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REQUEST FOR PROPOSAL

Supply and Implementation of an On-Premise Enterprise Resource Planning System and Design, Development and Hosting of a Website for the Utility Regulatory Authority (URA)

RFP No.: RFPMUS2019/003

Project: Accelerating the Transformational Shift to a Low Carbon Economy in the Republic of Mauritius (Project ID: 00106328/Award ID: 00105006)

Country: Mauritius

Issued on: 26 March 2019

Contents

Section 1. Letter of Invitation.....	4
Section 2. Instruction to Bidders.....	5
A. GENERAL PROVISIONS.....	5
1. Introduction.....	5
2. Fraud & Corruption, Gifts and Hospitality.....	5
3. Eligibility	5
4. Conflict of Interests	6
B. PREPARATION OF PROPOSALS.....	6
5. General Considerations.....	6
6. Cost of Preparation of Proposal	6
7. Language.....	6
8. Documents Comprising the Proposal	6
9. Documents Establishing the Eligibility and Qualifications of the Bidder.....	7
10. Technical Proposal Format and Content.....	7
11. Financial Proposals	7
12. Proposal Security	7
2. Currencies	8
3. Joint Venture, Consortium or Association.....	8
4. Only One Proposal.....	9
5. Proposal Validity Period	9
6. Extension of Proposal Validity Period	9
7. Clarification of Proposal	9
8. Amendment of Proposals.....	9
9. Alternative Proposals.....	10
10. Pre-Bid Conference.....	10
C. SUBMISSION AND OPENING OF PROPOSALS.....	10
11. Submission.....	10
12. Deadline for Submission of Proposals and Late Proposals	11
13. Withdrawal, Substitution, and Modification of Proposals.....	11
14. Proposal Opening.....	12
D. EVALUATION OF PROPOSALS	12
15. Confidentiality	12
16. Evaluation of Proposals	12
17. Preliminary Examination	12
18. Evaluation of Eligibility and Qualification.....	12
19. Evaluation of Technical and Financial Proposals.....	13
20. Due Diligence	14

21.	Clarification of Proposals	14
22.	Responsiveness of Proposal.....	14
23.	Nonconformities, Reparable Errors and Omissions	14
E.	AWARD OF CONTRACT	15
24.	Right to Accept, Reject, Any or All Proposals	15
25.	Award Criteria	15
26.	Debriefing	15
27.	Right to Vary Requirements at the Time of Award.....	15
28.	Contract Signature	15
29.	Contract Type and General Terms and Conditions	15
30.	Performance Security.....	15
31.	Bank Guarantee for Advanced Payment.....	16
32.	Liquidated Damages	16
33.	Payment Provisions.....	16
34.	Vendor Protest	16
35.	Other Provisions	16
Section 3. Bid Data Sheet.....		17
Section 4. Evaluation Criteria.....		20
Section 5. Terms of Reference		25
Section 6: Returnable Bidding Forms / Checklist.....		42
Form A: Technical Proposal Submission Form.....		43
Form B: Bidder Information Form		44
Form C: Joint Venture/Consortium/Association Information Form		45
Form D: Qualification Form.....		45
Form E: Format of Technical Proposal.....		48
Form F: Financial Proposal Submission Form		54
Form G: Financial Proposal Form		55
A1.1	GENERAL SPECIFICATIONS.....	57
A1.2	Specifications for Enterprise Resource Planning software (ERP)	59
A2.1	Specifications for URA Website	77

SECTION 1. LETTER OF INVITATION

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

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

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

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

Please acknowledge receipt of this RFP by sending an email to kamini.beedasee@undp.org copied to ayesha.aumeeruddy@undp.org, indicating whether you intend to submit a Proposal or otherwise. You may also utilize the "Accept Invitation" function in eTendering system, where applicable. This will enable you to receive amendments or updates to the RFP. Should you require further clarifications, kindly communicate with the contact person/s identified in the attached Bid Data Sheet as the focal point for queries on this RFP.

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

Issued by:

Approved by:

Name: Kamini Beedasee

Title: Project Coordinator Assistant, GCF project

Date: **March 26, 2019**

Name: Sujitha Sekharan

Title: International Operations Manager

Date: **March 26, 2019**

SECTION 2. INSTRUCTION TO BIDDERS

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

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

<i>Comprising the Proposal</i>	<ul style="list-style-type: none"> a) Documents Establishing the Eligibility and Qualifications of the Bidder; b) Technical Proposal; c) Financial Proposal; d) Proposal Security, if required by BDS; e) Any attachments and/or appendices to the Proposal.
<i>9. Documents Establishing the Eligibility and Qualifications of the Bidder</i>	<p>9.1 The Bidder shall furnish documentary evidence of its status as an eligible and qualified vendor, using the Forms provided under Section 6 and providing documents required in those forms. In order to award a contract to a Bidder, its qualifications must be documented to UNDP's satisfaction.</p>
<i>10. Technical Proposal Format and Content</i>	<p>10.1 The Bidder is required to submit a Technical Proposal using the Standard Forms and templates provided in Section 6 of the RFP.</p> <p>10.2 The Technical Proposal shall not include any price or financial information. A Technical Proposal containing material financial information may be declared non-responsive.</p> <p>10.3 Samples of items, when required as per Section 5, shall be provided within the time specified and unless otherwise specified by UNDP, and at no expense to UNDP</p> <p>10.4 When applicable and required as per Section 5, the Bidder shall describe the necessary training programme available for the maintenance and operation of the services and/or equipment offered as well as the cost to the UNDP. Unless otherwise specified, such training as well as training materials shall be provided in the language of the Bid as specified in the BDS.</p>
<i>11. Financial Proposals</i>	<p>11.1 The Financial Proposal shall be prepared using the Standard Form provided in Section 6 of the RFP. It shall list all major cost components associated with the services, and the detailed breakdown of such costs.</p> <p>11.2 Any output and activities described in the Technical Proposal but not priced in the Financial Proposal, shall be assumed to be included in the prices of other activities or items, as well as in the final total price.</p> <p>11.3 Prices and other financial information must not be disclosed in any other place except in the financial proposal.</p>
<i>12. Proposal Security</i>	<p>1.1 A Proposal Security, if required by BDS, shall be provided in the amount and form indicated in the BDS. The Proposal Security shall be valid up to thirty (30) days after the final date of validity of the Proposal.</p> <p>1.2 The Proposal Security shall be included along with the Technical Proposal. If Proposal Security is required by the RFP but is not found along with the Technical Proposal, the Proposal shall be rejected.</p> <p>1.3 If the Proposal Security amount or its validity period is found to be less than what is required by UNDP, UNDP shall reject the Proposal.</p> <p>1.4 In the event an electronic submission is allowed in the BDS, Bidders shall include a copy of the Bid Security in their proposal and the original of the Proposal Security must be sent via courier or hand delivery as per the instructions in BDS.</p> <p>1.5 The Proposal Security may be forfeited by UNDP, and the Proposal rejected, in the event of any one or combination, of the following conditions:</p> <ul style="list-style-type: none"> a) If the Bidder withdraws its offer during the period of the Proposal Validity specified in the BDS, or;

	<p>b) In the event that the successful Bidder fails:</p> <p>i. to sign the Contract after UNDP has issued an award; or</p> <p>1.6 to furnish the Performance Security, insurances, or other documents that UNDP may require as a condition precedent to the effectivity of the contract that may be awarded to the Bidder.</p>
2. <i>Currencies</i>	<p>2.1 All prices shall be quoted in the currency or currencies indicated in the BDS. Where Proposals are quoted in different currencies, for the purposes of comparison of all Proposals:</p> <p>a) UNDP will convert the currency quoted in the Proposal into the UNDP preferred currency, in accordance with the prevailing UN operational rate of exchange on the last day of submission of Proposals; and</p> <p>b) In the event that UNDP selects a proposal for award that is quoted in a currency different from the preferred currency in the BDS, UNDP shall reserve the right to award the contract in the currency of UNDP's preference, using the conversion method specified above.</p>
3. <i>Joint Venture, Consortium or Association</i>	<p>3.1 If the Bidder is a group of legal entities that will form or have formed a Joint Venture (JV), Consortium or Association for the Proposal, they shall confirm in their Proposal that : (i) they have designated one party to act as a lead entity, duly vested with authority to legally bind the members of the JV, Consortium or Association jointly and severally, which shall be evidenced by a duly notarized Agreement among the legal entities, and submitted with the Proposal; and (ii) if they are awarded the contract, the contract shall be entered into, by and between UNDP and the designated lead entity, who shall be acting for and on behalf of all the member entities comprising the joint venture.</p> <p>3.2 After the Deadline for Submission of Proposal, the lead entity identified to represent the JV, Consortium or Association shall not be altered without the prior written consent of UNDP.</p> <p>3.3 The lead entity and the member entities of the JV, Consortium or Association shall abide by the provisions of Clause 9 herein in respect of submitting only one proposal.</p> <p>3.4 The description of the organization of the JV, Consortium or Association must clearly define the expected role of each of the entity in the joint venture in delivering the requirements of the RFP, both in the Proposal and the JV, Consortium or Association Agreement. All entities that comprise the JV, Consortium or Association shall be subject to the eligibility and qualification assessment by UNDP.</p> <p>3.5 A JV, Consortium or Association in presenting its track record and experience should clearly differentiate between:</p> <p>a) Those that were undertaken together by the JV, Consortium or Association; and</p> <p>b) Those that were undertaken by the individual entities of the JV, Consortium or Association.</p> <p>3.6 Previous contracts completed by individual experts working privately but who are permanently or were temporarily associated with any of the member firms cannot be claimed as the experience of the JV, Consortium or Association or those of its members, but should only be claimed by the individual experts themselves in their presentation of their individual credentials.</p> <p>3.7 JV, Consortium or Associations are encouraged for high value, multi-sectoral requirements when the spectrum of expertise and resources required may not</p>

		be available within one firm.
4. Only One Proposal	4.1	The Bidder (including the individual members of any Joint Venture) shall submit only one Proposal, either in its own name or as part of a Joint Venture.
	4.2	Proposals submitted by two (2) or more Bidders shall all be rejected if they are found to have any of the following: <ul style="list-style-type: none"> a) they have at least one controlling partner, director or shareholder in common; or b) any one of them receive or have received any direct or indirect subsidy from the other/s; or c) they have the same legal representative for purposes of this RFP; or d) they have a relationship with each other, directly or through common third parties, that puts them in a position to have access to information about, or influence on the Proposal of, another Bidder regarding this RFP process; e) they are subcontractors to each other's Proposal, or a subcontractor to one Proposal also submits another Proposal under its name as lead Bidder; or f) some key personnel proposed to be in the team of one Bidder participates in more than one Proposal received for this RFP process. This condition relating to the personnel, does not apply to subcontractors being included in more than one Proposal.
5. Proposal Validity Period	5.1	Proposals shall remain valid for the period specified in the BDS, commencing on the Deadline for Submission of Proposals. A Proposal valid for a shorter period may be rejected by UNDP and rendered non-responsive.
	5.2	During the Proposal validity period, the Bidder shall maintain its original Proposal without any change, including the availability of the Key Personnel, the proposed rates and the total price.
6. Extension of Proposal Validity Period	6.1	In exceptional circumstances, prior to the expiration of the proposal validity period, UNDP may request Bidders to extend the period of validity of their Proposals. The request and the responses shall be made in writing, and shall be considered integral to the Proposal.
	6.2	If the Bidder agrees to extend the validity of its Proposal, it shall be done without any change in the original Proposal.
	6.3	The Bidder has the right to refuse to extend the validity of its Proposal, and in which case, such Proposal will not be further evaluated.
7. Clarification of Proposal	7.1	Bidders may request clarifications on any of the RFP documents no later than the date indicated in the BDS. Any request for clarification must be sent in writing in the manner indicated in the BDS. If inquiries are sent other than specified channel, even if they are sent to a UNDP staff member, UNDP shall have no obligation to respond or confirm that the query was officially received.
	7.2	UNDP will provide the responses to clarifications through the method specified in the BDS.
	7.3	UNDP shall endeavor to provide responses to clarifications in an expeditious manner, but any delay in such response shall not cause an obligation on the part of UNDP to extend the submission date of the Proposals, unless UNDP deems that such an extension is justified and necessary.
8. Amendment of Proposals	8.1	At any time prior to the deadline of Proposal submission, UNDP may for any reason, such as in response to a clarification requested by a Bidder, modify the RFP in the form of an amendment to the RFP. Amendments will be made

