* Delay Hotline Service
* Instant Hotline Service
* Attendant Services
* Break-in Service
* Forced Release Service
* Privileged User Service
* Recording Playback Service
* Ringing Services
* Simultaneous Ringing Service..
* Sequential Ringing Service
* Distinctive Ring Tone Service
* Voice Mailbox Services
* Preparations
* CTVMNR Service
* CTVMB Service
* CTVMO Service
* Direct Message Service
* Greeting Customization Service
* Configuration on the IP Phone
* Value-Added Services
* DND Service
* Absent User Service
* Alarm Service
* Multi-Number Service
* Number Portability Service
* ABD Service.
* DDI Service
* PBX Group Line Selection Service
* ONLY Service
* Hunt Group Service
* Audio Paging Service
* Collect Call Service
* RBT Service
* Fax Service
* Group Call Service
* Call Encryption Service (Media Stream Encryption Service
* 14 Management and Configuration
* IP Phone Status Detection Service
* Remote Activation Service
* Extension Mobility Service
* MOH
* Service of Deactivating All Services
* Changing the Service Password
* Resetting the Service Password
* Resetting the Login Password
* Service Conflict List...
* Quick Troubleshooting
* General Guideline.
* Fault Classification
* Fault Handling Principles and Process
* Fault Handling Process
* Handling a Device Crash
* Handling a Board Crash
* Handling Global Service Congestion
* Handling Partial Service Congestion
* Common Operations
* Restarting Boards
* Restarting the System
* Checking Network Status
* Replacing Parts
* Overview
* Replacing a Board of the U1911 unified gateway
* Replacing a Storage Card
* Collecting Fault Information
* Fault Information Collection Template
* Methods of Collecting Fault Information
* Collecting Fault Information
* Collecting Log Information
* Tracing Signaling
* Collecting Alarm Information.
* Configuration Guide
* Configuration Process
* Preparing for Configuration
* Checking the Prerequisites for Configuration
* Preparing Configuration Tools
* Loading the License File
* Configuring the Basic Information
* Configuring the IP Address
* Configuring the System Time
* Configuring the Working Mode
* Configuring the SCU Network Port Mode
* Configuring Sub-PBXs
* Configuring Boards
* Allocating User Numbers
* Allocating Numbers to SIP Users
* Allocating Numbers to POTS Users
* Configuring Trunks
	+ - PRA
		- SS7
		- QSIG
		- R2
		- BRI
* Configuring an Office Route
	+ - Office Rout selection code
		- Office route
		- Failure Processing index
		- Time Segment index
* Configuring Prefixes
* Number mapping
* Configuring Signaling Data
* Configuring the Automatic Switchboard
* Background Knowledge
* Configuring the Default Automatic Switchboard
* Configuring a Customized Automatic Switchboard
* Configuring the Function of Backing to the Automatic Switchboard After Extension Number Disconnection
* Configuring the Function of Dialing the Main Number Plus an Extension Number to Make a Call
* Configuring the Automatic Switchboard Based on Time Segments
* Advanced Configuration
* Recording and Switching Phone System Announcements
* Setting Number Conversion Mode
* Configuring a Specific Period for Toll Calls
* Configuring Trunk Preemption for Users in a Higher Level to Make Outgoing Calls with Preference
* Configuring the Function of Dialing a Number Without Pressing #
* Configuring Call Restriction Policies
* Configuring Intelligent Routing
* Configuring the VLAN Function
* Configuring Data for Connecting to the UMS
* Configuring the RADIUS Authentication and Charging Data
* Configuring Media Stream Encryption
* Loading and Replacing Web and FTPS Certificates
* Post-Configuration Operations
* User
	+ SIP users
	+ POTS user
	+ Device ID
	+ Global Service
* Call restriction
* Forward service
* Emergency call
* Meeting encryption
* international tool call baring
* external RBT
* Group Service:
* hunting Group
* paging group
* BLF Group
* VMS Statistics
* System
	+ Device Management: work Mode, DSP configuration, FXS configuration , Solution type, modify customized right name
	+ Work mode
	+ VU management
	+ Script management
	+ Voice file management
	+ Common administration config
* Resources
	+ Channel status
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On ***Huawei ECS Management Servers*** Unified Gateway, training on the following is required:

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| * General overview, general usage, configuration, administration, general users, maintenance service, and troubleshooting
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1. **On-site and on-call basis maintenance for a 12-month period**

The service provider shall provide technical service and troubleshooting on call basis within 24 hours including via on-site service.

