



REQUEST FOR PROPOSAL (RFP)
90359_Tracking tool for inbound package and delivery on the UN
premises in Bonn

	DATE: December 4, 2018
	REFERENCE: 90359

Dear Sir / Madam:

United Nations Volunteers administered by United Nations Development Programme (UNV) kindly requests you to submit your Proposal for Tracking tool for inbound package and delivery on the UN premises in Bonn.

Please be guided by the form attached hereto as Annex 2, in preparing your Proposal.

Proposals may be submitted on or before Tuesday, December 11, 2018 via email or courier mail to the address below:

United Nations Volunteers
Platz der Vereinten Nationen 1, 53113 Bonn, Germany
Madalina Florica
procurement@unv.org

Your Proposal must be expressed in English, and valid for a minimum period of 60 days.

In the course of preparing your Proposal, it shall remain your responsibility to ensure that it reaches the address above on or before the deadline. Proposals that are received by UNV after the deadline indicated above, for whatever reason, shall not be considered for evaluation. If you are submitting your Proposal by email, kindly ensure that they are signed and in the .pdf format, and free from any virus or corrupted files.

Services proposed shall be reviewed and evaluated based on completeness and compliance of the Proposal and responsiveness with the requirements of the RFP and all other annexes providing details of UNV requirements.

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 UNV, 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 UNV'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 UNV after it has received the Proposal. At the time of Award of Contract or Purchase Order, UNV 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 UNV 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/>

UNV encourages every prospective Service Provider to prevent and avoid conflicts of interest, by disclosing to UNV 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.

UNV implements a zero tolerance on fraud and other proscribed practices, and is committed to preventing, identifying and addressing all such acts and practices against UNV, as well as third parties involved in UNV activities. UNV 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

Thank you and we look forward to receiving your Proposal.

Sincerely yours,

Julie Spiller
Team Leader
12/4/2018



Description of Requirements

Context of the Requirement	Currently the registration and administration of incoming goods/deliveries in the common mail office at the UN Bonn Campus and its second location situated in Haus Carstanjen three kilometers away, is based on manual data entry on paper lists. With purchase and implementation of the requested receiving- and tracking system it is targeted to modernize inbound delivery workflow processes according to up-to-date standards, including reliable and sustainable digital data management.
Implementing Partner of UNV	N/A
Brief Description of the Required Services	A computerized tracking tool to administer the registration, delivery and inventory of incoming goods in an efficient, transparent and user-friendly way through a coherent, digitalized solution. The tool should be able to provide the mail office personnel and its clients a transparent overview of status, route and location of all received deliveries.
List and Description of Expected Outputs to be Delivered	<p>Equipment/tools to coherently registered all incoming goods to the UN premises.</p> <ul style="list-style-type: none"> ○ Initial installation including successful testing of all components ○ Provision of complete software/hardware documentation (paper/digital) ○ Initial one-day on-site user instruction including guiding handbook (paper/digital) ○ Minimum of three (3) years: <ul style="list-style-type: none"> ○ Regular Hardware/software maintenance, ○ Hardware/software repair and/or replacement if necessary, within indicated recovery time ○ On-call Helpdesk function during business hours (Monday-Friday 9:00h-17:00h) ○ Continuous software updates to the latest version ○ Qualified reaction to reported malfunctions within same or following business day after reporting ○ Recovery time to full functionality of all hardware/software components within three business days after reporting ○ Minimum two years warranty for all hardware components ○ Option of extended additional year hardware warranty
Person to Supervise the Work/Performance of the Service Provider	Administrative Associate, Common Services Unit

