



## REQUEST FOR QUOTATION (RFQ) (Goods/Services)

SUPPLIERS OF IT HARDWARE-SOFTWARE	DATE: March 22, 2019
	REFERENCE: RFQ/007/19 (re-announced) Supply and installation of Hardware- Software Complex "Electronic Ticket System"

Dear Sir / Madam:

We kindly request you to submit your quotation for supply and installation of Hardware-Software Complex "Electronic Ticket System" (*read further HSC ETS*) as detailed in Annex 1 of this RFQ. When preparing your quotation, please be guided by the form attached hereto as Annex 2.

Quotations may be submitted on or before 18.00 Tashkent time (GMT +5) March 04 2019 and via e-mail and courier mail to the address below:

**United Nations Development Programme  
4, Taras Shevchenko Street, Tashkent city, Uzbekistan  
UNDP CO, Procurement Unit**

**E-version of your quotation must be sent to: [bids.uz@undp.org](mailto:bids.uz@undp.org)**

Quotations submitted by email must be limited to a maximum of 10 MB, virus-free and no more than two email transmissions. They must be free from any form of virus or corrupted contents, or the quotations shall be rejected. The following must be on the subject of email with your quotation to be sent to [bids.uz@undp.org](mailto:bids.uz@undp.org):

**Subject: RFQ/007/19 (RE) Supply and installation Hardware-Software Complex "Electronic Ticket System"**

It shall remain your responsibility to ensure that your quotation will reach the address above on or before the deadline. Quotations that are received by UNDP after the deadline indicated above, for whatever reason, shall not be considered for evaluation. If you are submitting your quotation by email, kindly ensure that they are signed and in the .pdf format, and free from any virus or corrupted files.

Please take note of the following requirements and conditions pertaining to the supply of the abovementioned goods/services:

Delivery Terms [INCOTERMS 2010] (Pls. link this to price schedule)	DAP Nukus, Uzbekistan	
Customs clearance <sup>1</sup> , if needed, shall be done by:	<input checked="" type="checkbox"/> UNDP (if needed)	
Exact Address/es of Delivery Location/s (identify all, if multiple)	1, N. Saraev Street, Nukus city, the Republic of Karakalpakstan	
Equipment Requirements	Must meet CIS standards: power supply, frequency, connectors, etc.	
UNDP Preferred Freight Forwarder, if any <sup>2</sup>	N/A	
Distribution of shipping documents (if using freight forwarder)	For International suppliers, the cargo shall arrive to Tashkent city for the name of UNDP CO in Uzbekistan. Delivery to the final point of destination shall be arranged by the Offeror (at Offeror's expense) the moment the goods are cleared from custom duties to be undertaken by UNDP Uzbekistan. If goods are supposed to be exported to the end-user it shall be followed with invoice (2 originals) and packing list (2 originals), with other quality confirmation documents if required. In addition, all documents under INCOTERMS 2010.	
Latest Expected Delivery Date and Time (if delivery time exceeds this, quote may be rejected by UNDP)	As soon as possible but not more than 60 calendar days from the day of advance payment is made (applicable for national bidders) or signature of contract by both parties (applicable for foreign bidders) <b>Important: if delivery time exceeds this, quote may be rejected by UNDP.</b>	
Delivery Schedule	<input checked="" type="checkbox"/> Required	
Preferred Mode of Transport	<input checked="" type="checkbox"/> AIR	<input checked="" type="checkbox"/> LAND
	<input type="checkbox"/> SEA	<input type="checkbox"/> OTHER [pls. specify]
Preferred Currency of Quotation <sup>3</sup>	<input checked="" type="checkbox"/> United States Dollars - for foreign bidders <input checked="" type="checkbox"/> Local Currency : Uzbek Sum - for national bidders	

<sup>1</sup> Must be linked to INCO Terms chosen.

<sup>2</sup> Depends on INCO Terms. The suggestion to use a UNDP preferred courier is only for purposes of familiarity with procedures and documentary requirements applicable to the UNDP when clearing with customs.

<sup>3</sup> Local vendors must comply with any applicable laws regarding doing business in other currencies. Conversion of currency into the UNDP preferred currency, if the offer is quoted differently from what is required, shall be based only on UN Operational Exchange Rate prevailing at the time of UNDP's issuance of Purchase Order.