	<p>available to all prospective bidders.</p> <p>8.2 If the amendment is substantial, UNDP may extend the Deadline for submission of proposal to give the Bidders reasonable time to incorporate the amendment into their Proposals.</p>
<i>9. Alternative Proposals</i>	<p>9.1 Unless otherwise specified in the BDS, alternative proposals shall not be considered. If submission of alternative proposal is allowed by BDS, a Bidder may submit an alternative proposal, but only if it also submits a proposal conforming to the RFP requirements. UNDP shall only consider the alternative proposal offered by the Bidder whose conforming proposal ranked the highest as per the specified evaluation method. Where the conditions for its acceptance are met, or justifications are clearly established, UNDP reserves the right to award a contract based on an alternative proposal.</p> <p>9.2 If multiple/alternative proposals are being submitted, they must be clearly marked as "Main Proposal" and "Alternative Proposal"</p>
<i>10. Pre-Bid Conference</i>	<p>10.1 When appropriate, a Bidder's conference will be conducted at the date, time and location specified in the BDS. All Bidders are encouraged to attend. Non-attendance, however, shall not result in disqualification of an interested Bidder. Minutes of the Bidder's conference will be disseminated on the procurement website and shared by email or on the e-Tendering platform as specified in the BDS. No verbal statement made during the conference shall modify the terms and conditions of the RFP, unless specifically incorporated in the Minutes of the Bidder's Conference or issued/posted as an amendment to RFP.</p>
C. SUBMISSION AND OPENING OF PROPOSALS	
<i>11. Submission</i>	<p>11.1 The Bidder shall submit a duly signed and complete Proposal comprising the documents and forms in accordance with the requirements in the BDS. The submission shall be in the manner specified in the BDS.</p> <p>11.2 The Proposal shall be signed by the Bidder or person(s) duly authorized to commit the Bidder. The authorization shall be communicated through a document evidencing such authorization issued by the legal representative of the bidding entity, or a Power of Attorney, accompanying the Proposal.</p> <p>11.3 Bidders must be aware that the mere act of submission of a Proposal, in and of itself, implies that the Bidder fully accepts the UNDP General Contract Terms and Conditions.</p>
Hard copy (manual) submission	<p>11.4 Hard copy (manual) submission by courier or hand delivery allowed or specified in the BDS shall be governed as follows:</p> <ul style="list-style-type: none"> a) The signed Proposal shall be marked "Original", and its copies marked "Copy" as appropriate. The number of copies is indicated in the BDS. All copies shall be made from the signed original only. If there are discrepancies between the original and the copies, the original shall prevail. b) The Technical Proposal and the Financial Proposal envelopes MUST BE COMPLETELY SEPARATE and each of them must be submitted sealed individually and clearly marked on the outside as either "TECHNICAL PROPOSAL" or "FINANCIAL PROPOSAL", as appropriate. Each envelope SHALL clearly indicate the name of the Bidder. The outer envelopes shall: <ul style="list-style-type: none"> i. Bear the name and address of the bidder; ii. Be addressed to UNDP as specified in the BDS

<p><i>Substitution, and Modification of Proposals</i></p>	<p>submitted at any time prior to the deadline for submission.</p> <p>13.2 Manual and Email submissions: A bidder may withdraw, substitute or modify its Proposal by sending a written notice to UNDP, duly signed by an authorized representative, and shall include a copy of the authorization (or a Power of Attorney). The corresponding substitution or modification of the Proposal, if any, must accompany the respective written notice. All notices must be submitted in the same manner as specified for submission of proposals, by clearly marking them as "WITHDRAWAL" "SUBSTITUTION," or "MODIFICATION"</p> <p>13.3 eTendering: A Bidder may withdraw, substitute or modify its Proposal by Canceling, Editing, and re-submitting the proposal directly in the system. It is the responsibility of the Bidder to properly follow the system instructions, duly edit and submit a substitution or modification of the Proposal as needed. Detailed instructions on how to cancel or modify a Proposal directly in the system are provided in Bidder User Guide and Instructional videos.</p> <p>13.4 Proposals requested to be withdrawn shall be returned unopened to the Bidders (only for manual submissions), except if the bid is withdrawn after the bid has been opened</p>
<p><i>14. Proposal Opening</i></p>	<p>14.1 There is no public bid opening for RFPs. UNDP shall open the Proposals in the presence of an ad-hoc committee formed by UNDP, consisting of at least two (2) members. In the case of e-Tendering submission, bidders will receive an automatic notification once their proposal is opened.</p>
<p>D. EVALUATION OF PROPOSALS</p>	
<p><i>15. Confidentiality</i></p>	<p>15.1 Information relating to the examination, evaluation, and comparison of Proposals, and the recommendation of contract award, shall not be disclosed to Bidders or any other persons not officially concerned with such process, even after publication of the contract award.</p> <p>15.2 Any effort by a Bidder or anyone on behalf of the Bidder to influence UNDP in the examination, evaluation and comparison of the Proposals or contract award decisions may, at UNDP's decision, result in the rejection of its Proposal and may be subject to the application of prevailing UNDP's vendor sanctions procedures.</p>
<p><i>16. Evaluation of Proposals</i></p>	<p>16.1 The Bidder is not permitted to alter or modify its Proposal in any way after the proposal submission deadline except as permitted under Clause 24 of this RFP. UNDP will conduct the evaluation solely on the basis of the submitted Technical and Financial Proposals.</p> <p>16.2 Evaluation of proposals is made of the following steps:</p> <ul style="list-style-type: none"> a) Preliminary Examination b) Minimum Eligibility and Qualification (if pre-qualification is not done) c) Evaluation of Technical Proposals d) Evaluation of Financial Proposals
<p><i>17. Preliminary Examination</i></p>	<p>17.1 UNDP shall examine the Proposals to determine whether they are complete with respect to minimum documentary requirements, whether the documents have been properly signed, and whether the Proposals are generally in order, among other indicators that may be used at this stage. UNDP reserves the right to reject any Proposal at this stage.</p>
<p><i>18. Evaluation of Eligibility and Qualification</i></p>	<p>18.1 Eligibility and Qualification of the Bidder will be evaluated against the Minimum Eligibility/Qualification requirements specified in the Section 4 (Evaluation Criteria).</p> <p>18.2 In general terms, vendors that meet the following criteria may be considered</p>

	<p>qualified:</p> <ul style="list-style-type: none"> a) They are not included in the UN Security Council 1267/1989 Committee's list of terrorists and terrorist financiers, and in UNDP's ineligible vendors' list; b) They have a good financial standing and have access to adequate financial resources to perform the contract and all existing commercial commitments, c) They have the necessary similar experience, technical expertise, production capacity where applicable, quality certifications, quality assurance procedures and other resources applicable to the provision of the services required; d) They are able to comply fully with UNDP General Terms and Conditions of Contract; e) They do not have a consistent history of court/arbitral award decisions against the Bidder; and f) They have a record of timely and satisfactory performance with their clients.
<p><i>19. Evaluation of Technical and Financial Proposals</i></p>	<p>19.1 The evaluation team shall review and evaluate the Technical Proposals on the basis of their responsiveness to the Terms of Reference and other RFP documents, applying the evaluation criteria, sub-criteria, and point system specified in the Section 4 (Evaluation Criteria). A Proposal shall be rendered non-responsive at the technical evaluation stage if it fails to achieve the minimum technical score indicated in the BDS. When necessary and if stated in the BDS, UNDP may invite technically responsive bidders for a presentation related to their technical proposals. The conditions for the presentation shall be provided in the bid document where required.</p> <p>19.2 In the second stage, only the Financial Proposals of those Bidders who achieve the minimum technical score will be opened for evaluation. The Financial Proposals corresponding to Technical Proposals that were rendered non-responsive shall remain unopened, and, in the case of manual submission, be returned to the Bidder unopened. For emailed Proposals and e-tendering submissions, UNDP will not request for the password of the Financial Proposals of bidders whose Technical Proposal were found not responsive.</p> <p>19.3 The evaluation method that applies for this RFP shall be as indicated in the BDS, which may be either of two (2) possible methods, as follows: (a) the lowest priced method which selects the lowest evaluated financial proposal of the technically responsive Bidders; or (b) the combined scoring method which will be based on a combination of the technical and financial score.</p> <p>19.4 When the BDS specifies a combined scoring method, the formula for the rating of the Proposals will be as follows:</p> <div style="border: 1px solid black; padding: 10px; margin-top: 10px;"> <p><u>Rating the Technical Proposal (TP):</u></p> <p>TP Rating = (Total Score Obtained by the Offer / Max. Obtainable Score for TP) x 100</p> <p><u>Rating the Financial Proposal (FP):</u></p> <p>FP Rating = (Lowest Priced Offer / Price of the Offer Being Reviewed) x 100</p> <p><u>Total Combined Score:</u></p> <p>Combined Score = (TP Rating) x (Weight of TP, e.g. 70%) + (FP Rating) x (Weight of FP, e.g., 30%)</p> </div>

<p>20. <i>Due Diligence</i></p>	<p>20.1 UNDP reserves the right to undertake a due diligence exercise, also called post qualification, aimed at determining to its satisfaction, the validity of the information provided by the Bidder. Such exercise shall be fully documented and may include, but need not be limited to, all or any combination of the following:</p> <ul style="list-style-type: none"> a) Verification of accuracy, correctness and authenticity of information provided by the Bidder; b) Validation of extent of compliance to the RFP requirements and evaluation criteria based on what has so far been found by the evaluation team; c) Inquiry and reference checking with Government entities with jurisdiction on the Bidder, or with previous clients, or any other entity that may have done business with the Bidder; d) Inquiry and reference checking with previous clients on the performance on on-going or contracts completed, including physical inspections of previous works, as necessary; e) Physical inspection of the Bidder's offices, branches or other places where business transpires, with or without notice to the Bidder; f) Other means that UNDP may deem appropriate, at any stage within the selection process, prior to awarding the contract.
<p>21. <i>Clarification of Proposals</i></p>	<p>21.1 To assist in the examination, evaluation and comparison of Proposals, UNDP may, at its discretion, ask any Bidder for a clarification of its Proposal.</p> <p>21.2 UNDP's request for clarification and the response shall be in writing and no change in the prices or substance of the Proposal shall be sought, offered, or permitted, except to provide clarification, and confirm the correction of any arithmetic errors discovered by UNDP in the evaluation of the Proposals, in accordance with RFP.</p> <p>21.3 Any unsolicited clarification submitted by a Bidder in respect to its Proposal, which is not a response to a request by UNDP, shall not be considered during the review and evaluation of the Proposals.</p>
<p>22. <i>Responsiveness of Proposal</i></p>	<p>22.1 UNDP's determination of a Proposal's responsiveness will be based on the contents of the Proposal itself. A substantially responsive Proposal is one that conforms to all the terms, conditions, TOR and other requirements of the RFP without material deviation, reservation, or omission.</p> <p>22.2 If a Proposal is not substantially responsive, it shall be rejected by UNDP and may not subsequently be made responsive by the Bidder by correction of the material deviation, reservation, or omission.</p>
<p>23. <i>Nonconformities, Reparable Errors and Omissions</i></p>	<p>23.1 Provided that a Proposal is substantially responsive, UNDP may waive any non-conformities or omissions in the Proposal that, in the opinion of UNDP, do not constitute a material deviation.</p> <p>23.2 UNDP may request the Bidder to submit the necessary information or documentation, within a reasonable period of time, to rectify nonmaterial nonconformities or omissions in the Proposal related to documentation requirements. Such omission shall not be related to any aspect of the price of the Proposal. Failure of the Bidder to comply with the request may result in the rejection of its Proposal.</p> <p>23.3 For Financial Proposal that has been opened, UNDP shall check and correct arithmetical errors as follows:</p> <ul style="list-style-type: none"> a) if there is a discrepancy between the unit price and the line item total that

