



*Empowered lives.  
Resilient nations.*

## REQUEST FOR PROPOSAL

### **“Software Development Services for Digital Transformation Centers on Lean Manufacturing and Innovation Centers”**

**RFP No.:** UNDP-TUR-RFP(MC1)-2019/09

**Project:** Turkey Resilience Project in Response to the Syria Crisis-C1: Job Creation

**Country:** Turkey

**Issued on:** 12 July 2019

**UNDP TURKEY COUNTRY OFFICE**

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## Section 1. Letter of Invitation

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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 for Contracts 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 Proposal Forms

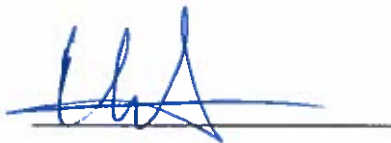
- Form A: Technical Proposal Submission Form
- Form B: Proposer Information Form
- Form C: Joint Venture/Consortium/Association Information Form
- Form D: Qualification Form
- Form E: Format of Technical Proposal
- Form F: Financial Proposal Submission Form
- Form G: Financial Proposal Form
- Form H: Form of Proposal Security

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 [tr.procurement@undp.org](mailto:tr.procurement@undp.org), indicating whether you intend to submit a Proposal or otherwise. You may also utilize the "Accept Invitation" function in eTendering system, where applicable. This will enable you to receive amendments or updates to the RFP. Should you require further clarifications, kindly communicate with the contact person/s identified in the attached Bid Data Sheet as the focal point for queries on this RFP.

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

**Issued by:**



**Name:** Ümit ALSAÇ

**Title:** Procurement Officer

**Date:** July 12, 2019

**Approved by:**



**Name:** Üsâme YALÇIN

**Title:** Assistant Resident Representative (Operations)

**Date:** July 12, 2019

## Section 2. Instruction to Bidders

### A. GENERAL PROVISIONS

- |  |  |
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| <b>1. Introduction</b>                                 | <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 <a href="https://popp.undp.org/SitePages/POPPBSUnit.aspx?TermID=254a9f96-b883-476a-8ef8-e81f93a2b38d">https://popp.undp.org/SitePages/POPPBSUnit.aspx?TermID=254a9f96-b883-476a-8ef8-e81f93a2b38d</a></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 proposal, it is desired that the Bidder registers at the United Nations Global Marketplace (UNGM) website (<a href="http://www.ungm.org">www.ungm.org</a>). The Bidder may still submit a proposal 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>   |
| <b>2. Fraud &amp;Corruption, Gifts and Hospitality</b> | <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 <a href="http://www.undp.org/content/undp/en/home/operations/accountability/audit/office_of_audit_andinvestigation.html#anti">http://www.undp.org/content/undp/en/home/operations/accountability/audit/office_of_audit_andinvestigation.html#anti</a></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<br/> (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;<br/> (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 <a href="http://www.un.org/depts/ptd/pdf/conduct_english.pdf">http://www.un.org/depts/ptd/pdf/conduct_english.pdf</a></p> |
| <b>3. Eligibility</b>                                  | <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>  |
| <b>4. Conflict of Interests</b>                        | <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> <p style="margin-left: 20px;">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</p>   |

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|  |     | 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.  |
|  | 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.  |
|  | 4.3 | Similarly, the Bidders must disclose in their proposal their knowledge of the following:  |
|  |     | 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.  |
|  |     | Failure to disclose such an information may result in the rejection of the proposal or proposals affected by the non-disclosure.  |
|  | 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. |