Value Added Tax on Price Quotation <sup>4</sup>	<input checked="" type="checkbox"/> Must be exclusive of VAT and other applicable indirect taxes
After-sales services required	Standard manufacturer's Warranty, but not less than 24 months for the equipment and 12 months technical support for HSC ETS
Deadline for the Submission of Quotation	18.00, March 31, 2019 and (GMT +5)
All documentations, including catalogs, instructions and operating manuals, shall be in this language	<input checked="" type="checkbox"/> English or <input checked="" type="checkbox"/> Russian Documents submitted in language other than English and/or Russian, must be translated into English or Russian and submitted at the request of UNDP
Documents to be submitted <sup>5</sup>	<input checked="" type="checkbox"/> Duly Accomplished Form as provided in Annex 2 (Table 1), and in accordance with the list of requirements in Annex 1; <input checked="" type="checkbox"/> Declaration of owners' interest in other companies using form provided in Annex 2 (Table 2); <input checked="" type="checkbox"/> Company's profile with detailed information (name of the company, address, contact details etc.) using form provided in Annex 2 (Table 3); <input checked="" type="checkbox"/> Contact details (email, telephone, website) of clients whom the bidder supplied similar goods (linked with corporate UNDP procurement catalogue) in the last 3 years using form provided in Annex 2 (Table 4); <input checked="" type="checkbox"/> At least 2 contracts for supply of goods of similar nature on supply and installation of HSC ETS in the last 3 years; <input checked="" type="checkbox"/> Recommendation letter from clients to whom Company offered similar goods and services within the last 3 years; <input checked="" type="checkbox"/> Verified copy of the latest Business Registration Certificate of Offeror's firm (sealed and signed copy by entitled person ); <input checked="" type="checkbox"/> Verified copy (sealed) of current Company Charter; <input checked="" type="checkbox"/> Valid license / patent / authorization for the supply similar goods and services, issued by the relevant state authority of country; <input checked="" type="checkbox"/> Written Self-Declaration of not being included in the UN Security Council 1267/1989 list, UN Procurement Division List or other UN Ineligibility List; <input checked="" type="checkbox"/> Detailed schedule
List of documents that will be requested from UNDP in addition from three bidders who provided the lowest price offers <sup>6</sup>	<input checked="" type="checkbox"/> (a) Copy of financial/ accounting report, certified/ confirmed by third party (tax or other authorized body) in the last 2 years; or (b) Confirmation from the Offeror's serving bank, issued no more than 30 days prior to the submission of the application to the tender.

<sup>4</sup> This must be reconciled with the INCO Terms required by the RFQ. Furthermore, VAT exemption status varies from one country to another. Pls. tick whatever is applicable to the UNDP CO/BU requiring the goods.

<sup>5</sup> First 2 items in this list are mandatory for the supply of imported goods

<sup>6</sup> Failure to submit any additional requested documents presented in this section will be reason for quote rejection by UNDP

	<input checked="" type="checkbox"/> Verified copy (sealed and signed) of Latest Internal Revenue Certificate / Tax Clearance;
Period of Validity of Quotes starting the Submission Date	<input checked="" type="checkbox"/> 60 calendar days In exceptional circumstances, UNDP may request the Vendor to extend the validity of the Quotation beyond what has been initially indicated in this RFQ. The Proposal shall then confirm the extension in writing, without any modification whatsoever on the Quotation.
Partial Quotes	<input checked="" type="checkbox"/> Not permitted. Incomplete quotations will be rejected.
Payment Terms <sup>7</sup>	<b>To foreign companies:</b> 100% payment after delivery and acceptance of goods by UNDP. <b>To local company with registration in Uzbekistan:</b> 15% advance payment and 85% final payment after delivery and acceptance of goods and signature of respective acceptance certificate by both parties.
Liquidated Damages	0.5% from the total contract amount for each day of delay till 20% of contract amount. However, after 30 calendar days of delay or penalty exceeding 20% of total contract amount, whichever comes earlier, the contract can be terminated unilaterally at discretion of UNDP, without the right for reimbursement of curried costs by Offeror and with the right of UNDP for returning of advance payment.
Minimum qualification criteria	REQUIREMENTS TO THE COMPANY PARTICIPATING IN THE TENDER <ul style="list-style-type: none"> <li>• For implementation of warranty obligations, the bidder must have an official service center in Tashkent with at least 3 qualified specialists</li> <li>• In case of need, the company must be capable to extend the warranty and technical support period for ETS (at the discretion of customer and manufacturer according to the additional service and warranty contract.).</li> </ul>

---

<sup>7</sup> UNDP preference is not to pay advanced amount upon signing of contract. If vendor strictly requires advanced payment, it will be limited only up to 20% of the total price quoted. For any higher percentage, or advanced payment of \$30,000 or higher, UNDP shall require the vendor to submit a bank guarantee or bank cheque payable to UNDP, in the same amount as the advanced payment made by UNDP to the vendor.

Evaluation Criteria	<input checked="" type="checkbox"/> Technical responsiveness/Full compliance to requirements and lowest price; <input checked="" type="checkbox"/> Full compliance with the minimum requirements for the company and stuff; <input checked="" type="checkbox"/> Strong financial position: (a) liquidity ratio for the last two years not less than 1, if Financial statement of Company presented OR (b) Confirmation letter from the Offeror's serving bank on stable financial position in accordance above mentioned requirements; <input checked="" type="checkbox"/> Full acceptance of the PO/Contract General Terms and Conditions. This is mandatory criterion that must be presented regardless of the nature of the service required. Non-acceptance of the terms of the General Terms and Conditions (GTC) shall be grounds for disqualification from this procurement process. These conditions are reflected on the UNDP Uzbekistan website: <a href="http://www.uz.undp.org/content/uzbekistan/en/home/operations/procurement/">http://www.uz.undp.org/content/uzbekistan/en/home/operations/procurement/</a> <input checked="" type="checkbox"/> Minimum no. of similar projects undertaken over the past 3 years – 2; <input checked="" type="checkbox"/> Availability of: a) permanent office, b) minimum number of 5 permanent personnel, c) availability of landline telephone, through which office personnel could be contacted;
UNDP will award to:	<input checked="" type="checkbox"/> One and only one supplier
Type of Contract to be Signed	<input checked="" type="checkbox"/> UNDP Model Contract
Special conditions of Contract	<input checked="" type="checkbox"/> 0.5% from the total contract amount for each day of delay and Cancellation of PO/Contract if the delivery/completion is delayed by 30 calendar days or penalty amount exceeds 20% of total contract amount
Conditions for Release of Payment	<input checked="" type="checkbox"/> For international bidders – 100% post payment, after Written Acceptance of Goods based on full compliance with RFQ requirements