Frequency of Reporting	As needed
Progress Reporting Requirements	
Location of work	Platz der Vereinten Nationen 1, 53113, Bonn, Germany
Expected duration of work	Two years with possibility of extension of an additional year based on performance and funds availability. -
Target start date	31 December 2018
Latest completion date	- complete installation and successful test run of the contracted services at UN in Bonn, including user training session finalized by 28 February 2019 - launch of the mail tracking tool on 1 March 2019
Travels Expected	N/A
Special Security Requirements	N/A
Facilities to be Provided by UNV (i.e., must be excluded from Price Proposal)	N/A
Implementation Schedule indicating breakdown and timing of activities/sub-activities	<input checked="" type="checkbox"/> Required
Names and curriculum vitae of individuals who will be involved in completing the services	<input checked="" type="checkbox"/> Required
Currency of Proposal	<input checked="" type="checkbox"/> United States Dollars <input checked="" type="checkbox"/> Euro
Value Added Tax on Price Proposal	<input checked="" type="checkbox"/> must be exclusive of VAT and other applicable indirect taxes
Validity Period of Proposals (Counting for the last day of submission of quotes)	<input checked="" type="checkbox"/> 60 days In exceptional circumstances, UNV 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	<input checked="" type="checkbox"/> Not permitted
Payment Terms ¹	Within thirty (30) days from the date of meeting the following conditions: a) UNV's written acceptance (i.e., not mere receipt) of the quality of the outputs; and b) Receipt of invoice from the Service Provider
Person(s) to review/inspect/ approve outputs/complete d services and authorize the disbursement of payment	Chief, Common Services Unit
Criteria for Contract Award	<input checked="" type="checkbox"/> Lowest Price Quote among technically responsive offers <input checked="" type="checkbox"/> Full acceptance of the UNDP Contract General Terms and Conditions (GTC). This is a mandatory criterion 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	<u>Technical Proposal</u> <input checked="" type="checkbox"/> Expertise of the Firm 30% <input checked="" type="checkbox"/> Methodology, Its Appropriateness to the Condition and Timeliness of the Implementation Plan 50% <input checked="" type="checkbox"/> Management Structure and Qualification of Key Personnel 20% The contract will be awarded to the company meeting the minimum 70% score in the technical evaluation and offering the lowest price.
UNV will award the contract to:	<input checked="" type="checkbox"/> One and only one Service Provider
Type of Contract to be Signed	<input checked="" type="checkbox"/> Purchase Order <input checked="" type="checkbox"/> Contract Face Sheet (Goods and-or Services) UNV
Contract General Terms and Conditions ²	<input checked="" type="checkbox"/> General Terms and Conditions for contracts (goods and/or services) Applicable Terms and Conditions are available at:

¹ UNV preference is not to pay any amount in advance upon signing of contract. If the Service Provider strictly requires payment in advance, it will be limited only up to 20% of the total price quoted. For any higher percentage, or any amount advanced exceeding \$30,000, UNV shall require the Service Provider to submit a bank guarantee or bank cheque payable to UNV, in the same amount as the payment advanced by UNV to the Service Provider.

² Service Providers are alerted that non-acceptance of the terms of the General Terms and Conditions (GTC) may be grounds for disqualification from this procurement process.

	http://www.undp.org/content/undp/en/home/procurement/business/how-we-buy.html
Annexes to this RFP	<input checked="" type="checkbox"/> Form for Submission of Proposal (Annex 2) <input checked="" type="checkbox"/> Detailed TOR (Annex 3)
Contact Person for Inquiries (Written inquiries only) ³	<p>Madalina Florica Procurement Assistant procurement@unv.org</p> <p>Any delay in UNV's response shall be not used as a reason for extending the deadline for submission, unless UNV determines that such an extension is necessary and communicates a new deadline to the Proposers.</p>
Other Information	N/A

³ This contact person and address is officially designated by UNV. If inquiries are sent to other person/s or address/es, even if they are UNV staff, UNV shall have no obligation to respond nor can UNV confirm that the query was received.

ANNEX 2

FORM FOR SUBMITTING SERVICE PROVIDER'S PROPOSAL⁴

(This Form must be submitted only using the Service Provider's Official Letterhead/Stationery⁵)

[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 UNV 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:

A. Qualifications of the Service Provider

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

- a) *Profile – describing the nature of business, field of expertise, licenses, certifications, accreditations;*
- b) *Business Licenses – Registration Papers, Tax Payment Certification, etc.*
- c) *Latest Audited Financial Statement – income statement and balance sheet to indicate its financial stability, liquidity, credit standing, and market reputation, etc. ;*
- d) *Track Record – list of clients for similar services as those required by UNV, indicating description of contract scope, contract duration, contract value, contact references;*
- e) *Certificates and Accreditation – including Quality Certificates, Patent Registrations, Environmental Sustainability Certificates, etc.*
- f) *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.*

B. Proposed Methodology for the Completion of Services

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.

⁴ This serves as a guide to the Service Provider in preparing the Proposal.

⁵ Official Letterhead/Stationery must indicate contact details – addresses, email, phone and fax numbers – for verification purposes

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C. Qualifications of Key Personnel

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

- a) Names and qualifications of the key personnel that will perform the services indicating who is Team Leader, who are supporting, etc.;
- b) CVs demonstrating qualifications must be submitted if required by the RFP; and
- c) Written confirmation from each personnel that they are available for the entire duration of the contract.

D. Cost Breakdown per Deliverable*

	Deliverables <i>[list them as referred to in the RFP]</i>	Percentage of Total Price <i>(Weight for payment)</i>	Price <i>(Lump Sum, All Inclusive)</i>
1	Equipment/tools to coherently registered all incoming goods to the UN premises. - Initial installation including successful testing of all components - Provision of complete software/hardware documentation (paper/digital)		
2	Initial one-day on-site user instruction including guiding handbook (paper/digital)		
3	Minimum of three (3) years: Regularly Hardware/software maintenance, Hardware/software repair and/or replacement if necessary, within indicated recovery time On-call Helpdesk function during business hours (Monday-Friday 9:00h-17:00h) Continuous software updates to the latest version Qualified reaction to reported malfunctions within same or following business day after reporting Recovery time to full functionally of all hardware/software components within three business days after reporting		
4	Minimum two years warranty for all hardware components Option of extended additional year hardware warranty		
	Total	100%	