## **B. PREPARATION OF PROPOSALS**

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| <b>5. General Considerations</b>  | 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.  |
|   | 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  |
| <b>6. Cost of Preparation of Proposal</b>   | 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.   |
| <b>7. Language</b>  | 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.  |
| <b>8. Documents Comprising the Proposal</b>                                       | 8.1  | The Proposal shall comprise of the following documents: <ul style="list-style-type: none"> <li>a) Documents Establishing the Eligibility and Qualifications of the Bidder;</li> <li>b) Technical Proposal;</li> <li>c) Financial Proposal;</li> <li>d) Proposal Security, if required by BDS;</li> <li>e) Any attachments and/or appendices to the Proposal.</li> </ul> |
| <b>9. Documents Establishing the Eligibility and Qualifications of the Bidder</b> | 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.  |
| <b>10. Technical Proposal Format and Content</b>                                  | 10.1 | The Bidder is required to submit a Technical Proposal using the Standard Forms and templates provided in Section 6 of the RFP.  |
|   | 10.2 | The Technical Proposal shall not include any price or financial information. A Technical  |

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|   | <p>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 Proposal as specified in the BDS.</p>   |
| <b>11. Financial Proposals</b>          | <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>  |
| <b>12. Proposal Security</b>            | <p>12.1 A Proposal Security, if required by BDS, shall be provided in the amount and form indicated in the BDS. The Proposal Security shall be valid up to thirty (30) days after the final date of validity of the Proposal.</p> <p>12.2 The Proposal Security shall be included along with the Technical Proposal. If Proposal Security is required by the RFP but is not found along with the Technical Proposal, the Proposal shall be rejected.</p> <p>12.3 If the Proposal Security amount or its validity period is found to be less than what is required by UNDP, UNDP shall reject the Proposal.</p> <p>12.4 In the event an electronic submission is allowed in the BDS, Bidders shall include a copy of the Proposal Security in their proposal and the original of the Proposal Security must be sent via courier or hand delivery as per the instructions in BDS.</p> <p>12.5 The Proposal Security may be forfeited by UNDP, and the Proposal rejected, in the event of any one or combination, of the following conditions:</p> <p>a) If the Bidder withdraws its offer during the period of the Proposal Validity specified in the BDS, or;</p> <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>12.6 to furnish the Performance Security, insurances, or other documents that UNDP may require as a condition precedent to the effectivity of the contract that may be awarded to the Bidder.</p> |
| <b>13. Currencies</b>                   | <p>13.1 All prices shall be quoted in the currency or currencies indicated in the BDS. Where Proposals are quoted in different currencies, for the purposes of comparison of all Proposals:</p> <p>a) UNDP will convert the currency quoted in the Proposal into the UNDP preferred currency, in accordance with the prevailing UN operational rate of exchange on the last day of submission of Proposals; and</p> <p>b) In the event that UNDP selects a proposal for award that is quoted in a currency different from the preferred currency in the BDS, UNDP shall reserve the right to award the contract in the currency of UNDP's preference, using the conversion method specified above.</p>   |
| <b>14. Joint Venture, Consortium or</b> | <p>14.1 If the Bidder is a group of legal entities that will form or have formed a Joint Venture (JV), Consortium or Association for the Proposal, they shall confirm in their Proposal that : (i) they have designated one party to act as a lead entity, duly vested with</p>  |

**Association**

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.

- 14.2 After the Deadline for Submission of Proposal, the lead entity identified to represent the JV, Consortium or Association shall not be altered without the prior written consent of UNDP.
- 14.3 The lead entity and the member entities of the JV, Consortium or Association shall abide by the provisions of Clause 9 herein in respect of submitting only one proposal.
- 14.4 The description of the organization of the JV, Consortium or Association must clearly define the expected role of each of the entity in the joint venture in delivering the requirements of the RFP, both in the Proposal and the JV, Consortium or Association Agreement. All entities that comprise the JV, Consortium or Association shall be subject to the eligibility and qualification assessment by UNDP.
- 14.5 AJV, Consortium or Association in presenting its track record and experience should clearly differentiate between:
  - a) Those that were undertaken together by the JV, Consortium or Association; and
  - b) Those that were undertaken by the individual entities of the JV, Consortium or Association.
- 14.6 Previous contracts completed by individual experts working privately but who are permanently or were temporarily associated with any of the member firms cannot be claimed as the experience of the JV, Consortium or Association or those of its members, but should only be claimed by the individual experts themselves in their presentation of their individual credentials.
- 14.7 JV, Consortium or Associations are encouraged for high value, multi-sectoral requirements when the spectrum of expertise and resources required may not be available within one firm.