Annexes to this RFQ <sup>8</sup>	<input checked="" type="checkbox"/> Specifications of the Goods Required (Annex 1) <input checked="" type="checkbox"/> Form for Submission of Quotation (Annex 2) <input checked="" type="checkbox"/> General Terms and Conditions / Special Conditions: <a href="http://www.undp.org/content/undp/en/home/procurement/business/how-we-buy.html">http://www.undp.org/content/undp/en/home/procurement/business/how-we-buy.html</a>  Non-acceptance of the terms of the General Terms and Conditions (GTC) shall be grounds for disqualification from this procurement process.
Contact Person for Inquiries (Written inquiries only) <sup>9</sup>	<i>UNDP CO Uzbekistan, Procurement Unit</i> <i>4, Taras Shevchenko Street, Tashkent city, Uzbekistan</i> <i>Fax: (+998 71) 1203485.</i> <i>E-mail: <a href="mailto:pu.uz@undp.org">pu.uz@undp.org</a></i>  Any delay in UNDP's response shall be not used as a reason for extending the deadline for submission, unless UNDP determines that such an extension is necessary and communicates a new deadline to the Proposers.
Post qualification	UNDP reserves the right for: <input checked="" type="checkbox"/> Verification of authenticity, correctness and accuracy of information provided in legal, technical and financial part of the bid; <input checked="" type="checkbox"/> Request for recommendations from state bodies under the jurisdiction of which, the company conducted business; <input checked="" type="checkbox"/> Request for recommendations from other clients of Offeror, for which such services were provided in the past; <input checked="" type="checkbox"/> Physical visit to the plant, factory, office, branches or other places where Offeror conducts activities, with or without prior notification.

<sup>8</sup> Where the information is available in the web, a URL for the information may simply be provided.

<sup>9</sup> This contact person and address is officially designated by UNDP. If inquiries are sent to other person/s or address/es, even if they are UNDP staff, UNDP shall have no obligation to respond nor can UNDP confirm that the query was received.

Other requirements	<p>Offers submitted by two (2) or more Offerers shall all be rejected if they are found to have any of the following:</p> <ul style="list-style-type: none"> <li>a) they have at least one controlling partner, director or shareholder in common; or</li> <li>b) any one of them receive or have received any direct or indirect subsidy from the other/s; or</li> <li>c) they have the same legal representative for purposes of this RFQ; or</li> <li>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 Offer of, another Offerer regarding this RFQ process;</li> <li>e) they are subcontractors to each other's Offer, or a subcontractor to one Offer also submits another Proposal under its name as lead Offerer; or</li> <li>f) an expert proposed to be in the team of one Offerer participates in more than one Offer received for this RFQ process. This condition does not apply to subcontractors being included in more than one Offer.</li> </ul>
--------------------	--

Goods/services offered shall be reviewed based on completeness and compliance of the quotation with the minimum specifications described above and any other annexes providing details of UNDP requirements.

The quotation that complies with all of the specifications, requirements and offers the lowest price, as well as all other evaluation criteria indicated, shall be selected. Any offer that does not meet the requirements shall be rejected.

Any discrepancy between the unit price and the total price (obtained by multiplying the unit price and quantity) shall be re-computed by UNDP. The unit price shall prevail and the total price shall be corrected. If the supplier does not accept the final price based on UNDP's re-computation and correction of errors, its quotation will be rejected.

After UNDP has identified the lowest price offer, UNDP reserves the right to award the contract based only on the prices of the goods in the event that the transportation cost (freight and insurance) is found to be higher than UNDP's own estimated cost if sourced from its own freight forwarder and insurance provider.

At any time during the validity of the quotation, 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 quotation. 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 Purchase Order that will be issued as a result of this RFQ shall be subject to the General Terms and Conditions attached hereto. The mere act of submission of a quotation implies that the vendor accepts without question the General Terms and Conditions of UNDP indicated above - <http://www.undp.org/content/undp/en/home/procurement/business/how-we-buy.html>.

UNDP is not bound to accept any quotation, nor award a contract/Purchase Order, nor be responsible for any costs associated with a Supplier's preparation and submission of a quotation, regardless of the outcome or the manner of conducting the selection process.

Please be advised that 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 Vendor to** avoid and prevent 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, specifications, cost estimates, and other information used in this RFQ.

UNDP implements a zero tolerance on fraud and other proscribed practices, and is committed to identifying and addressing all such acts and practices against UNDP, as well as third parties involved in UNDP activities. UNDP expects its suppliers to adhere to the UN Supplier Code of Conduct found in this link : [http://www.un.org/depts/ptd/pdf/conduct\\_english.pdf](http://www.un.org/depts/ptd/pdf/conduct_english.pdf)

**Thank you and we look forward to receiving your quotation.**

**Sincerely yours,**

*[Enter name of authorized staff]*



## Technical Specifications

### 1. REQUIREMENTS FOR HARDWARE-SOFTWARE COMPLEX “ELECTRONIC TICKET SYSTEM”

#### 1.1 CONFIGURATION REQUIREMENTS FOR hardware-software system – electronic ticket system (read further hsc ets)

HSC ETS configuration should include the following components:

- Central ETS software (read further ETS Software);
- Infokiosk;
- Central data display;
- Equipment for interconnection of all system components;
- System server.