Equipment subject to this task is listed as below:

* 1. Huawei U1960 Server (Quantity: 04)
	2. Huawei U1911 Server (Quantity: 02)
	3. Huawei ECS Management Server (Quantity: 02)
1. **Monthly Routine Inspection and Maintenance Service**

The contractor shall also conduct monthly routine inspection and maintenance service, as necessary, on every last Wednesday of each month for a 12-month period.  Equipment are listed as below:

a. Huawei U1960 Server (Quantity: 04)

b. Huawei U1911 Server (Quantity: 02)

c. Huawei ECS Management Server (Quantity: 02)

**D. Expected Outputs (Deliverables) and Target Completion**

The service provider /Trainer will be required to deliver comprehensive trainings programme on the topics defined under scope of services above (section C) to the National Assembly of Afghanistan ICT Department staffs with the following deliverables and timeline:

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| **SN** | **Deliverables** | **Payment schedule**  | **Expected timeline (Tentative)** |
| 1 | **Deliverable 1**: Installation/configuration of equipment: * + Quantity 2: Huawei U1960 Servers (for back-up)
 | PLEASE IDENTIFY THE PERCENTAGE TO BE PAID AFTER COMPLETION OF DELIVERABLE-1 |  02 working days |
| 2 | **Deliverable 2**: Provision of comprehensive training on the listed topics outlined under section C of this TOR. | PLEASE IDENTIFY THE PERCENTAGE TO BE PAID AFTER COMPLETION OF DELIVERABLE-2 |  20 working days  |
| 3 | **Deliverable 3**: On-site maintenance for the period of 12 months. as per the request of the Afghan Parliament  | BASED ON REQUEST  | 12 months |
| 4 | **Deliverabl e 4**: Monthly routine inspection of the equipment listed under section C of this TOR: | FIX AMOUNT TO BE PAID ON QUATERLY BASIS.  | 12 months |

**E. Institutional Arrangement**

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

**F. Duration of the Work**

The deliverable 1, and deliverable 2 should be completed within 22 working days after the contract is signed and access to compound is provided. Afghan parliament is providing the required access to the compound.. Deliverable 3 and 4 should be completed within one year after starting of the contract.

**G. Location of the Work**

All the services and trainings will be provided at the National Assembly of Afghanistan premises on the existing equipment listed under section C, part 2 of this TOR on Saturday – Wednesday from 9h00 10h30 until all the outlines are covered.

**H. Qualifications of the Successful Service Provider at Various Levels**

* The service provider to be authorized dealer/service provider of Huawei company
* The service provider required to have at least 3 years of experience in providing similar services.
* The trainers and technicians involved in providing these services must have at least the following qualifications:
* should be qualified Huawei technician and trainer, with minimum of 1-year relevant work experience in installation, configuration and training of Huawei equipment
* In addition, demonstrated knowledge in ICT, IP Telephony systems, and Cisco is preferable.

**I. Scope of Proposal Price and Schedule of Payments**

Proposals from Service Provider should include all costs to be incurred by the Service Provider required to deliver outputs referred to in section D.

The payment to service provider will be made based on the deliverables outlined under section D of this TOR upon the satisfactory delivery and completion of each deliverables. The payment for deliverable 03 and 04 will be made on a quarterly invoice as per the quoted price.

Certification of the satisfactory delivery of outputs will be made by the UNDP Afghanistan ICSPA Chief Technical Adviser after consultation with National Assembly of Afghanistan ICT Department.

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

**J. Recommended Presentation of Proposal**

Service provider are required to include the following in their documents submission to UNDP:

1. A **Technical Proposal** comprising:
2. Description on installation and configuration of the listed equipment.
3. A general description of the Trainingandits implementation and how it will meet the requirements of the ICT Department of Afghanistan National Assembly;
4. General description about on-site maintenance, and monthly routine inspection;
5. A **timeframe for implementation** with expected schedule of labour including hourly rates and other inputs necessary to deliver each of the four deliverables.
6. **CVs** of the technician(s) as well as the trainer(s) to be involved in delivering of the deliverables.
7. A **financial proposal** that must include all costs to be borne by the Service Provider to deliver required outputs referred to in section D.
8. Counterpart support: Please refer to section G above

**Annex 3**

**FORM FOR SUBMITTING SERVICE PROVIDER’S PROPOSAL**

 [insert: *Location]*.

[insert: *Date]*

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

Dear Sir/Madam:

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

1. **Preliminary requirement**

1. Company Profile, which should not exceed fifteen (15) pages,

2. Technical and Financial Proposal according to TOR (Annex 3)

3. Signed proposal submission form (Annex 4)

4. Details of one similar contract with total amount of 10K USD

5. Valid Certificate of Registration of the business from relevant authority.

6. provision of authorization letter from Huawei company.