	<p>is obtained by multiplying the unit price by the quantity, the unit price shall prevail and the line item total shall be corrected, unless in the opinion of UNDP there is an obvious misplacement of the decimal point in the unit price; in which case the line item total as quoted shall govern and the unit price shall be corrected;</p> <p>b) if there is an error in a total corresponding to the addition or subtraction of subtotals, the subtotals shall prevail and the total shall be corrected; and</p> <p>c) if there is a discrepancy between words and figures, the amount in words shall prevail, unless the amount expressed in words is related to an arithmetic error, in which case the amount in figures shall prevail.</p> <p>23.4 If the Bidder does not accept the correction of errors made by UNDP, its Proposal shall be rejected.</p>
E. AWARD OF CONTRACT	
24. <i>Right to Accept, Reject, Any or All Proposals</i>	24.1 UNDP reserves the right to accept or reject any Proposal, to render any or all of the Proposals as non-responsive, and to reject all Proposals at any time prior to award of contract, without incurring any liability, or obligation to inform the affected Bidder(s) of the grounds for UNDP's action. UNDP shall not be obliged to award the contract to the lowest priced offer.
25. <i>Award Criteria</i>	25.1 Prior to expiration of the proposal validity, UNDP shall award the contract to the qualified Bidder based on the award criteria indicated in the BDS.
26. <i>Debriefing</i>	26.1 In the event that a Bidder is unsuccessful, the Bidder may request a debriefing from UNDP. The purpose of the debriefing is to discuss the strengths and weaknesses of the Bidder's submission, in order to assist the Bidder in improving its future proposals for UNDP procurement opportunities. The content of other proposals and how they compare to the Bidder's submission shall not be discussed.
27. <i>Right to Vary Requirements at the Time of Award</i>	27.1 At the time of award of Contract, UNDP reserves the right to vary the quantity of services and/or goods, by up to a maximum twenty-five per cent (25%) of the total offer, without any change in the unit price or other terms and conditions.
28. <i>Contract Signature</i>	28.1 Within fifteen (15) days from the date of receipt of the Contract, the successful Bidder shall sign and date the Contract and return it to UNDP. Failure to do so may constitute sufficient grounds for the annulment of the award, and forfeiture of the Proposal Security, if any, and on which event, UNDP may award the Contract to the Second Ranked Bidder or call for new Proposals.
29. <i>Contract Type and General Terms and Conditions</i>	29.1 The types of Contract to be signed and the applicable UNDP Contract General Terms and Conditions, as specified in BDS, can be accessed at http://www.undp.org/content/undp/en/home/procurement/business/how-we-buy.html
30. <i>Performance Security</i>	30.1 40.1 A performance security, if required in BDS, shall be provided in the amount specified in BDS and form available at https://popp.undp.org/_layouts/15/WopiFrame.aspx?sourcedoc=/UNDP_POPP_DOCUMENT_LIBRARY/Public/PSU_Solicitation_Performance%20Guarantee%20Form.docx&action=default within fifteen (15) days of the contract signature by both parties. Where a performance security is required, the receipt of the

	performance security by UNDP shall be a condition for rendering the contract effective.
31. <i>Bank Guarantee for Advanced Payment</i>	31.1 Except when the interests of UNDP so require, it is UNDP's preference to make no advance payment(s) (i.e., payments without having received any outputs). If an advance payment is allowed as per BDS, and exceeds 20% of the total contract price, or USD 30,000, whichever is less, the Bidder shall submit a Bank Guarantee in the full amount of the advance payment in the form available at https://popp.undp.org/layouts/15/WopiFrame.aspx?sourcedoc=/UNDP_POPP_DOCUMENT_LIBRARY/Public/PSU_Contract%20Management%20Payment%20and%20Taxes_Advanced%20Payment%20Guarantee%20Form.docx&action=default
32. <i>Liquidated Damages</i>	32.1 If specified in BDS, UNDP shall apply Liquidated Damages resulting from the Contractor's delays or breach of its obligations as per the Contract.
33. <i>Payment Provisions</i>	33.1 Payment will be made only upon UNDP's acceptance of the work performed. The terms of payment shall be within thirty (30) days, after receipt of invoice and certification of acceptance of work issued by the proper authority in UNDP with direct supervision of the Contractor. Payment will be effected by bank transfer in the currency of contract.
34. <i>Vendor Protest</i>	34.1 UNDP's vendor protest procedure provides an opportunity for appeal to those persons or firms not awarded a contract through a competitive procurement process. In the event that a Bidder believes that it was not treated fairly, the following link provides further details regarding UNDP vendor protest procedures: http://www.undp.org/content/undp/en/home/operations/procurement/business/protest-and-sanctions.html
35. <i>Other Provisions</i>	<p>35.1 In the event that the Bidder offers a lower price to the host Government (e.g. General Services Administration (GSA) of the federal government of the United States of America) for similar services, UNDP shall be entitled to same lower price. The UNDP General Terms and Conditions shall have precedence.</p> <p>35.2 UNDP is entitled to receive the same pricing offered by the same Contractor in contracts with the United Nations and/or its Agencies. The UNDP General Terms and Conditions shall have precedence.</p> <p>35.3 The United Nations has established restrictions on employment of (former) UN staff who have been involved in the procurement process as per bulletin ST/SGB/2006/15 http://www.un.org/en/ga/search/view_doc.asp?symbol=ST/SGB/2006/15&referer</p>

SECTION 3. BID DATA SHEET

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

BDS No.	Ref. to Section.2	Data	Specific Instructions / Requirements
1	7	Language of the Proposal	English
2		Submitting Proposals for Parts or sub-parts of the TOR (partial bids)	Allowed [if yes, describe below how, and ensure that requirements properly define the sub-parts] Lot 1 – Supply and Implementation of an On-Premise Enterprise Resource Planning System for the Utility Regulatory Authority (URA) Lot 2 – Design, Development and Hosting of a Website for the Utility Regulatory Authority (URA)
3	20	Alternative Proposals	Shall not be considered
4	21	Pre-proposal conference	Will be Conducted Time: 10:00 hrs Mauritius time Date: April 4, 2019 10:00 AM Venue: Conference Room, 5th Floor, Anglo Mauritius Building, Intendance St, Port Louis The UNDP focal point for the arrangement is: Ms Ayesha Aumeeruddy Telephone: 5942 6962 E-mail: ayesha.aumeeruddy@undp.org
5	10	Proposal Validity Period	90 days
6	14	Bid Security	Not Required
7	41	Advanced Payment upon signing of contract	Not Allowed
8	42	Liquidated Damages	Will not be imposed

9	40	Performance Security	Not Required
10	18	Currency of Proposal	Local currency _MUR
11	31	Deadline for submitting requests for clarifications/ questions	05 April 2019
12	31	Contact Details for submitting clarifications/questions	Focal Person in UNDP: Kamini Beedasee copied to Ayesha Aumeeruddy Address: UNDP Office, 6th Floor Anglo Mauritius Building, Port Louis E-mail address: kamini.beedasee@undp.org; ayesha.aumeeruddy@undp.org
13	18, 19 and 21	Manner of Disseminating Supplemental Information to the RFP and responses/clarifications to queries	Direct communication to prospective Proposers by email and Posting on the website
14	23	Deadline for Submission	Wednesday 17 April 2019 at 16:00 hrs Mauritius Time
14	22	Allowable Manner of Submitting Proposals	Courier/Hand Delivery in the allocated tender box at UNDP Country Office, 6th Floor, Anglo Mauritius Building, Intendance Street, Port Louis Original: One (1) hard copy (Financial proposal and technical proposal envelopes must be completely separate and each must be sealed) Copies: 1 USB/1 CD
15	22	Proposal Submission Address	<u>UNDP Country Office, 6th Floor, Anglo Mauritius Building, Intendance Street, Port Louis</u>
16	22	Electronic submission (email or eTendering) requirements	▪ Not allowed

17	27 36	Evaluation Method for the Award of Contract	<p>Combined Scoring Method, using the 70%-30% distribution for technical and financial proposals respectively</p> <p>The minimum technical score required to pass is 70%.</p>
18		Expected date for commencement of Contract	<i>May 10, 2019</i>
19		Maximum expected duration of contract	<p>Click here to enter text. Lot 1 – Supply and Implementation of an On-Premise Enterprise Resource Planning for the Utility Regulatory Authority (URA) – 100 person-days over a period of 6 months</p> <p>Lot 2 – Design, Development and Hosting of a Website for the Utility Regulatory Authority (URA) – 50 person-days over a period of 6 months</p>
20	35	UNDP will award the contract to:	<p>One or more Proposers, depending on the following factors :</p> <p>Bidders can submit offers for one or both lots. Each offer must comply with all the requirements under this Lot. Partially submitted offers will not be accepted and will be considered incomplete.</p> <p>For each Lot, the contract will be awarded according to the Combined Scoring Method, using the 70%-30% distribution for technical and financial proposals, where the minimum passing score in technical is 70%</p>
21	39	Type of Contract	<p>Purchase Order</p> <p>Fact Sheet for Goods and Services</p> <p>http://www.undp.org/content/undp/en/home/procurement/business/how-we-buy.html</p>
22	39	UNDP Contract Terms and Conditions that will apply	<p>UNDP General Terms and Conditions for Professional Services</p> <p>http://www.undp.org/content/undp/en/home/procurement/business/how-we-buy.html</p>
23		Other Information Related to the RFP	Not applicable

SECTION 4. EVALUATION CRITERIA

Preliminary Examination Criteria

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

- Appropriate signatures
- Power of Attorney
- Minimum documents provided
- Technical and Financial Proposals submitted separately
- Bid Validity
- Bid Security submitted as per RFP requirements with compliant validity period

Minimum Eligibility and Qualification Criteria

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

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

Subject	Criteria	Document Submission requirement
ELIGIBILITY		
Legal Status	Vendor is a legally registered entity.	Form B: Bidder Information Form
Eligibility	Vendor is not suspended, nor debarred, nor otherwise identified as ineligible by any UN Organization or the World Bank Group or any other international Organization in accordance with ITB clause 3.	Form A: Technical Proposal Submission Form
Conflict of Interest	No conflicts of interest in accordance with ITB clause 4.	Form A: Technical Proposal Submission Form
Bankruptcy	Not declared bankruptcy, not involved in bankruptcy or receivership proceedings, and there is no judgment or pending legal action against the vendor that could impair its operations in the foreseeable future.	Form A: Technical Proposal Submission Form
QUALIFICATION		
History of Non-Performing Contracts¹	Non-performance of a contract did not occur as a result of contractor default for the last 3 years.	Form D: Qualification Form
Litigation History	No consistent history of court/arbitral award decisions against the Bidder for the last 3 years.	Form D: Qualification Form
Previous Experience	Minimum 10 years of relevant experience.	Form D: Qualification Form
	Minimum 3 contracts of similar value, nature and complexity implemented over the last 5 years. <i>(For JV/Consortium/Association, all Parties cumulatively should meet requirement).</i>	Form D: Qualification Form

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

Technical Evaluation Criteria

Lot 1 – Supply and Implementation of an On-Premise Enterprise Resource Planning System for the Utility Regulatory Authority (URA).

Summary of Technical Proposal Evaluation Forms		Score Weight	Maximum Points Obtainable
1.	Expertise of Firm/Organization	25%	200
2.	Proposed Methodology, Approach and Implementation Plan	25%	200
3.	Management Structure and Key Personnel	50%	400
Total			800

Section 1. Expertise of the Firm/Organization		Maximum Points Obtainable
1	Firm's general Experience (<i>years of the organization's existence</i>)	100
	1-4 years (50 points)	
	5 - 9 years (75 points)	
	10 years and above (100 points)	
2	Specific experience in implementing similar projects (<i>Number of projects</i>)	100
	At national level :1-2 projects (50 points)	
	At national level :3-5 projects (60 points)	
	At national level: More than 5 projects (75 points)	
	At least one project at regional /international level (25 points)	
Total section 1		200

Section 2. Proposed Methodology, Approach and Implementation Plan		Maximum Points Obtainable
1	Technical approach and methodology	100
	Understanding of the objectives of the assignment	30
	Interpretation of scope of tasks in line with the Terms of Reference	30
	Methodology for carrying out the activities and obtaining the expected output/Degree of detail of output	40
2	Workplan	100
	Main activities of the assignment and its logical sequences	55
	Efficient implementation plan, milestones and delivery dates of the assignment	45
Total section 2		200

Section 3. Management Structure and Key Personnel		Maximum Points Obtainable
Management structure and key personnel		
1	Management structure	100
	Composition of team	50
	Organisational structure	50
2	Key expert qualifications and competence for assignment	300
2.1	Key Expert 1 – Team Leader	
A	General Academic Qualification: <ul style="list-style-type: none">Degree in IT/Project Management or any other closely related field(s)	
	Bachelor (40 points)	60
	Master (60 points)	
B	Years of relevant experience in implementing IT projects of similar nature	
	Must have at least eight years' experience in the area of project planning and review, resource planning, role and responsibility definition, coordination across multiple teams, project risk analysis and mitigation techniques related to MIS/IT projects, among others	100
	1 - 3 years (30 points)	
	4 -7 years (60 points)	
	8 years and beyond (100 points)	
	Experience in implementing similar projects for Governmental Bodies or parastatals in Mauritius	30
	1 assignment (20 points)	
	More than 1 assignments (30 points)	
	Excellent communication skills - written and oral (English and French)	10
	English only (5 points)	
	English and French (10 points)	
2.2	Key Expert 2 - ERP System Implementation Expert	
A	General Academic Qualification: Degree in Information Technology <ul style="list-style-type: none">A Degree in Information System, Software Engineering or any other closely related field(s)	
	Diploma and above (20 points)	30
	Bachelor Degree (30 points)	
B	Years of relevant experience in implementing IT projects of similar nature	
	Years of relevant experience in successful ERP implementation or projects of similar nature	30
	1-4 years (15 points)	
	5 years and beyond (30 points)	
	Experience in implementing similar projects for Governmental Bodies or parastatals in Mauritius	30
	1 assignment (20 points)	
	More than 1 assignment (30 points)	
	Excellent communication skills - written and oral (English and French)	10
	English only (5 points)	
	English and French (10 points)	
Total Section 3		400

Lot 2 - Design, Development and Hosting of a Website for the Utility Regulatory Authority (URA).