Connection diagram of Public Services Center (PSC) to Data Processing Center (DPC) of Public Services Agency (PSA) is shown in Appendix 1 to current Terms of Reference (TOR).

Typical hardware connection diagram in PSC is shown in Appendix 2 to current TOR.

#### 1.2 REQUIREMENTS FOR ETS SOFTWARE

##### 1.2.1 GENERAL REQUIREMENTS OF ETS SOFTWARE

ETS Software should support minimum of two languages:

- Uzbek (Roman alphabet)
- Russian

ETS software should be presented as a software complex with central server and should have a client/server architecture based on one Web server, which manages all system components.

ETS software should provide access to centralized settings and information management system, though preserving systems operations autonomy in each network affiliate.

Access to software functions should be performed on the basis of intended roles for the users.

ETS software should not have sign-in or sign up licenses with limited validity period, which require mandatory extension for the purpose of system functionality.

ETS software should have an architecture, which is used in large geographically distributed organizations with a number of affiliate not more than 201, with the possibility of further expansion.

ETS software should be a finished tested product, supporting the entire required composed function, specified in current TOR.

### 1.2.2 ETS Modules

ETS software should include the following modules:

1. Automated work station for the operator
2. Module of preliminary appointment registration
3. Module of public services assessment
4. Module of integration into mobile application
5. Module of information readout on central display board
6. Module of reporting
7. Module of operating panel
8. Module of analytics
9. Module of voice announcement
10. Module of information distribution
11. Module of editing system graphic interfaces
12. Module of centralized system management and administration.

#### *1.2.2.1 Operator Automated Workstation Module*

Automated work station (read further AWS) of the operator should provide access to virtual remote control through web browser and allow:

- Call for next in line customer;
- Repeated call for the customer;
- Return into position in line;
- Transfer to other lines, back to workstation or to specific operator;
- Transfer of current customer to delayed line;
- Get authorization and quit the system;
- Provide visual display of current line status;

- Remove ticket number from the line;
- Change service profile;
- Add customer information (First name, Last name, phone number, e-mail address) due for the appointment and enter information to database system;
- Add appointment clarifications/comments;
- Add additional services from the list, for further display of those in statistical datasheet;
- Maintenance and support of Web browsers (Firefox, Chrome, Internet Explorer).

#### *1.2.2.2 Preliminary Appointment Registration Module*

Preliminary appointment registration module through PSA website should provide customers the opportunity to independently set up an appointment time and shall allow:

- Select one of PSCs;
- Select Service;
- Select Day of Appointment;
- Select Time of Appointment;
- Enter Customer Information (First name, last name, phone number, e-mail address);
- Send electronic letter to customer's e-mail address with the number of appointment registration;
- Send prior notification to customer's e-mail address (should be set up) prior to appointment;
- Provide opportunity to the customer to change day and time of appointment;
- Provide opportunity to the customer to cancel appointment;
- Sent SMS message to the customer's telephone notifying of appointment number;

During appointment registration customer's authorization in PSC is initiated by entering of the code of preliminary registration at Infokiosk, received by the customer through website or e-mail. Under conditions of timely appearance of the customer and no later, than designated time for appointment, as it was preset (on

the level of PSC), the customer gets the line ticket with priority consideration. Otherwise, preliminary appointment registration of the customer is annulled and proper record is made in the database system.

#### *1.2.2.3 Public Services Assessment Module*

Assessment system is required in order to evaluate public services in PSC and should allow:

- For customers to evaluate received service using scoring system from 1 to 5;
- For further analysis enter assessment records to database for received service with regard to ticket number, appointment, services by center employees;
- Centralized collection and storage of information and provision of survey results on quality assessment of public services to management and administrators.

#### *1.2.2.4 Integration into Mobile Application Module*

Module of integration into PSA mobile application should allow:

- Provide information readout to all PSC locations;
- Display information on PSC ticket system line status in real time mode;
- Reserve a ticket for same day appointment.

### **13. Module of Information Readout on Central Display Board**

This module is for information readout, which allows the customer to keep track of waiting line status, and should:

- Provide information readout on central display board on customer's line ticket number and relevant numbers of operators' automated work stations (AWS);
- Provide readout of scrolling text;
- Provide readout of information video clips;
- Provide information readout planner for various types of information (images, video clips and web page) for a certain period of time.

#### 1.2.2.5 *Reporting Module*

Reporting module should include a set of standard reports and forms and should:

- Support export of reports into formats, such as PDF, EXCEL, TEXT, HTML, CSV, RTF;
- Allow settings for automatic distribution of specific reports according to schedule and by electronic mail;
- Provide readout of statistical reporting – allowing to create reporting forms for analysis, based on information in database, by convenient method used by usual experienced user;
- Provide capacity to create centralized statistical information for future analysis in the form of tables, graphs, diagrams for various periods of time about overall performance of PSC and each individual operator, as well as visualization of PSCs locations and their status with the help of interactive maps:
  - Report, broken down into categories of services;
  - Report on performance of display windows and operators;
  - Report on time dynamics for provided services;
  - Report on registered in the system customers and their status;
  - Reports on tickets issuance history;
  - Report with configurable fields and parameters and so on.