 6 Statement of Satisfactory performance from the top one (01) client within the past three (03) years

 *7. CV’s of Expert*

 *8. Acceptance of UNDP GTC*

1. **Qualifications of the Service Provider- 30 Points**

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

*a) provision of 01 statement of satisfactory performance 10 Point*

*b) total years of experience. 10 Point*

*c) provision of similar contract 10 Point*

1. **Proposed Methodology for the Completion of Services-30 Point**

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| *The Service Provider must describe how it will address/deliver the demands of the RFP; providing a detailed description of the essential performance characteristics, reporting conditions and quality assurance mechanisms that will be put in place, while demonstrating that the proposed methodology will be appropriate to the local conditions and context of the work. The supplier should provide detailed and comprehensive schedule on configuring the equipment and training.*  |

1. **Qualifications of Key Personnel-40 Point**

*If required by the RFP, the Service Provider must provide:*

1. *Huawei authorized technician/ trainer ( 20 Point)*
2. *Cv(s) of the technician / trainer which includes the total years of experience and education (20 point).*
3. **Cost Breakdown per Deliverable\***

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

 **Expected Outputs (Deliverables) and Target Completion**

The service provider /Trainer will be required to deliver comprehensive trainings programe on the topics defined under scope of services above (section C) to the National Assembly of Afghanistan ICT Department staffs with the following deliverables and timeline:

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **SN** | **Deliverables** | **Payment schedule**  | **Expected timeline (Tentative)** | **Lumpsum Cost per deliverable in USD**  |
| 1 | **Deliverable 1**: Installation/configuration of equipment: * + Quantity 2: Huawei U1960 Servers (for back-up)
 | PLEASE IDENTIFY THE PERCENTAGE TO BE PAID AFTER COMPLETION OF DELIVERABLE-1 |  02 working days |  |
| 2 | **Deliverable 2**: Provision of comprehensive training on the listed topics outlined under section C of this TOR. | PLEASE IDENTIFY THE PERCENTAGE TO BE PAID AFTER COMPLETION OF DELIVERABLE-2 |  20 working days  |  |
| 3 | **Deliverable 3**: On-site maintenance for the period of 12 months.  | BASED ON REQUEST  | 12 months |  |
| 4 | **Deliverable 4**: Monthly routine inspection of the equipment listed under section C of this TOR: | FIX AMOUNT TO BE PAID ON QUATERLY BASIS.  | 12 months |  |

*\*This shall be the basis of the payment tranches*

1. **Cost Breakdown by Cost Component**

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

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Description of Activity** | **Remuneration per Unit of Time** | **Total Period of Engagement** | **No. of Personnel** | **Total Rate**  |
| **I. Personnel Services**  |  |  |  |  |
|  1. Services of Professional  |  |  |  |  |
|  |  |  |  |  |
|  |  |  |  |  |
|  |  |  |  |  |
|  Sub-Total  |  |  |  |  |
| **II. Out of Pocket Expenses** |  |  |  |  |
|  2. Daily Allowance |  |  |  |  |
|  3. Communications |  |  |  |  |
|  6. Others |  |  |  |  |
| **III. Other Related Costs** |  |  |  |  |

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

*[Designation]*

*[Date*

**Annex 4:** **Proposal Submission Form**

To: Head of SCMO, UNDP Afghanistan

Dear Sir/Madam:

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

We hereby declare that:

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

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

We agree to abide by this Proposal for *120 days.*

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

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

 We remain,

Yours sincerely,

Authorized Signature [*In full and initials*]:

Name and Title of Signatory:

Name of Firm:

 Contact Details:

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

**Annex 5**

**PERFORMANCE SECURITY[[3]](#footnote-3)**

***(This must be finalized using the official letterhead of the Issuing Bank. Except for indicated fields, no changes may be made on this template)***

|  |  |  |
| --- | --- | --- |
|  |  |  |

To: UNDP

 [Insert contact information as provided in Data Sheet]

WHEREAS [*name and address of Contractor*] (hereinafter called “the Contractor”) has undertaken, in pursuance of Contract No. Click here to enter text.dated Click here to enter a date. , to execute Services …………….. (hereinafter called “the Contract”):

AND WHEREAS it has been stipulated by you in the said Contract that the Contractor shall furnish you with a Bank Guarantee by a recognized bank for the sum specified therein as security for compliance with his obligations in accordance with the Contract:

AND WHEREAS we have agreed to give the Contractor such a Bank Guarantee:

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

This guarantee shall be valid until a date 30 days from the date of issue by UNDP of a certificate of satisfactory performance and full completion of services by the Contractor.

***SIGNATURE AND SEAL OF THE GUARANTOR BANK***

Date .......................................................................................................................

Name of Bank .........................................................................................................

Address .................................................................................................................

**Annex 6 - Model Contract for Goods/Services**

[**http://procurement-notices.undp.org/view\_file.cfm?doc\_id=138980**](http://procurement-notices.undp.org/view_file.cfm?doc_id=138980)

**&**

**Annex 7 - General Terms and Conditions for Contracts**

<http://procurement-notices.undp.org/view_file.cfm?doc_id=138980>

Are attached

1. [↑](#footnote-ref-1)
2. [↑](#footnote-ref-2)
3. *If the RFP/ITB requires the submission of a Performance Security, which shall be made a condition to the signing and effectivity of the contract, the Performance Security that the Proposer’s Bank will issue shall use the contents of this template* [↑](#footnote-ref-3)