Summary of Technical Proposal Evaluation Forms		Score Weight	Maximum Points Obtainable
1.	Expertise of Firm/Organization	33%	100
2.	Proposed Methodology, Approach and Implementation Plan	33%	100
3.	Management Structure and Key Personnel	33%	100
Total			300

Section 1. Expertise of the Firm/Organization		Maximum Points Obtainable
1	Firm's general Experience (<i>years of the organization's existence</i>)	50
	1-4 years (25 points)	
	5 - 9 years (40 points)	
	10 years and above (50 points)	
2	<i>Specific experience in carrying similar projects (Number of projects)</i>	50
	At national level :1-2 projects (25 points)	
	At national level :3-5 projects (35 points)	
	At national level: More than 5 projects (45 points)	
	At least one project at regional /international level (5 points)	
Total section 1		100

Section 2. Proposed Methodology, Approach and Implementation Plan		Maximum Points Obtainable
1	<i>Technical approach and methodology</i>	50
	Understanding of the objectives of the assignment	15
	Interpretation of scope of tasks in line with the Terms of Reference	15
	Methodology for carrying out the activities and obtaining the expected output/Degree of detail of output	20
2	<i>Workplan</i>	50
	Main activities of the assignment and its logical sequences	30
	Efficient implementation plan, milestones and delivery dates of the assignment	20
Total section 2		100

Section 3: Key Personnel		Maximum Points Obtainable
2.3	Key Expert - Website Development Expert	
A	General Academic Qualification:	30
	<ul style="list-style-type: none"> A Certificate or Diploma in Information System or Software development (20 points) 	
	Degree (30 points)	
B	Relevant Experience	
	Years of experience in successful design of websites for public or private sector in Mauritius and/or abroad	30
	1-4 years (15 points)	
	5 years and beyond (30 points)	
	Experience in developing Website for public or private sector in Mauritius and/or abroad	30
	1 assignment (20 points)	
	More than 1 assignment (30 points)	
	Excellent communication skills - written and oral (English and French)	10
	English only (5 points)	
	English and French (10 points)	
	Total Section 3	100

SECTION 5. TERMS OF REFERENCE

1. Project Background

The Green Climate Fund (GCF), through the United Nations Development Programme (UNDP), is providing financial support and expertise to assist the Government of Mauritius in achieving their targets set in the Long-Term Energy Strategy and to empower URA for the regulation of Renewable Energy (RE) in Mauritius. In this context, the project – Accelerating the transformational shift to a low-carbon economy in the Republic of Mauritius - is being implemented at national level and is financed under the Green Climate Fund (GCF). The project is being implemented in 3 components whereby component 1 is focused on the institutional strengthening of URA in order to equip it accordingly for its respective mandates.

The Utility Regulatory Authority (URA) has been set up in 2016 in accordance with the Utility Regulatory Authority Act 2004 to regulate utility services, namely electricity, water and wastewater in Mauritius. The objectives of the URA are to:

- ensure the sustainability and viability of utility services;
- protect the interests of both existing and future customers;
- promote efficiency in both operations and capital investments in respect of utility services;
- promote competition to prevent unfair and anti-competitive practices in the utility services industry.

1.1 Current status

At present, the IT system at URA is a basic system with laptops, internet connection, and email and there is no specialist and adapted MIS software nor any appropriate server(s) for centrally managing the information requirements of these institutions. In line with the operationalization and institutional strengthening strategies of URA, a robust, up-to-date, fully-fledged and integrated (hardware and software) MIS system is required.

This TOR comprises two lots as follows:

- 1) Lot 1 - Supply and Implementation of an On-Premise Enterprise Resource Planning System for the Utility Regulatory Authority (URA).
- 2) Lot 2 - Design, Development and Hosting of a Website for the Utility Regulatory Authority (URA).

2. Lot 1 – Supply and Implementation of an On-Premise Enterprise Resource Planning System for the Utility Regulatory Authority (URA).

2.1 Objectives

The main objective of this project is to supply and implement an Enterprise Resource Planning System with the following features:

- General Ledger
- Account Receivables
- Account Payables
- Fixed Assets
- Cash Management
- Licensing Management
- Complaints Management
- Compliance Management
- Inventory
- Purchasing

The project will consist of, but not limited to, several components including the software, database and related services to be procured as listed below:

- supply, installation, systems integration and implementation of an Enterprise Resource Planning (ERP) system (production and non-production environments)
- supply of software licences
- supply, installation, configuration and commissioning of database management system and associated network services (production and non-production environments)
- training, documentation and knowledge transfer for the Purchaser's end users in the use and operation of the systems
- training, documentation and knowledge transfer for the Purchaser's IT technical staff to become self-sufficient in maintaining and supporting the systems
- development of test plans and performing test cases for the solution during the various stages of the project including the acceptance testing of the solution
- provision of post implementation support
- provision of warranty period and services
- provision of proposal for post warranty and commissioning annual maintenance and costs
- specification of technical infrastructure required for the deployment and proper functioning of the solution

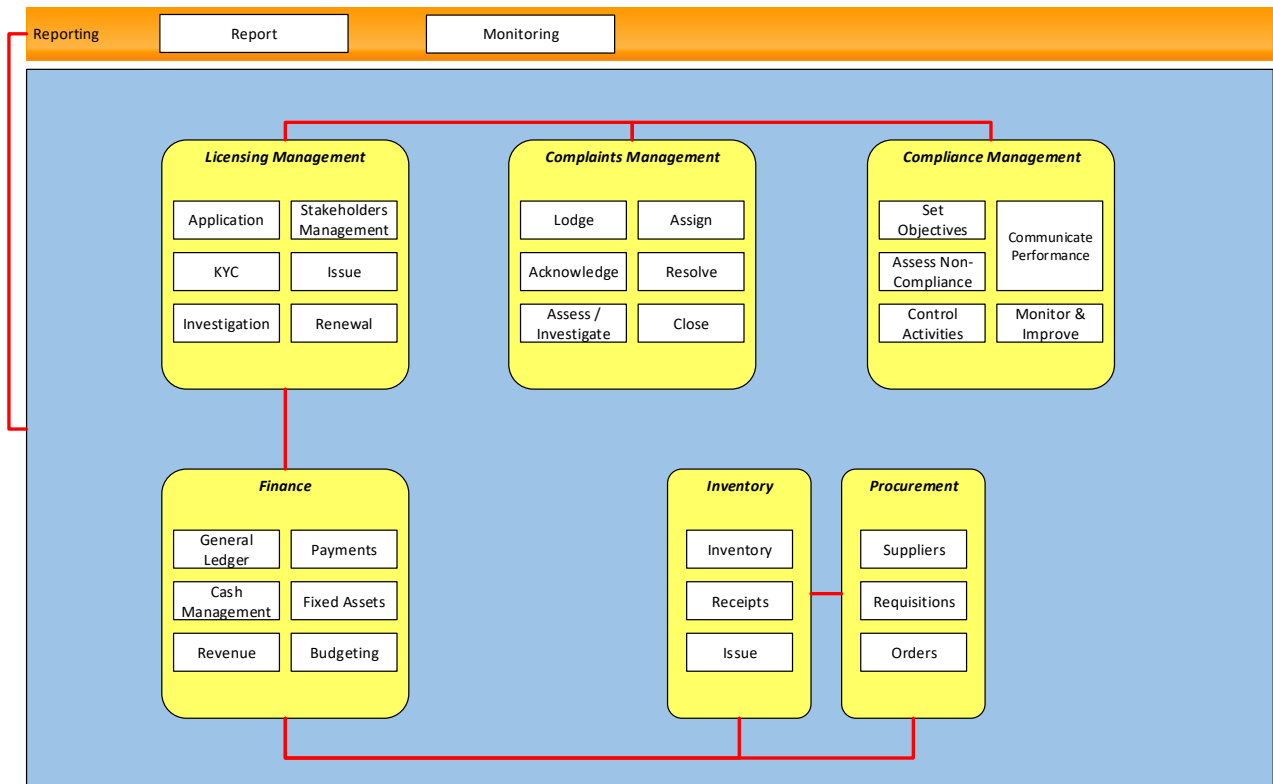
2.2 Solution Scope

The scope of the potential software solution should include the complete set of requirements included in this document. In this context, the potential solution should comprise the functional requirements annexed to this RFP.

However, the proposed solution should be able to cater not only to the existing operations of URA but also be able to keep up with the changing operational activities of URA along with emerging industry developments in the future.

2.3 Functional architecture

The diagram below depicts the high-level functional architecture for URA.



2.4 System Requirements

In order to enable the utilization of the solution features comprehensively, the solution is expected to cover the following requirements as well.

- Workflow with email integration
- Alert with email notifications
- Easy Application Navigation
- Operations Reporting
- Executive Dashboard
- Financial Reporting
- Open Interfaces
- Attachment Functionality
- User Management
- Audit trails
- Data Import/ Export Management

2.5 Response to Functional Requirements

Bidders must complete the ERP Functional Requirement Questions sheets as per Appendix 1 and submit same in MS-Word format. The proposed solution for each functional requirement should be briefly described.

Bidders should complete column C (Compliance) with either 'C' for compliance and 'NC' for non-compliance and provide explanatory notes / remarks as indicated in the tables. Attach detailed technical literature if required. **BIDDERS ARE ALSO ADVISED THAT NON-RESPONSE TO ANY REQUIREMENT IN THE "Compliance" COLUMN WILL BE TREATED AS NON-COMPLIANCE TO REQUIREMENT.**

2.6 Licensing Requirements

It is estimated that initially 6 users will need to have access to the ERP system. However, at the end of first year, additional 6 user licenses will be required. Vendors should, however, recommend the most cost-effective approach to the licensing requirements.

2.7 Hardware Sizing

The recommended server capacity to host the whole system must be provided together with the recommended client workstation configuration, including hardware, operating system and related software.

2.8 User Training

Details of the training approach must be stated, for instance computer-based training (CBT), hands on experiences on training database, classroom or any other.

Bidders will have to dispense training so that there is appropriate and adequate technology transfer that would make end-users fully conversant with the proposed System. Training should encompass application, and system administration.

All training should be held at the URA site. Different types of training should be provided as follows:

2.8.1 Pre-UAT Training

Prior to User Acceptance Testing (UAT), the successful bidder should provide Pre-UAT training to all the users who have been selected by URA for carrying out the UAT exercise. The Pre-UAT training should ensure that the users are trained on the following:

- How to proceed with the testing of their respective modules/screens/functionalities.
- How to log/report issues found during UAT.

2.8.2 Training on Application Software

Training on the proposed System should be dispensed to all concerned users. The objective of the training is to give URA users a comprehensive practical know-how for effective operation of all the different functionalities as part of the scope.

2.8.3 Training on System Software, RDBMS and Reporting

The training session will be held exclusively for URA IT Staff. This training should cover the following:

- ***Training on Systems Software***
 - Systems Administration tasks
 - Troubleshooting procedures
 - Backup/Restore functionalities on the proposed System
 - Any other items as required by specific system proposed
- ***Training on RDBMS and Reporting***
 - Database administration tasks
 - Database fine tuning/optimization
 - Troubleshooting procedures
 - Any other as required by specific system proposed

Notes on Training

The practical aspects of how to deliver the training in order to minimize disruption to work can best be determined by URA. It is however important to ensure that:

- a) training should start 3 weeks prior to the whole system goes live
- b) the training is comprehensive
- c) the training is timed with the availability of equipment and application software to allow staff to put their newly acquired skills in practice

The following information is to be provided:

- a) cost of training
- b) details of courses to be provided
- c) number of training sessions
- d) duration of each training session
- e) experience of trainers
- f) adequate training manuals (user manual, system administration manual) have to be provided prior for each of the sessions at URA.

Comprehensive training material will have to be provided to the staff being trained. URA reserves the right to reproduce the training materials for subsequent in-house training of other staff.