#### 1.2.2.6 *Operating Panel Module*

Operating panel module is required to provide managers information on status and actual situation in PSC in real time mode and should:

- Support graphic and visual information readout;
- Provide readout in real time about PSC status, broken down to operator /service/time of servicing/wait time in real time mode in the form of dashboard;
- Light up or flag the other way data and parameters, which exceed preset in the system recommended level;

#### 1.2.2.7 *Analytics Module*

Analytics level should be realized by way of valuable software for analysis and should:

- Provide possibility to formulate and roll out reports under predetermined KPI parameters by means of easy controlling (for example, drug&drop);
- Provide possibility of in-depth analysis to make management decisions;
- Provide possibility to create fully configurable monitoring panel to roll out required information on each affiliate.

#### *1.2.2.8 Voice Announcement Module*

Voice announcement module should:

- Provide capacity to play back voice announcement through main information display and Infokiosk;
- Provide possibility to record on devices previously recorded words, digits and phrases;
- Support of Russian and Uzbek languages;
- Provide possibility in the waiting area to announce called ticket numbers and directions where customers should go;
- Provide capacity to play back voice greetings for the customers through Infokiosk.

#### *1.2.2.9 Information Distribution Module*

Information distribution module should support possibility to send notifications to specified accounts by e-mail and SMS messages, when there is an increase of certain KPI indicator of the operator. Required minimum list of KPI operators for notifications:

- Real wait time;
- Estimated wait time;
- Time for transaction processing;
- Number of waiting customers;
- Number of clients per one service station.

The system should send to employee notification by e-mail in case of having a customer with preliminary appointment registration.

#### *1.2.2.10 Module of Editing System Graphic Interfaces*

Module of editing system graphic interfaces should provide possibility to change appearance of information on Infokiosk display, display boards and printed ticket.

The ticket should contain, but not limited to the following information:

- Logotype and client's name;
- Number of ticket;
- Selected service / category;
- PSC address;
- Client's Website;
- Time.

#### 1.2.2.10.1 Module of Centralized System Management and Administration

Module of centralized system management and administration should allow changes and supplement the registry of provided public services centrally, and also should update the system.

Centralized software should support current versions:

- Operating system Windows Server 2016 Standard and Datacenter Editions
- Operating system CentOS (Linux) 7.0
- Database Oracle 12c
- Database Postgre SQL 9.5.9
- Database SQL Server 2016 SP1

#### 1.2.3 Infokiosk

Infokiosk should provide possibility for the user to select language, category and type of service (s), enter necessary data upon requirement of the system (phone number, full name, passport number, other telephone numbers and so on), and print acquired ticket.

Technical requirements for Infokiosk:

- Operating system: Linux, Windows;
- Screen type: touch-sensitive;
- Sensor response time: not more than 5 milliseconds;
- Screen diagonal: not less than 17 inches;
- Resolution: not less than 1280x1024 pixels;
- Contrast ratio: within the range or more than 800:1;
- Brightness: within the range or more than 350cd/m2;
- Connection type: not less than 1 port, 100 Ethernet Mbps;
- Recommended housing material: aluminum;

- Recommended color: silver;
- Passive cooling system of the processor and power source;
- Type of hard disk: SSD;
- Infokiosk should not have rotating elements (cooling system with ventilator, hard disks HDD) as part of equipment;
- Infokiosk should have possibility of factory settings of branded area (glass or acryl) to place client's logotype;
- Infokiosk should have possibility of factory highlight bar settings of branded area;
- Infokiosk should be equipped with thermal printer to print tickets on thermo-chemical printing paper;
- Printing capacity of thermal printer: within the range or more than 140 mm/s;
- Printing resource of thermal printer: within the range or more than 1,6 million tickets;
- Imbedded speakers: not less than 2 pieces;
- Support of sound formats: .opus; .weba; .ogg, .wav;
- Height of Infokiosk with floor stand: not more than 1300 mm;
- Infokiosk should be designed for operating 24/7;
- Compliance with current international standards, adopted in the Republic of Uzbekistan.

#### 1.2.4 Main Data Display

Main data display is for information output on wait line status and media content, which should include TV set and media player.

Technical requirements for TV set:

- Type of highlight bar optional: LED, OLED, QLED;
- Diagonal: not less than 108 cm;
- Screen format: 16:9;
- Resolution: not less than 1920x1080 Full HD;
- Availability of interfaces: not less than 1 x HDMI, 1 x USB;
- Support of video playback with USB Flash storage unit;
- Availability of speakers: not less than 2 pieces;
- Speakers capacity: within the range or more than 10 watts;
- Power consumption: within the range or less than 100 watts;
- Type of mount: on the wall;



- TV set should be designed for operating 9x5.
- Compliance with current international standards, adopted in the Republic of Uzbekistan.

Technical requirements for media player:

- Operating system: Linux, Windows;
- Storage type: SSD;
- Storage capacity: not less than 7 GB;
- Video output: not less than 1 x HDMI;
- Ports: not less than 2 x USB;
- Connection type: not less than 2 ports Ethernet 100 Mbit/s;
- Media player should not have rotating elements (cooling system with ventilator, hard disks HDD) as part of equipment;
- Support of sound formats: .opus; .weba; .ogg, .wav;
- Support of video formats: .webm; .mp4 or .avi;
- Mount type as part of media player set: original wall bracket of VESA standard for installing behind TV set;
- Media player should be designed for operating 24/7;
- Compliance with current international standards, adopted in the Republic of Uzbekistan.