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

E. Cost Breakdown by Cost Component [This is only an Example]:

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

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

Terms of References (ToR)**Tracking tool for inbound package and delivery on the UN premises in Bonn*****A. Background***

The United Nations Campus in Bonn is home to 19 UN organizations, agencies, and convention secretariats, in their entirety referred to as UN Bonn. Sharing the same buildings gives opportunity to also share certain facilities and support services while gaining efficiencies and saving costs. Besides the joint management of the premises, central ICT infrastructures, and central services such as safety and security and conference services, also a dedicated mail and delivery office is operating for all UN organizations on a common basis. To manage the provision of these services to all resident agencies at two locations is the function of the Common Services Unit (CSU) which is hosted organizationally and administratively under the framework of the United Nations Volunteers (UNV) Program.

The Common Services Unit (CSU) contracts, on behalf of UN Bonn goods, works, and services in line with UNV/UNDP financial procurement rules and regulations. It works closely with the procurement team of UNV and other UN Bonn entities on solicitations, contracting and submission of procurement requests.

The UN organizations with currently approximately 1000 staff members in Bonn occupy two distinct locations and several buildings in Bonn. Bonn's UN Campus, located at Platz der Vereinten Nationen 1, includes the buildings 'Langer Eugen' and 'Altes Abgeordnetenhaus'. The second UN location in Bonn is 'Haus Carstanjen' at Martin-Luther-King-Strasse 8. Within the next couple of years more buildings will be added on the UN Campus.

Due to a high number of incoming parcels and deliveries addressed to an increasing number of clients and organizations, the Common Services Unit (CSU) seeks a computerized tracking tool to administer the registration, delivery and inventory of incoming goods in an efficient, transparent and user-friendly way through a coherent, digitalized solution. The tool should be able to provide the mail office personnel and its clients a transparent overview of status, route and location of all received deliveries.

These Terms of Reference (ToR) serve to specify the detail requirements, workflow and required functions of the mail tracking tool.

B. Project Description

Currently the registration and administration of incoming goods/deliveries in the common mail office at the UN Bonn Campus and its second location situated in Haus Carstanjen three kilometers away, is based on manual data entry on paper lists.

With purchase and implementation of the requested receiving- and tracking system it is targeted to modernize inbound delivery workflow processes according to up-to-date standards, including reliable and sustainable digital data management.

Requested equipment/tools to coherently registered all incoming goods to the UN premises should consist of:

- one central workstation, installed in the mail office on the UN Campus
- one label printer, up-to date technology and connectivity, installed in the mail office on the UN Campus
- three mobile handhelds, including charging/docking stations
- cloud based data location and data-management according to IT security standards.

The system devices should be able to roam between different wireless hotspots within one wireless network and also to log and administer multilingual information and datasets in real time, including but not limited to:

- Barcode based shipment number,
- Freight carrier
- Type of consignment (parcels, registered mail, return shipments etc.)
- Sender
- Recipient
- Pictures (of consignments)
- Digital signature

The product should further provide:

- database search function against every single logged information
- Option for label printing including logged sending information including barcodes.
- Option for manual or automated email notification of single/multiple recipients

Technical specifications of handheld devices

Key features:

- Weatherproof; water-, scratch- and shock resistant
- WiFi enabled
- Minimum 5-inch touch pad anti-glare display with high luminosity
- Digital signature function
- Minimum 12 hours battery life
- Shortcut keys/icons for core functions for example scanning, camera, call in, call out, text

message

- High-quality, Omni-directional barcode scanner
- High resolution camera
- High voice quality
- High performance, compatible with latest/future operating systems
- Compliant with up to date Data-Security

With delivery of the product the following services are to be included and to be separately indicated in the offer:

- Initial installation including successful testing of all components
- Provision of complete software/hardware documentation (paper/digital)
- Initial one-day on-site user instruction including guiding handbook (paper/digital)
- Minimum of **three (3) years**:
 - Regularly Hardware/software maintenance,
 - Hardware/software repair and/or replacement if necessary, within indicated recovery time
 - On-call Helpdesk function during business hours (Monday-Friday 9:00h-17:00h)
 - Continuous software updates to the latest version
 - Qualified reaction to reported malfunctions within same or following business day after reporting
 - Recovery time to full functionality of all hardware/software components within three business days after reporting
- Minimum two years warranty for all hardware components
- Option of extended additional year hardware warranty

C. *Expected Outputs and Target Completion*

Goods and services are expected to be delivered according to the following timeline:

- offer submission: until 11 December 2018
- contract awarding: until 31 December 2018
- complete installation and successful test run of the contracted services at UN in Bonn, including user training session finalized: until 28 February 2019
- launch of the mail tracking tool: 1 March 2019