2.9 Further Information

2.9.1 Additional information to be included in the Financial Proposal

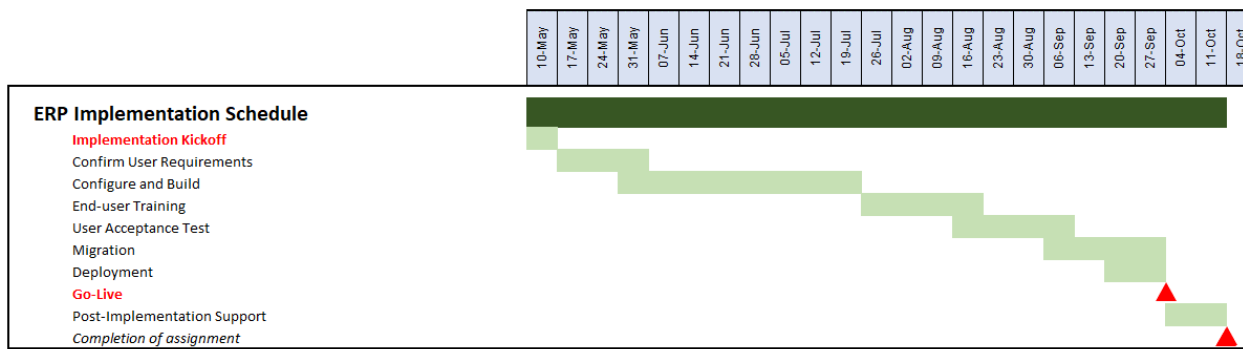
The service provider shall supply software licences, installation services, parameterisation, reporting, customisation wherever applicable, user training, data migration, documentation, user support and technical support

The particulars listed below should be considered in the financial proposal:

- Payment terms for software licenses, services and any other costs
- Annual recurring cost in terms of maintenance for 5 subsequent years; maintenance includes access to upgrades, patches, fixes and help desk support
- All extra costs such as travel costs, accommodation, per diem, and any other item/s.

Only the costs related to the implementation of the ERP during the contract duration would be weighted in the financial evaluation process. Annual recurrent costs (including licence renewal and maintenance) would be required for reference for future budgeting.

2.9.2 Project Implementation Schedule



ERP Implementation Milestones		
SN	Milestone	Time Schedule
1	Kick-Off Meeting	06/05/2019
2	Confirm User Requirements	31/05/2019
3	Configure and Build	19/07/2019
4	End-user Training	16/08/2019
5	User Acceptance Test	06/09/2019
6	Migration	30/09/2019
7	Deployment	30/09/2019
8	Go-Live	01/10/2019
9	Post-Implementation Support	11/10/2019

Note: Bidders must abide to the above implementation schedule

2.9.3 Backup and Recovery

To provide a well-documented backup and recovery procedures and backup and recovery to be tested on-site during the implementation phase.

2.9.4 Data Migration

Opening Balances for AR, AP, GL and FA from the existing spreadsheet system should be successfully migrated. Bidders are required to quote all relevant charges that shall be applicable for this migration. It will be the responsibility of the bidder to check whether all the migration has been properly carried out.

The typical testing activities, such as unit testing, functional testing and acceptance testing should be carried out to certify the migration.

2.9.5 System Performance Tuning

The system is expected to act within a second in response to the first user input. System performance tuning shall be done with testing, during implementation, as well and after going live, to establish the right response to support operations.

2.9.6 Warranty

The bidder shall provide warranty on the proposed solution and shall specify the period of warranty.

2.9.7 Maintenance and Support Services

Maintenance and support services sections must cover software related issues such as changes, enhancements and integrations.

Bidders must state the process to handle the following:

- System issues encountered during live operations within business hours (e.g. help desk facility)
- Fixing bugs
- System test plans
- Documentation maintenance
- Implementation of future releases or upgrades

2.10 Deliverables

The consultancy firm is expected to submit the following deliverables during the course of the project:-

- (i) A project charter consisting of the following:-
 - a. A detailed Gantt chart showing milestones/major deliverables and highlighting the critical path as well as the duration for the assignment, including expected completion date(s).
 - b. A schedule detailing timing of consultations with stakeholders
 - c. Any other relevant section(s), document(s), process(es), literature and reference.
- (ii) An approved solution blueprint for the proposed system
- (iii) An approved report on the training, including the training plan, training materials for users and administrators, and training sign-off
- (iv) The user acceptance test (UAT) sign-off
- (v) Commissioning report confirming system is operational
- (vi) Project completion report

ERP Implementation Deliverables		
SN	Activity	Deliverable
1	Project Charter	- Project Charter document - Project Planning - Progress Report
2	Kick-Off	- Kick Off Presentation - Key users interview schedule
3	Confirm User Requirements	- Solution Blueprint Sign-off
4	End-user Training	- Training Plan - Training Manuals - Training Sign-off
5	User Acceptance Test	- UAT Sign-off
6	Migration	- Data Conversion Sign-off
7	Go-Live	- Fully Operational system
8	Post-Implementation Support	- Post Go-Live Sign-off - Project Sign-off

2.11 Submission procedure

All outputs/deliverables should be submitted to the GCF Project Manager and copied to the CEO of URA for review. The team will review all outputs/deliverables and their comments shall be communicated to the consultants within 14 days of submission of the output/deliverable. The consultants will then have to consider and incorporate the comments within a period of 2 weeks from the date of receipt of comments. The consultants will have to provide for justifications when comments are not incorporated in the output/deliverable.

2.12 Required qualifications of key experts

2.12.1 Key Expert 1 – Team Leader

Education

- Post graduate degree in IT/management or any other related field, with specialization in System Architecture field from a recognized university. Specialisations in MIS, and/or Project Management, will be an advantage.

Experience

- At least 8 years' relevant experience in terms of project planning, development and review, resource planning, role and responsibility definition, coordination across multiple teams, project risk analysis and mitigation techniques related to MIS/IT projects, among others.
- Experience in implementing at least 2 similar projects. **Written evidence for experience claimed in the form of reference letters from the client should be provided in the technical proposal.**
- Experience in developing MIS for Governmental Bodies or parastatals would be an advantage.

Skills and competencies:

- Strong leadership and planning skills.
- Strong understanding of needs and issues of non-profit companies.
- Strong analytical skills.

Language

- Excellent written and spoken French and English is required. Report writing skills is a must.

2.12.2 Key Expert 2 – ERP System Implementation Expert

Education

- A Degree in Information System, Software Engineering or any other closely related field(s)

Experience

- Must have at least 5 years' experience of successful system analysis and design for IT project implementation.
- Experience in implementing at least 2 similar projects. **Written evidence for experience claimed in the form of reference letters from the client should be provided in the technical proposal.**
- Experience in software development/programming for MIS for Governmental bodies or parastatals would be an advantage.

Skills and competencies

- Strong leadership and planning skills
- Strong understanding of IT needs and issues of institutions.
- Strong analytical skills

Language

- Excellent written and spoken French and English is required

2.13 Reporting, Presentations and Language

All project implementation documents such as progress reports, draft project documents, templates, preliminary and intermediate designs, layouts, specification documents etc. shall be submitted in editable Microsoft Office Word Version and editable PDF Version, and in hard copies (4 copies) in a scale to be agreed with all stakeholders and in soft copy. The soft copy should not be secured with password(s) to allow printing or copy and paste of extract from the reports.

The language of the assignment shall be in English. All the outputs and deliverables shall be written in English language and should be presented in a format acceptable by URA. All the final versions of the reports and documentation should also be dispatched to the Project Manager electronically. There shall be no security restrictions on printing/editing in the deliverables.

The Consultant will have to submit all the deliverables where applicable, in draft form (in soft format - MS Word) in the first instance, and should thereafter incorporate any comments URA may submit, prior to their finalisation. Draft reports and documentation would have to be submitted at least 2 weeks before the final reports/documentation are due so that MARENA will have ample time for review. Payment will be made only on the final deliverables, and these final deliverables should be to the satisfaction of the URA and the UNDP Country Office.

2.14 Logistical Arrangements

All transportation costs and administrative costs related to the execution of the assignment are to be borne by the consultant. In case workshops/training sessions have to be organised, all costs will be borne by UNDP.

2.15 Delivery and Payment Schedule

- Deliverables will be the basis for the payment schedule. All reports will be submitted in draft (for comments) and then final.
- The Deliverables shall be submitted in electronic editable format (MS Word, and Pdf versions) and by courier to the following recipients. The address for delivery is:

Mrs Vichitra Purdassee, Project Manager
Accelerating the Transformational Shift to a Low-Carbon Economy in the Republic of Mauritius
(Component 1)
Email: vichitra.purdassee@undp.org

Copied to:
Mr Suraj Naiko
Officer-in-charge, Utility Regulatory Authority (URA)
Email : snaiko@uramauritius.mu

ERP Implementation Payment Schedule			
SN	Milestone	Time Schedule	Payment Schedule
1	Approved Project Charter Document	10/05/2019	10%
2	Approved Solution Blueprint	07/06/2019	15%
3	Training Sign-off	23/08/2019	15%
4	UAT Sign-off	13/09/2019	15%
5	Post Go-Live Sign-off	07/10/2019	20%
6	Project Sign-off	30/10/2019	25%

3. Lot 2 – Design, Development and Hosting of Website for the Utility Regulatory Authority (URA)

3.1 Objectives

The main objective of the website is to promote URA as the authority responsible for the regulation of sustainable utilities in Mauritius.

The main requirements are:

- To explain to any website visitor, who we are, what we do
- To ease the licensing application process of Independent Power Producers (IPP) by accessing online forms
- To log complaints through the website
- To be easy to use, well laid out and have a mobile optimised design that is easy to navigate

3.2 Features of the Web Portal

- Display of bilingual information in English and French.
- Interactive multimedia-oriented home page design. Multiple banner of inner page
- Compatible to all the browser like Chrome, Mozilla Firefox, Internet Explorer, Safari, Opera
- Web portal should be Responsive i.e. compatible to Mobile, Tabs, i-Pad
- Database driven website with CMS (Content Management System) and User Management to manage the requirement from Admin Interface by the multiple users.
- Web portal should be free from vulnerabilities

3.3 Scope of work

- Design and development of web site as per requirement
- User acceptance test
- Resolve all the Vulnerabilities found during security audit before go-live of the website
- Installation of required software and hosting of website in a secured environment
- Optimization of website time to time for better performance
- Training on Content Management System to the officials of URA
- Support and maintenance of the portal for a period of 3 years from the date of go-live
- Integrated search functionalities: An effective search system integration where user can search any content by entering text in the search box.
- Development using Current Technology available, including PHP, (.) NET, Java, SQL Server and XML to develop power full and efficient application.
- Facility to upload and download files
- Successful bidder will have to validate the design from URA before finalization.
- The design, development, database design should make the portal with professional and corporate look user friendly, easy to access or navigate or should attract the visitor.
- There should be user management functionality.
- Administrator should be able to gain control over the front-end content, edit, add or delete content of the front end through administrative control panel.
- Main navigation panel; Administrator can Add / Edit / Delete menu
- News & Events update: latest news and events will appear on home page with read more link after click-in-on this, all details will appear
- Archive: An archive for all the uploaded News/Events/Photos/Documents.
- Visitor Counter: Actual visitors visiting this site will be tracked.
- Contact Us: A contact us with email, telephone numbers, address etc.
- Online recruitment system

- Webmail services.

This website needs to be modern, functional, highly attractive and responsive. From the administrative perspective the site must be easy to update by users of varied technical expertise from individual departments on a regular basis.

The new site should be built upon proven and accepted website development standards while maintaining flexibility to easily grow and add new functionality over time and with minimal cost

3.4 Site Map

The site map structure will include (but is not necessarily limited to):

- Home
 - Online Services,
 - Publications,
 - Announcements
- About Us
 - Background,
 - Management Team,
 - Board Members,
 - Mission, Vision, Values
 - Legislation
- Electricity
 - Tariff
- Consumer Affairs
 - Overview,
 - Consumer Rights,
 - Complaints
- Licensing
 - Application
- Complaints
 - Lodging
- Media Centre
 - Latest News,
 - Press Release,
 - Gallery
- Careers
- Publications
- Contact Us

3.5 Response to Functional Requirements

Bidders must complete the Website Functional Requirement Questions sheets as per Appendix 2 and submit same in MS-Word format. The proposed solution for each functional requirement should be briefly described.

Bidders should complete column C (Compliance) with either 'C' for compliance and 'NC' for non-compliance and provide explanatory notes / remarks as indicated in the tables. Attach detailed technical literature if

required. BIDDERS ARE ALSO ADVISED THAT ANY BLANKS IN THE “Compliance” COLUMN WILL BE TREATED AS NON-COMPLIANCE TO REQUIREMENT.

3.6 Software License

The list of third-party software licenses (like Database, application server etc.) required for the development and hosting proposed website shall be provided to URA by the selected bidder without any cost to URA. However, if the software is open source then a stable version should be identified by the bidder.

3.7 Integrations

The proposed website needs to be integrated with the ERP solution. Licensing application information and Complaints should be uploaded / downloaded to the ERP.