### 1.2.5 Equipment for Interconnection of All System Components

This equipment should be used to connect all devices in the system and should also contain local system logic to support stable operability of the system in case of communications link rupture and provide data transmission to central server during data channel restoration.

Technical requirements:

- Operating system: Linux, Windows;
- Storage type: SSD;
- Storage capacity: not less than 7 GB;
- Video output: not less than 1 x HDMI;
- Ports: not less than 2 x USB;
- Connection type: not less than 2 ports Ethernet 100 Mbit/s;
- Media player should not have rotating elements (cooling system with ventilator, hard disks HDD) as part of equipment;
- Support of sound formats: .opus; .weba; .ogg, .wav;

- Support of video formats: .webm; .mp4 or .avi;
- Mount type as part of media player set: original wall bracket of VESA standard for installing behind TV set;
- Media player should be designed for operating 24/7;
- Compliance with standards: CE, RoHS2, WEEE, EMC, REACH;

Contractor should make provisions and include into proposal all required equipment and connectors which were not reflected in this TOR, for connection of all components and commissioning of Hardware-Software Complex of Electronic Ticket System turnkey.

### 1.2.6 System Infrastructure

Entire infrastructure (including servers, local network, uninterrupted power supply, communication with all PSCs) for central Software of Electronic Ticket System will be provided by Contractor, based on estimates for continuous up and running of the whole system, to Data Processing Center at the following address: Tashkent city, Amir Timur Street, 17.

## 1.3 HARDWARE CONFIGURATION AND DISTRIBUTION

#	Item	Units of Measure	Quantity
			Presented by Client
<b>1.</b>	<b>HSC ETS</b>	<b>Set</b>	<b>1</b>
CONTENTS OF ONE SET			
1.1	Infokiosk	piece	1
1.3	Main data display (Monitor + media player)		2
1.5	Equipment for interconnection of all system components	set	1
1.6	Set of thermal paper per quantity within the range or more than 45 000 tickets	package	1
1.7	License for automated workplace operator	piece	15
1.9	License for access to analytics module	piece	1
1.10	Preliminary appointment registration module	piece	1
1.11	Public services assessment module	piece	1
1.12	Integration to mobile application module	piece	1
1.13	Module of information readout on central display board	piece	1
1.14	Reporting module	piece	1
1.15	Operating panel module	piece	1
1.16	Analytics module	piece	1
1.17	Voice announcement module	piece	1
1.18	Information distribution module	piece	1
1.19	Module of editing system graphic interfaces	piece	1
1.20	Module of centralized system management and administration	piece	1

#### 1.4 REQUIREMENTS TO EXTENT AND/ OR WARRANTY PERIOD FOR EQUIPMENT

Warranty for HSC ETS should include:

- Not less than 2 years of factory warranty for equipment;
- Not less than 1 year of technical support of HSC ETS.

To execute warranty responsibilities the manufacturer should have an official service center in Tashkent city with at least 3 qualified specialists, who have official certificates from the manufacture.

If necessary, warranty period for equipment, as well as technical support for ETS Software, should be possible to extend on fee-paying basis at the discretion of client and manufacturer in accordance with additional service or warranty contract.

#### 1.5 RELIABILITY REQUIREMENTS

HSC ETS should maintain operability and warrant restoration of its functions in case of the extraordinary situations:

- When there are failures of hardware power supply system, resulting in overload of Operating System (read further OS), restoration of program should be done after restarting of OS and starting up of executable file of the system;
- During errors in operation of hardware tools (except storage mediums and software) restoration of system function rests on OS;
- During errors, related to software (OS and device drivers), restoration of operability rests on OS.

To protect software from voltage surges and commutation interfering signals, power-line filters should be used.

During breakdowns in operation of ETS Software or connection failure between PSC and central server, system operation of HSC ETS in PSC should be executed in normal operations mode. Local collection and storage of analytical information should be executed by local PSC system. After restoration of connection with central server collected information should be automatically transferred to central ETS Software.