3.8 Project Documentation

The bidder shall create / update and maintain all project documents that would be submitted to URA after UAT. Any subsequent approved changes to the requirements / design shall be incorporated into the documents and submitted to URA. Project documents include but are not limited to the following:

- User Manual
- Website Installation & Configuration Manual
- Service Provider shall submit a list of deliverables that they would submit based on the methodology they propose. All project documents are to be kept up-to-date (updated every six months) during the project.

3.9 Acceptance, Certification and Roll-out

As this project involves both the development and hosting of the web site, the following points related to Acceptance, Certification and Go-live shall be considered:

- An acceptance test plan along with test cases and expected results traced to the requirements shall be provided during the development and the same shall be accepted by the URA.
- Any observations/feedback from URA related to the test plan and test cases shall be duly factored in as relevant.
- URA shall constitute a team of users who will facilitate the test process, but the bidder’s personnel shall carry out the unit and integration tests.
- After development of website, URA will issue UAT to the bidder.
- After hosting, the website will be declared as “Go-Live”

3.10 Contents of technical bid

The bidder should give details of the project methodology to be followed, technology architecture (with details of technology, software versions etc), project plan etc. in technical bid document.

3.11 Financial Proposal

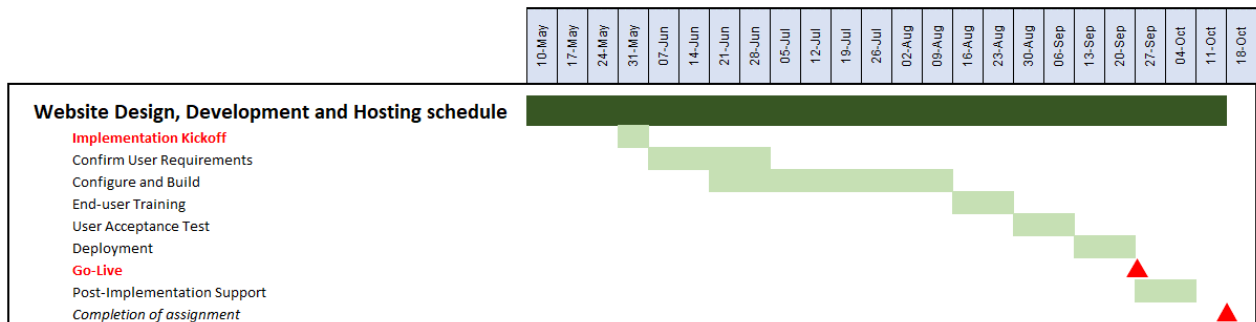
3.11.1 Additional information to be included in the Financial Proposal

The service provider shall supply software licences, installation services, parameterisation, reporting, customisation wherever applicable, user training, data migration, documentation, user support and technical support

The particulars listed below should be considered in the financial proposal:

- Payment terms for software licenses, services and any other costs;
- Annual recurring cost in terms of maintenance for 5 subsequent years; maintenance includes access to upgrades, patches, fixes and help desk support; and
- All extra costs such as travel costs, accommodation, per diem, and any other item/s.

3.12 Project Implementation Schedule



Website Design, Development and Hosting Milestones		
SN	Milestone	Time Schedule
1	Kick-Off Meeting	31/05/2019
2	Confirm User Requirements	28/06/2019
3	Configure and Build	09/08/2019
4	End-user Training	23/08/2019
5	User Acceptance Test	06/09/2019
6	Deployment	20/09/2019
7	Go-Live	20/09/2019
8	Post-Implementation Support	04/10/2019

Note: Bidders must abide to the above implementation schedule

3.13 Deliverables

The consultancy firm is expected to submit the following deliverables during the course of the project:-

- (vii) A project charter consisting of the following:-
 - d. A detailed Gantt chart showing milestones/major deliverables and highlighting the critical path as well as the duration for the assignment, including expected completion date(s).
 - e. A schedule detailing timing of consultations with stakeholders
 - f. Any other relevant section(s), document(s), process(es), literature and reference.
- (viii) An approved solution blueprint for the proposed system
- (ix) An approved report on the training, including the training plan, training materials for users and administrators, and training sign-off
- (x) The user acceptance test (UAT) sign-off
- (xi) Commissioning report confirming system is operational
- (xii) Project completion report

Website Design, Development and Hosting Deliverables		
SN	Activity	Deliverable
1	Project Charter	- Project Charter document - Project Planning - Progress Report
2	Kick-Off	- Kick Off Presentation - Key users interview schedule
3	Confirm User Requirements	- Solution Blueprint Sign-off
4	End-user Training	- Training Plan - Training Manuals - Training Sign-off
5	User Acceptance Test	- UAT Sign-off
6	Go-Live	- Fully Operational Website
7	Post-Implementation Support	- Post Go-Live Sign-off - Project Sign-off

3.14 Submission procedure

All outputs/deliverables should be submitted to the GCF Project Manager and copied to the CEO of URA for review. The team will review all outputs/deliverables and their comments shall be communicated to the consultants within 14 days of submission of the output/deliverable. The consultants will then have to consider and incorporate the comments within a period of 2 weeks from the date of receipt of comments. The consultants will have to provide for justifications when comments are not incorporated in the output/deliverable.

3.15 Required qualifications of key experts

3.15.1 Key Expert – *Website Development Expert*

Education

- A degree in Information System or Software development.

Experience

- At least 5 years' relevant experience in terms of successful design of websites for public or private sector in Mauritius and/or abroad, including in Current Technology such as PHP, (.) NET, Java, SQL Server and XML to develop power full and efficient application.
- Experience in implementing at least 2 similar projects. **Written evidence for experience claimed in the form of reference letters from the client should be provided in the technical proposal.**

Skills and competencies:

- Strong leadership and planning skills.
- Strong understanding of needs and issues of non-profit companies.
- Strong creative skills
- Strong analytical skills.

Language

- Excellent written and spoken French and English is required. Report writing skills is a must.

3.16 Reporting, Presentations and Language

All project implementation documents such as progress reports, draft project documents, templates, preliminary and intermediate designs, layouts, specification documents etc. shall be submitted in editable Microsoft Office Word Version and editable PDF Version, and in hard copies (4 copies) in a scale to be agreed with all stakeholders and in soft copy. The soft copy should not be secured with password(s) to allow printing or copy and paste of extract from the reports.

The language of the assignment shall be in English. All the outputs and deliverables shall be written in English language and should be presented in a format acceptable by URA. All the final versions of the reports and documentation should also be dispatched to the Project Manager electronically. There shall be no security restrictions on printing/editing in the deliverables.

The Consultant will have to submit all the deliverables where applicable, in draft form (in soft format - MS Word) in the first instance, and should thereafter incorporate any comments URA may submit, prior to their finalisation. Draft reports and documentation would have to be submitted at least 2 weeks before the final reports/documentation are due so that MARENA will have ample time for review. Payment will be made only on the final deliverables, and these final deliverables should be to the satisfaction of the URA and the UNDP Country Office.

3.17 Logistical Arrangements

All transportation costs and administrative costs related to the execution of the assignment are to be borne by the consultant. In case workshops/training sessions have to be organised, all costs will be borne by UNDP.

3.18 Delivery and Payment Schedule

- Deliverables will be the basis for the payment schedule. All reports will be submitted in draft (for comments) and then final.
- The Deliverables shall be submitted in electronic editable format (MS Word, and Pdf versions) and by courier to the following recipients. The address for delivery is:

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Accelerating the Transformational Shift to a Low-Carbon Economy in the Republic of Mauritius
(Component 1)
Email: vichitra.purdassee@undp.org

Copied to:
Mr Suraj Naiko
Officer-in-charge, Utility Regulatory Authority (URA)
Email : snaiko@uramauritius.mu

Website Design, Development and Hosting Payment Schedule			
SN	Milestone	Time Schedule	Payment Schedule
1	Approved Project Charter Document	07/06/2019	10%
2	Approved Solution Blueprint	05/07/2019	15%
3	Training Sign-off	30/08/2019	15%

4	UAT Sign-off	13/09/2019	15%
5	Post Go-Live Sign-off	27/09/2019	20%
6	Project Sign-off	15/10/2019	25%

3.19 Training and Maintenance Support:

Bidder will provide familiarization program to URA resources without any extra cost.

The website module should have free support / facilitation for a period 3 month from the date of commissioning of the website.

SECTION 6: RETURNABLE BIDDING FORMS / CHECKLIST

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

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

Technical Proposal Envelope:

Have you duly completed all the Returnable Bidding Forms?	
▪ Form A: Technical Proposal Submission Form	<input type="checkbox"/>
▪ Form B: Bidder Information Form	<input type="checkbox"/>
▪ Form C: Joint Venture/Consortium/ Association Information Form	<input type="checkbox"/>
▪ Form D: Qualification Form	<input type="checkbox"/>
▪ Form E: Format of Technical Proposal	<input type="checkbox"/>
▪ Functional Requirement (Appendix I)	<input type="checkbox"/>
▪ Website Functional Requirement (Appendix 2)	<input type="checkbox"/>
Have you provided the required documents to establish compliance with the evaluation criteria in Section 4?	<input type="checkbox"/>

Financial Proposal Envelope

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

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

FORM A: TECHNICAL PROPOSAL SUBMISSION FORM

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

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

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

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

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

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

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

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

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

Name: _____

Title: _____

Date: _____

Signature: _____

[Stamp with official stamp of the Bidder]

FORM B: BIDDER INFORMATION FORM

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

FORM C: JOINT VENTURE/CONSORTIUM/ASSOCIATION INFORMATION FORM

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

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

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

Name of leading partner (with authority to bind the JV, Consortium, Association during the RFP process and, in the event a Contract is awarded, during contract execution)	[Complete]
--	------------

We have attached a copy of the below document signed by every partner, which details the likely legal structure of and the confirmation of joint and severable liability of the members of the said joint venture:

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

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

Name of partner: _____ Name of partner: _____

Signature: _____ Signature: _____

Date: _____ Date: _____

Name of partner: _____ Name of partner: _____

Signature: _____ Signature: _____

Date: _____ Date: _____

FORM D: QUALIFICATION FORM

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

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

Historical Contract Non-Performance

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

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

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

Litigation History (including pending litigation)

☐ No litigation history for the last 3 years

☐ Litigation History as indicated below

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

Previous Relevant Experience

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

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

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

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

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

Financial Standing

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

Financial information (in US\$ equivalent)	Historic information for the last 3 years		
	Year 1	Year 2	Year 3
	<i>Information from Balance Sheet</i>		
Total Assets (TA)			
Total Liabilities (TL)			
Current Assets (CA)			
Current Liabilities (CL)			
	<i>Information from Income Statement</i>		
Total / Gross Revenue (TR)			
Profits Before Taxes (PBT)			
Net Profit			
Current Ratio			

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

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

FORM E: FORMAT OF TECHNICAL PROPOSAL

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

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

SECTION 1: Bidder's qualification, capacity and expertise

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

SECTION 2: Proposed Methodology, Approach and Implementation Plan

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

- 2.1 A detailed description of the approach and methodology for how the Bidder will achieve the Terms of Reference of the project, keeping in mind the appropriateness to local conditions and project environment. Details how the different service elements shall be organized, controlled and delivered.
- 2.2 The methodology shall also include details of the Bidder's internal technical and quality assurance review mechanisms.
- 2.3 Explain whether any work would be subcontracted, to whom, how much percentage of the work, the rationale for such, and the roles of the proposed sub-contractors and how everyone will function as a team.
- 2.4 Description of available performance monitoring and evaluation mechanisms and tools; how they shall be adopted and used for a specific requirement.
- 2.5 Implementation plan including a Gantt Chart or Project Schedule indicating the detailed sequence of activities that will be undertaken and their corresponding timing.
- 2.6 Demonstrate how you plan to integrate sustainability measures in the execution of the contract.
- 2.7 Any other comments or information regarding the project approach and methodology that will be adopted.

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

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

SECTION 3: Management Structure and Key Personnel

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

Format for CV of Proposed Key Personnel

NAME OF PERSONNEL	[INSERT]
POSITION FOR THIS ASSIGNMENT	[INSERT]
NATIONALITY	[INSERT]
LANGUAGE PROFICIENCY	[INSERT]
EDUCATION/ QUALIFICATIONS	[SUMMARIZE COLLEGE/UNIVERSITY AND OTHER SPECIALIZED EDUCATION OF PERSONNEL MEMBER, GIVING NAMES OF SCHOOLS, DATES ATTENDED, AND DEGREES/QUALIFICATIONS OBTAINED.]

	[INSERT]
PROFESSIONAL CERTIFICATIONS	<p>[PROVIDE DETAILS OF PROFESSIONAL CERTIFICATIONS RELEVANT TO THE SCOPE OF SERVICES]</p> <hr/> <ul style="list-style-type: none"> ▪ NAME OF INSTITUTION: [INSERT] ▪ DATE OF CERTIFICATION: [INSERT]
EMPLOYMENT RECORD/ EXPERIENCE	<p>[LIST ALL POSITIONS HELD BY PERSONNEL (STARTING WITH PRESENT POSITION, LIST IN REVERSE ORDER), GIVING DATES, NAMES OF EMPLOYING ORGANIZATION, TITLE OF POSITION HELD AND LOCATION OF EMPLOYMENT. FOR EXPERIENCE IN LAST FIVE YEARS, DETAIL THE TYPE OF ACTIVITIES PERFORMED, DEGREE OF RESPONSIBILITIES, LOCATION OF ASSIGNMENTS AND ANY OTHER INFORMATION OR PROFESSIONAL EXPERIENCE CONSIDERED PERTINENT FOR THIS ASSIGNMENT.]</p> <hr/> <p>[INSERT]</p>

REFERENCES

[PROVIDE NAMES, ADDRESSES, PHONE AND EMAIL CONTACT INFORMATION FOR TWO (2) REFERENCES]

REFERENCE 1:

[INSERT]

REFERENCE 2:

[INSERT]

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

Signature of Personnel

Date (Day/Month/Year)

FORM F: FINANCIAL PROPOSAL SUBMISSION FORM

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

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

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

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

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

Name: _____
Title: _____
Date: _____
Signature: _____

[Stamp with official stamp of the Bidder]

FORM G: FINANCIAL PROPOSAL FORM

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

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

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

Currency of the proposal: [Insert Currency]

Table 1: Summary of Overall Prices

	Amount(s)
Professional Fees (from Table 2)	
Other Costs (from Table 3) Note: refer to pages 29 and 37	
Total Amount of Financial Proposal	

Table 2: Breakdown of Professional Fees

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

Table 3: Breakdown of Other Costs

Description	UOM	Quantity	Unit Price	Total Amount
Local transportation costs	Lump Sum			
Out-of-Pocket Expenses				
Other Costs: (please specify)				
Subtotal Other Costs:				

Table 4: Breakdown of Price per Deliverable/Activity

Deliverable/ Activity description	Time (person days)	Professional Fees	Other Costs	Total
Approved Project Charter Document				
Approved Solution Blueprint				
Training Sign-off				
UAT Sign-off				
Post Go-Live Sign-off				
Project Sign-off				

Table 5: Recurrent costs (only for reference purposes)

Item	Cost for 2nd year	Cost for 3rd year	Cost for 4th year	Cost for 5th year	Cost for 6th year
e.g. licence fees per user					
.....					

APPENDIX I: ERP FUNCTIONAL REQUIREMENT FORM

A1.1 GENERAL SPECIFICATIONS

General Specifications			
Ref	Functional Requirements - General	Compliance (C=Comply/NC=Not Comply)	Explanatory Note/ Remarks
S001	The software must have a one-time, single-point of data entry to reduce redundant work		
S002	The software must have an easy to use system for preparing various statistical and analytical reports		
S003	Totally integrated search capabilities on all fields without the use of a secondary application		
S004	The software must provide a look-up capability for frequently entered information; and, once selected the information will automatically populate the corresponding data record		
S005	The software must provide the ability for the system manager to identify any individual who entered, edited, deleted or otherwise changed any data and the date and time that the change was made		
S006	The software must provide the ability for multiple users to be on the system at the same time and multiple users to be in the same programs at the same time		
S007	The software must provide the ability to direct output of a data search to a printer upon user demand		
S008	The system must provide the ability for the user to create PDF, spreadsheet, delimited text file format for all reports		
S009	The system continuously saves its data, and does not require the user to manually save. If the system crashes or closes unexpectedly, no data is lost		
S010	The system allows for postings to be made to any future or past period but can also be restricted by the system administrator within pre-specified open periods		

Ref	Functional Requirements - General	Compliance (C=Comply/NC=Not Comply)	Explanatory Note/ Remarks
S011	Drill down capability within a given module		
S012	Drill across modules capability		
S013	Import and export data options		
S014	The system should have a notification system for process that are coming due, such as reapplying for a grant and license expiring		
S015	Software should provide a report auto schedule capability to run reports at designated times in the future		
S016	The software should provide a "query" builder to create, save and run common database queries.		
S017	The system must satisfy the following inherent features: o Web-based o Ease of upgrade o Modular (if deemed appropriate)		
S018	The system must allow system administrators to create and update user profiles that define roles and access rights		
S019	The system must provide a comprehensive audit trail that allows system administrators to trace all updates		

A1.2 SPECIFICATIONS FOR ENTERPRISE RESOURCE PLANNING SOFTWARE (ERP)

Financial Management			
Ref	Functional Requirements - General Ledger	Compliance (C=Comply/NC=Not Comply)	Explanatory Note/ Remarks
S020	For each G/L account, the chart of accounts contains the account number, account name and parameters		
S021	The system must allow for the modification of specific details of an account without affecting previous transactions or the structure of the chart of accounts		
S022	Ability to determine/specify the type of GL accounts e.g. balance sheet or profit and loss item		
S023	The system must provide for account level security by user. e.g.: The system should restrict user entering or reviewing balances for certain account or range of account		
S024	Ability to maintain account status for the GL accounts e.g. Active, Inactive, Closed		
S025	The system must have flexibility in defining accounting periods per fiscal year		
S026	Ability to input journal entries and recurring journal entries		
S027	Ability to approve journal entries before posting		
S028	Ability to drill down from the balance level to the transaction level		
S029	The system must provide for the transfer of balance from profit and loss GL accounts to the retained earnings GL account		
S030	The system must allow for the input of prior year adjustments		
S031	Availability of standard reports that are provided in online or in batch mode		
S032	Ability to perform multi company accounting		
S033	Ability to upload foreign exchange rates		
S034	The system must provide for extract and upload facilities		
S035	The system must allow the consolidation of the Trial Balances from multiple subsidiaries		

Ref	Functional Requirements - General Ledger	Compliance (C=Comply/NC=Not Comply)	Explanatory Note/ Remarks
S036	Ability to generate budget template with all sections: <ul style="list-style-type: none"> - Expenditure estimates (Recurring & Non-Recurring) - Capital expenditure estimates - Maintenance Cost budget 		
S037	Ability to do budget forecast based on prior year		
S038	Ability to create budgets with a breakdown of every general ledger account and every total in the chart of accounts, then, print actual balances and show variances by percentage		
S039	Facility to create budgets in different ways namely: <ul style="list-style-type: none"> - Manually - Copying budget, wholly or partly, from an existing budget - Import/Export from and to Excel workbook 		
S040	Versioning - allows for the creation of multiple budget versions		
S041	Facility to automatically generate budgets from previous year actuals or budgets, with a percentage increase or decrease by income / expense code range		
S042	Facility to prepare departmentalised budgeting		
S043	The system must provide for budget approval functionality based on pre-defined user privileged levels		
S044	Ability to perform Expense Analysis - Department wise/Consolidated. Current month/YTD/Prev YTD comparisons with Budgets		
S045	Ability to review budget balances through reports		
S046	Ability to enable various end users input budget figures in a sub-module		
S047	Ability to have separate period closing capability by sub ledgers		
S048	Ability to selectively close or open periods for posting (with adequate security)		
S049	Ability to generate detailed/summarised transaction report for a single account or for a range of account by: <ul style="list-style-type: none"> - Period to date - Year to Date 		

Ref	Functional Requirements - General Ledger	Compliance (C=Comply/NC=Not Comply)	Explanatory Note/ Remarks
S050	Ability to generate summarised and detailed trial balance		
S051	Ability to generate the following financial reports in user defined format: <ul style="list-style-type: none"> - Balance sheet - Income and Expenditure Account - Cash flow statement - Budget status report (budget vs. actual by selected accounts/groups of accounts) - Generate Balance Sheet and Income and Expenditure by Department - Generate consolidated balance sheet and income and expenditure for the Company as a whole 		
S052	Ability to generate budget status reports PTD/YTD		
S053	The budget functionality must have a seamless integration with Payables and Purchasing modules		
S054	The system must be multi-currency		
S055	Ability to manage TDS with status reporting		
S056	Ability to manage grants from the Ministry		
S057	Ability to manage General Fund and Universal Service Fund in the MIS as prescribed in the URA Act		

Ref	Functional Requirements - Cash Management	Compliance (C=Comply/NC=Not Comply)	Explanatory Note/ Remarks
S058	Ability to support all in and out payment transactions		
S059	Ability to generate daily receipt register		
S060	Ability to generate daily payment register		
S061	Ability to interface with the following modules: - Accounts Payable - Accounts Receivable - General Ledger (for banks transaction done directly in GL)		
S062	Ability to upload electronic bank statement into the system and perform manual/automatic bank reconciliation		
S063	Ability to automatically enter the following reconciling items: Bank charges, Bank interests, Other miscellaneous transactions that appears on the bank statement		
S064	Ability to have in transit GL Codes for un-reconciled payment/receipt transaction. And reconciled transactions from Cash Management module to generate final GL codes		
S065	Ability to generate bank reconciliation report showing reconciled, unreconciled amounts as per bank statement		
S066	Ability to generate cash movement report for every bank account showing opening balance, transactions for the period and resulting closing balance		
S067	The system must allow for the creation of multiple bank accounts		
S068	Ability to store the date the last bank reconciliation was completed and the closing balance of the bank account at the time		
S069	The system must be able to produce a list of bank accounts, orderable by: - Account number - Account name - Account balance		

Ref	Functional Requirements - Cash Management	Compliance (C=Comply/NC=Not Comply)	Explanatory Note/ Remarks
S070	<p>The system must be able to display a list of transactions for a given bank account. The required details are:</p> <ul style="list-style-type: none"> - Date - Corresponding transaction account (in double entry accounting) - Amount of the transaction shown in a column appropriate to the nature of the transaction: that is, either credit or debit - Any taxes appropriate to each transaction - Running balance 		
S071	<p>The system must allow for the automatic generation of cheques for due invoices with remittance advice</p>		

Ref	Functional Requirements - Account Payable	Compliance (C=Comply/NC=Not Comply)	Explanatory Note/ Remarks
S072	Ability to add/create new creditors with the required details		
S073	Ability to edit and modify creditor details; apart from the creditor code		
S074	Ability to flag creditors as inactive only if account balance is zero		
S075	Ability to flag inactive creditors as active		
S076	Ability to restrict posting of transactions on an inactive creditor		
S077	Ability to produce a list of all creditors, orderable by: <ul style="list-style-type: none"> - account number - account name - account balance - latest activity date (optional) - A given date on which the creditor has made a purchase - status i.e. active/inactive/all 		
S078	Ability to display a list all creditors, their account number and balance		
S079	Ability to delete a creditor only if creditor account does not have any transactions associated with it		
S080	Ability to have a list of all payments within a given date range specified by the user. The following details are displayed: <ul style="list-style-type: none"> - supplier's name - amount paid - date of payment whether the payment was a partial payment or full payment		
S081	Ability to enter invoices in batches and individually		
S082	Ability to match single invoice with multiple purchase orders and multiple invoices to single purchase order		
S083	Ability to automatically close the purchase order on posting a final invoice		
S084	Ability to define multiple payment terms		
S085	Ability to have approval workflow for invoices & payments		
S086	Ability to define approval hierarchies and approval groups		
S087	Ability to define serial or parallel approval mode		
S088	Ability to enter invoices & process payments in multiple currency		

Ref	Functional Requirements - Account Payable	Compliance (C=Comply/NC=Not Comply)	Explanatory Note/ Remarks
S089	Ability to enter debit/credit memo and apply it to the invoice and adjust invoices against debit memos		
S090	Ability to capture prepayment/advance payment		
S091	Ability to apply invoices against advance payments		
S092	Ability to track assets related information while recording the invoice and later transfer to the assets module		
S093	Ability to support following payment methods: - Cash - Cheque automated or handwritten - Bank transfer		
S094	Ability to process payments for a group of invoices or individually		
S095	Ability to make partial payments of invoices		
S096	Ability to handle Petty cash payment		
S097	Ability to define customizable check layout for each disbursing bank		
S098	Ability to print remittance advices for all payments with the ability to define contents		
S099	Ability to hold Payments for specific vendors/invoices		
S100	Ability to generate aging reports by due date, invoice date		
S101	Ability to report on: Unapproved invoices, Invoices on hold		
S102	The system must provide for automatic interface with General Ledger		
S103	Ability to assign invoice against Cost Centre		
S104	Ability to create recurring invoice		