#### 1.6 requirements for protection from unauthorized access

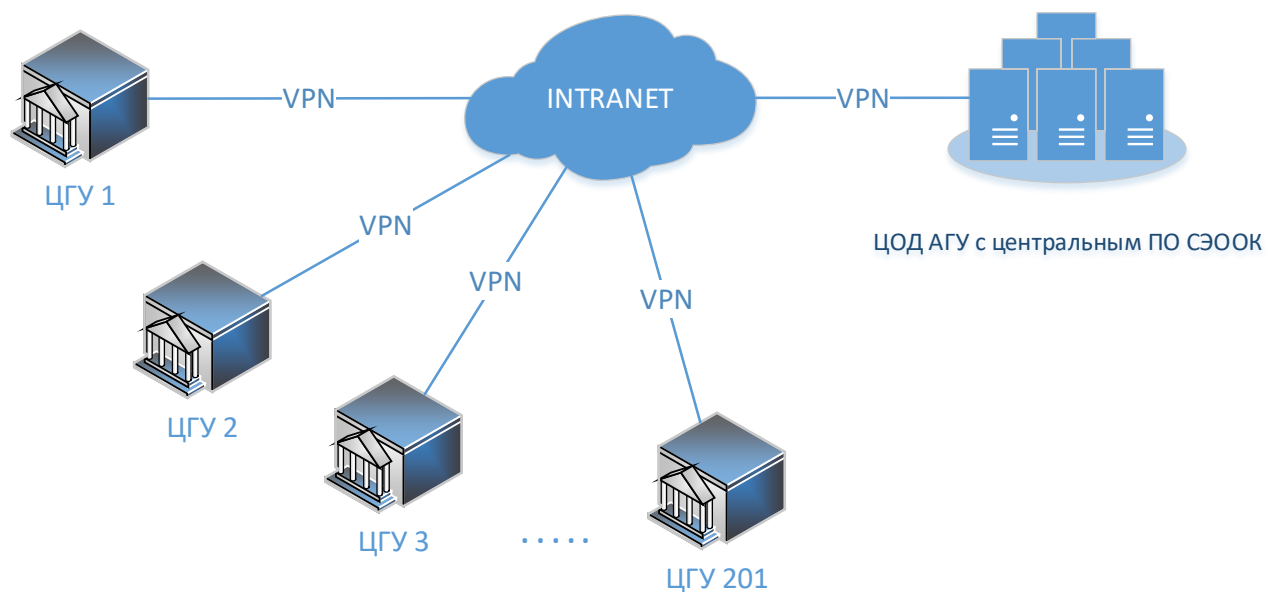
Components of protection from unauthorized access to PSC ETS should provide:

- User identification;
- User authorization check while working with the system;
- User access isolation on the task level and information arrays;

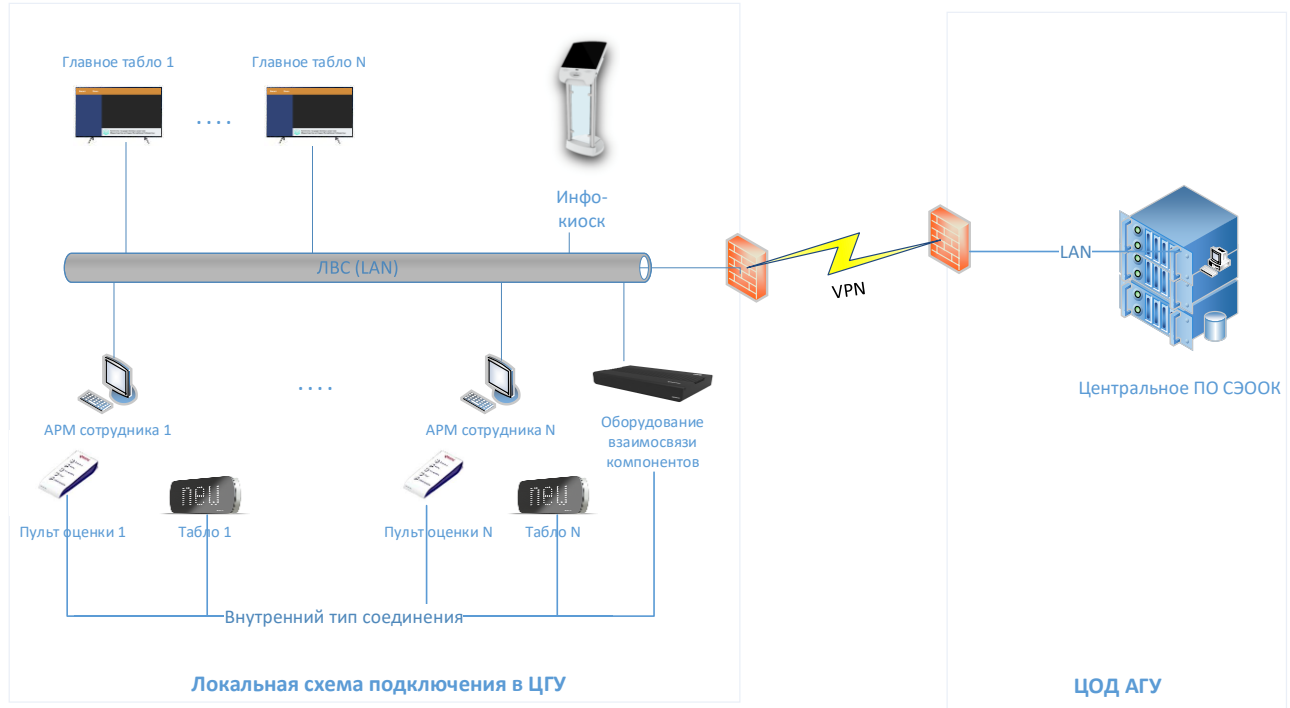
- All components of HSC ETS should perform logging of events and actions in the system.