Ref	Functional Requirements - Account Receivable	Compliance (C=Comply/NC=Not Comply)	Explanatory Note/ Remarks
S105	Ability to prepare statement of account for customers		
S106	Ability to maintain multiple aging periods		
S107	Ability to put customer on hold		
S108	Ability to have approval to release customer hold		
S109	Ability to process invoices in batches or individually		
S110	Ability to approve invoice based on predefined rules		
S111	Ability to generate credit note / debit note to customer		
S112	Ability to support following receipt methods: - Cash - Cheque - Bank transfer		
S113	Ability to record customer and non-customer receipts		
S114	Ability to generate and print receipts for payments		
S115	Ability to apply single receipt to single or multiple invoices, or multiple receipts to a single invoice		
S116	Ability for each receivable transaction (invoice and receipt) to generate respective predefined accounting entries in GL		
S117	The system must allow for on line inquiry of customer transactions – Invoices and Receipt		
S118	Ability to generate customer reports		
S119	The system must allow for the creation of new debtors (licensees)		
S120	The system must allow debtor details to be edited and modified; The debtor code cannot be changed		
S121	The system must allow debtors to be flagged as inactive; account balance must be zero before flagging an account as inactive		
S122	The system must allow inactive debtors to be flagged as active		
S123	The system must restrict posting of transactions where it relates to an inactive debtor		

Ref	Functional Requirements - Account Receivable	Compliance (C=Comply/NC=Not Comply)	Explanatory Note/ Remarks
S124	The system must be able to produce a list of debtors, orderable by: <ul style="list-style-type: none"> - account number - account name - account balance - latest activity date (optional) - active/inactive/all 		
S125	Ability to retrieve an existing cash receipt entry and reverse it, with the appropriate accounting affect automatically		
S126	Ability to automatically match transaction e.g. by oldest invoice or manually		
S127	Ability to settle multiple invoices with a single payment		
S128	Ability to match Credit note against invoice		
S129	The system must allow for full access to all or specific customer subject to individual security levels		
S130	Ability to attach documents to invoices, customers, and/or receipts		

Ref	Functional Requirements - Fixed Assets	Compliance (C=Comply/NC=Not Comply)	Explanatory Note/ Remarks
S131	Ability to keep track of fixed assets such as buildings, machinery, and equipment		
S132	Ability to keep track of insurance coverage and annual insurance premiums for fixed assets and easily determine whether your assets are under-insured or over-insured		
S133	Ability to record maintenance and service expenses for each fixed asset		
S134	Ability to allocate different percentages of fixed asset transactions, such as acquisition cost and depreciation, to different departments or projects by using allocation keys		
S135	Ability to setup assets into main categories, sub categories, locations, business units, report groups, responsible employees, models and trademarks, description, purchase date, PO Reference, Invoice Reference and Original Cost		
S136	Ability to apply different type of depreciation rates per asset category		
S137	Ability to depreciate assets using common depreciation methods: - Straight line - Reducing balance		
S138	Ability to define parent child asset relationships		
S139	Ability to add additional upgrading cost to an existing asset. System provides a report showing the history of upgrades and includes the addition into the new depreciation run over the remaining period of the asset. E.g.: Capital construction projects		
S140	Ability to capture work/construction in progress (WIP/CIP) assets and later convert them as normal assets and start depreciating		
S141	Ability to split an asset into multiple assets		
S142	Ability to capitalize assets		
S143	Ability to perform "un-planned" depreciation		
S144	Ability to perform transfer of asset		

Ref	Functional Requirements - Fixed Assets	Compliance (C=Comply/NC=Not Comply)	Explanatory Note/ Remarks
S145	Ability to perform asset retirement: <ul style="list-style-type: none"> - Fully retire - Partially retire - Retire by units - Retire by cost - Reinstate retired assets 		
S146	Ability to process sales of fixed assets with the automatic creation of gain/loss transactions		
S147	Ability to revalue assets (change the basis of depreciation and net book value) and adjust the cost of an asset, e.g. capitalization of renovation cost, useful life, depreciation % and write off amounts		
S148	Ability to maintain a physical control of assets and be able to track assets by serial number, asset number and cost centre/ location		
S149	Ability to generate fixed assets register		
S150	Ability to generate asset depreciation register (detail and summary)		
S151	Ability to print an asset report by major and minor category		
S152	The following activities generate a report output: <ul style="list-style-type: none"> - Asset transfer - Asset Disposals - Asset retirement in the form of sale, scrap and write off. - Asset addition 		
S153	Ability to structure the asset number		
S154	Ability to merge assets		
S155	Ability to create an asset from a Payable Invoice		
S156	Ability to create an asset from a purchase receipt in the absence of an immediate payable invoice		
S157	The system must provide for asset tracking features		

Ref	Functional Requirements - Purchasing	Compliance (C=Comply/NC=Not Comply)	Explanatory Note/ Remarks
S158	The system must allow users to address their requisitions to Procurement Department		
S159	Ability to convert requisition to Request for Quotations (RFQ) automatically after adding potential suppliers to the requisition lines		
S160	Ability to consolidate multiple purchase requisition from different departments		
S161	Ability to enter the quotes received and generate quote comparison based on criteria such as cost, lead-time and brand		
S162	Ability to create multiple purchase orders against a single quotation/requisition		
S163	The system must display the current stock level at the time a new order is being placed for an item		
S164	Ability to send purchase orders via email or by other means of communication from within the application		
S165	Ability to send RFQs via e-mail to more than 1 supplier in blind copy		
S166	Ability to merge or breakdown internal requisitions into separate Purchase Orders		
S167	Ability to record details such as terms of delivery, terms of Payment in the purchase orders		
S168	The system must cater for contract management. e.g. maintenance contracts		
S169	Ability to create purchase order for service contracts with vendors		
S170	Ability to generate reports on expiry dates of contracts		
S171	Ability to capture purchase order unit price, quantity, unit of measure, total cost		
S172	Ability to record multiple receipts against a single PO		
S173	Ability to send an electronic notification to approver to take action on the Purchasing document submitted for approval		
S174	Ability to send an electronic notification on approval or rejection of purchasing document (PR, PO and Quotation) to initiator		
S175	Ability to print purchase register for the month		

Ref	Functional Requirements - Purchasing	Compliance (C=Comply/NC=Not Comply)	Explanatory Note/ Remarks
S176	Ability to generate receipt register		
S177	Ability to track items returned to supplier		

	Functional Requirements - Inventory	Compliance (C=Comply/NC=Not Comply)	Explanatory Note/ Remarks
S178	Ability to add/create new stock item		
S179	Ability to issue items against: Internal / Purchase Requisition		
S180	The system must automatically display the updated 'quantity in stock' after transaction and 'value in stock' figures		
S181	Ability to generate alerts if the quantity falls below pre-defined limits i.e. Reorder levels		
S182	Ability to perform queries on items		
S183	Ability to generate standard reports for inventory		
S184	Ability to generate report on inventory balance on-hand		
S185	Ability to freeze normal inventory transactions during physical count		
S186	Ability to generate report at the end of each physical inventory/cycle counting/perpetual stock count indicating product category wise, item-wise, location wise, period-wise variances between the actual physical stock and stock in the system		
S187	Ability to generate stock reconciliation report after inventory & update		
S188	Each Inventory transaction must automatically generate the related Journal Entries in the General Ledger module		
S189	Ability to transfer stock from one location to another		
S190	Ability to run stock level at any time with unit cost and total cost		

Complaints Management			
Ref	Functional Requirement – Complaints Management System	Compliance (C=Comply/NC=Not Comply)	Explanatory Note/ Remarks
S191	The system must be web-based – allowing customers to self-report and to follow the status of their inquiries online		
S192	Ability to record details about complainants - creation and modification		
S193	Ability to collect / record and document all relevant details of the complaint		
S194	Facility to upload supporting document with respect to complaint in .doc, pdf format		
S195	The system must allow to effectively record, track and manage stakeholders' complaints and all corresponding follow-up actions, up to the resolution of the complaint		
S196	Ability to capture the interactions with the complainant		
S197	Ability to record details of the response and the outcome		
S198	Ability to generate 'Investigation Action' based on complaints		
S199	Ability to record investigation results		
S200	Ability to generate tickets when complaint is recorded through website		
S201	Ability to use pre-defined template (per request type) to create tickets for queries or complaints		
S202	Ability to use pre-defined template to reply to user raising the ticket		
S203	Ability to create workflow to ensure tickets are assigned, tracked and resolved		
S204	Ability to escalate tickets based on priority or status		
S205	Ability to update any ticket status		
S206	The system must provide a consolidated dashboard to report on tickets raised (per status, user, type of request and date)		
S207	The system must provide a seamless integration with the DMS where all documents and files related to the complaint are stored and can be accessed		
S208	Ability to quickly find documents with instant searches, advanced searches, and saved searches.		

Ref	Functional Requirement – Complaints Management System	Compliance (C=Comply/NC=Not Comply)	Explanatory Note/ Remarks
S209	Ability for multiple people to work on a complaint at the same time		
S210	The system must enable tracking of status on each step of a case and record the date/time stamp at each stage of investigation and appeal processes.		
S211	Ability to link complaints to existing complaints		
S212	The system must provide a comprehensive suite of reports to monitor performance, outcomes of investigation and resolution		

Licensing Management			
Ref	Functional Requirement – Licensing Management Module	Compliance (C=Comply/NC=Not Comply)	Explanatory Note/ Remarks
S213	Ability for IPPs to fill in and submit application for licenses online (web page)		
S214	Ability to manage IPPs with facility to add and modify information related to IPPs		
S215	Ability for URA officer(s) to capture applications on behalf of applicants directly on the Licensing System		
S216	Ability to send notifications to respective users / group of users for any new application logged		
S217	Ability to define different forms depending on type of application		
S218	Ability to attach documents during the application process		
S219	Ability to follow-up / track applications		
S220	Ability to update status of applications		
S221	Ability to integrate with URA website to publish status of application and allow access to IPPs to view the status		
S222	Ability to implement workflow to automate the complete licensing process – from application to licensing		
S223	Ability to capture results of KYC investigation, Due Diligence, Compliance Reports, Regulatory and Confidential documents		
S224	Ability to record results of inspections (site visits) by Power Engineer prior to approval / rejection of application		
S225	Ability to approve / reject license applications with mandatory justification		
S226	Ability to automatically set renewal dates for payment of yearly regulatory fee		
S227	Ability to provide notification to URA on upcoming renewal date for payment of regulatory fee		
S228	Ability to automatically suspend a license if payment of yearly regulatory fee is overdue		
S229	Ability to print the License		

Ref	Functional Requirement – Licensing Management Module	Compliance (C=Comply/NC=Not Comply)	Explanatory Note/ Remarks
S230	Ability to transfer, amend and suspend / revoke any license		
S231	Ability to restrict access to confidential information related to IPPs and application		
S232	Ability to restrict deletion of all information related to IPPs / application / approved licenses		
S233	Ability to flag IPPs to inactive or flag inactive IPPs to active		
S234	Ability to archive rejected applications		
S235	Ability to provide 360 degrees view of IPPs		
S236	Ability to integrate with proposed DMS to store / retrieve documents related to IPPs / application		
S237	Ability to record all interactions between URA and IPPs		
S238	Ability to manage contracts between IPPs and CEB		
S239	Ability to track changes / amendments made to contracts between IPPs and CEB and versioning of contracts		
S240	Ability to provide adequate reporting facilities to track licensing history		
S241	Ability to record results of inspections (site visits) by Power Engineer after submission of license for Performance and Compliance purposes		
S242	Ability to store history and details of energy production and sales to CEB on a periodic basis.		

APPENDIX 2: WEBSITE FUNCTIONAL REQUIREMENT FORM

A2.1 SPECIFICATIONS FOR URA WEBSITE

Ref	URA Website	Compliance (C=Comply/NC=Not Comply)	Explanatory Note/ Remarks
S243	The system should have the capability for Consumers / IPPs to apply for licenses and the ability to electronically track the different stages of the application process		
S244	The system should have the capability for Consumers / IPPs to log complaints and ability to electronically track the different stages of the complaints		
S245	The system should have the capability for candidates to apply for job vacancies and ability to electronically track the different stages of the application		
S246	Ability to perform searches		
S247	Ability to integrate with social media		
S248	Ability to comply to Industry standards		
S249	The system should allow content creation and/or editing of existing site content		
S250	The system should provide for a separate mobile-optimized version of the website		
S251	The system should provide a pleasant and delightful experience to all users by making it easy for them to complete their tasks or find what they want in a straightforward manner.		
S252	The solution should be also be easy to maintain for our administrators and content creators, streamline business operations and increase productivity.		
S253	The new site should be built upon proven and accepted website development standards while maintaining flexibility to easily grow and add new functionality over time and with minimal cost.		
S254	Major components should have import and export capabilities, and APIs should be defined.		