## APPENDIX 1. CONNECTION DIAGRAM of PUBLIC SERVICES CENTER AND DATA PROCESSING CENTER OF PUBLIC SERVICES AGENCY

Схема подключения ЦГУ к ЦОД АГУ



## APPENDIX 2. STANDARD CONNECTION DIAGRAM OF EQUIPMENT IN PSC



## FORM FOR SUBMITTING SUPPLIER'S QUOTATION<sup>10</sup>

*(This Form must be submitted only using the Supplier's Official Letterhead/Stationery<sup>11</sup>)*

We, the undersigned, hereby accept in full the UNDP General Terms and Conditions, and hereby offer to supply the items listed below in conformity with the specification and requirements of UNDP as per RFQ Reference No. RFQ/007/19:

**TABLE 1: Offer to Supply Goods Compliant with Technical Specifications and Requirements**

Item No.	Description/Specification of Goods	Q-ty	Latest Delivery Date	Unit Price (Currency _____)	Total Price per Item (Currency _____)
1	Supply and installation of Hardware-Software Complex "Electronic Ticket System"	1			
2					
	<b>Total Prices of Goods<sup>12</sup></b>				
	Add : Cost of Transportation				
	Add : Cost of Insurance				
	Add : Other Charges (pls. specify)				
	<b>Total Final and All-Inclusive Price Quotation</b>				

<sup>10</sup> This serves as a guide to the Supplier in preparing the quotation and price schedule.

<sup>11</sup> Official Letterhead/Stationery must indicate contact details – addresses, email, phone and fax numbers – for verification purposes

<sup>12</sup> Pricing of goods should be consistent with the INCO Terms indicated in the RFQ

**TABLE 2: Offer to Comply with Other Conditions and Related Requirements**

<b>Other Information pertaining to our Quotation are as follows :</b>	<b>Your Responses</b>		
	<b><i>Yes, we will comply</i></b>	<b><i>No, we cannot comply</i></b>	<b><i>If you cannot comply, pls. indicate counter proposal</i></b>
Delivery Lead Time: 60 calendar days from the day of advance payment is made (applicable for national bidders) or signature of contract by both parties (applicable for foreign bidders)			
Full compliance of work in accordance with the list of requirements in Annex 1			
Warranty and After-Sales Requirements			
a) Instruction on Operations and Technical Maintenance			
b) Minimum two (2) years warranty on equipment			
c) Minimum one (1) year service and technical support			
d) Brand new replacement if Purchased Unit is beyond repair			
e) Others			
Validity of Quotation: 60 calendar days			
All Provisions of the UNDP General Terms and Conditions			

All other information that we have not provided automatically implies our full compliance with the requirements, terms and conditions of the RFQ.

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



## PART 2: DECLARATION OF INTEREST

---

Dear Sir/Madam,

We/I, \_\_\_\_\_ (Name and Title), as shareholder(s)/owner(s) of \_\_\_\_\_ Company, declare that:

- a) Have no financial and other interests in, association or relationship with, are not employed and do not have relatives (i.e. spouse, parents, children or siblings) employed by the United Nations Development Programme (UNDP) or the Government of Uzbekistan that announced the RFQ; and do not have access to information about, or influence on the selection process for this RFQ
- b) Have no common controlling partner, director, shareholder, legal representative for the purposes of this RFQ with any other entity submitting its Quotation under this RFQ; are not subcontracting or are subcontractors to other entities for the purposes of this RFQ; and that the experts proposed in the team do not participate in more than one Quotation for this RFQ
- c) Are not involved in activities that could have an impact on the objectivity and independence of the Contractor's team in carrying out its duties under the contract or can affect the image of the United Nations and the Government of Uzbekistan.

We certify that the information stated is true, correct and complete to the best of our knowledge and belief. We are obliged to comply with all requests for additional information, documentation, clarification and/or verification concerning the Declaration of Interest statement.

All other information that we have not provided automatically implies our full compliance with the requirements, terms and conditions of the RFQ.

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

### PART 3: COMPANY PROFILE

1. Offeror's Legal Name <i>[insert Bidder's legal name]</i>		
2. In case of Joint Venture (JV), legal name of each party: <i>[insert legal name of each party in JV]</i>		
3. Actual or intended Country/ies of Registration/Operation: <i>[insert actual or intended Country of Registration]</i>		
4. Year of Registration in its Location: <i>[insert Bidder's year of registration]</i>		
5. Countries of Operation	6. No. of permanent staff in each Country	7. Years of Operation in each Country
8. Legal Address/es in Country/ies of Registration/Operation <sup>13</sup> : <i>[insert Bidder's legal address in country of registration]</i>		
9. Value and Description of Top two (2) Biggest Contracts for the past three (3) years		
10. Latest Credit Rating (Score and Source, if any)		
11. Brief description of litigation history (disputes, arbitration, claims, etc.), indicating current status and outcomes, if already resolved.		
12. Offeror's Authorized Representative Information  <div style="margin-left: 40px;">           Name: <i>[insert Authorized Representative's name]</i>            Address: <i>[insert Authorized Representative's Address]</i>            Telephone/Fax numbers: <i>[insert Authorized Representative's telephone/fax numbers]</i>            Email Address: <i>[insert Authorized Representative's email address]</i> </div>		
13. Are you in the UNPD List 1267.1989 or UN Ineligibility List? <input type="checkbox"/> YES or <input type="checkbox"/> NO		

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

<sup>13</sup> You must specify address of permanent office, landline telephone numbers

---

**PART 4: EXPERIENCE IN SIMILAR NATURE\***

---

Name of the good supplied	Delivery period (month, year)	Amount of the contract	Client (Name, contact person, telephone, email)

\* - At least 2 contracts for the last 3 years for supply of goods of similar nature is must

*[Name and Signature of the Supplier's Authorized Person]*

*[Designation]*

*[Date]*