**15. Only One Proposal**

- 15.1 The Bidder (including the individual members of any Joint Venture) shall submit only one Proposal, either in its own name or as part of a Joint Venture.
- 15.2 Proposals submitted by two (2) or more Bidders shall all be rejected if they are found to have any of the following:
  - a) they have at least one controlling partner, director or shareholder in common; or
  - b) any one of them receive or have received any direct or indirect subsidy from the other/s; or
  - c) they have the same legal representative for purposes of this RFP; or
  - d) they have a relationship with each other, directly or through common third parties, that puts them in a position to have access to information about, or influence on the Proposal of, another Bidder regarding this RFP process;
  - e) they are subcontractors to each other's Proposal, or a subcontractor to one Proposal also submits another Proposal under its name as lead Bidder; or
  - f) some key personnel proposed to be in the team of one Bidder participates in more than one Proposal received for this RFP process. This condition relating to the personnel, does not apply to subcontractors being included in more than one Proposal.

**16. Proposal Validity Period**

- 16.1 Proposals shall remain valid for the period specified in the BDS, commencing on the Deadline for Submission of Proposals. A Proposal valid for a shorter period may be



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|  | rejected by UNDP and rendered non-responsive.   |
|  | 16.2 During the Proposal validity period, the Bidder shall maintain its original Proposal without any change, including the availability of the Key Personnel, the proposed rates and the total price.  |
| <b>17. Extension of Proposal Validity Period</b> | <p>17.1 In exceptional circumstances, prior to the expiration of the proposal validity period, UNDP may request Bidders to extend the period of validity of their Proposals. The request and the responses shall be made in writing, and shall be considered integral to the Proposal.</p> <p>17.2 If the Bidder agrees to extend the validity of its Proposal, it shall be done without any change in the original Proposal.</p> <p>17.3 The Bidder has the right to refuse to extend the validity of its Proposal, and in which case, such Proposal will not be further evaluated.</p>  |
| <b>18. Clarification of Proposal</b>             | <p>18.1 Bidders may request clarifications on any of the RFP documents no later than the date indicated in the BDS. Any request for clarification must be sent in writing in the manner indicated in the BDS. If inquiries are sent other than specified channel, even if they are sent to a UNDP staff member, UNDP shall have no obligation to respond or confirm that the query was officially received.</p> <p>18.2 UNDP will provide the responses to clarifications through the method specified in the BDS.</p> <p>18.3 UNDP shall endeavor to provide responses to clarifications in an expeditious manner, but any delay in such response shall not cause an obligation on the part of UNDP to extend the submission date of the Proposals, unless UNDP deems that such an extension is justified and necessary.</p> |
| <b>19. Amendment of Proposals</b>                | <p>19.1 At any time prior to the deadline of Proposal submission, UNDP may for any reason, such as in response to a clarification requested by a Bidder, modify the RFP in the form of an amendment to the RFP. Amendments will be made available to all prospective Bidders.</p> <p>19.2 If the amendment is substantial, UNDP may extend the Deadline for submission of proposal to give the Bidders reasonable time to incorporate the amendment into their Proposals.</p>   |
| <b>20. Alternative Proposals</b>                 | <p>20.1 Unless otherwise specified in the BDS, alternative proposals shall not be considered. If submission of alternative proposal is allowed by BDS, a Bidder may submit an alternative proposal, but only if it also submits a proposal conforming to the RFP requirements. UNDP shall only consider the alternative proposal offered by the Bidder whose conforming proposal ranked the highest as per the specified evaluation method. Where the conditions for its acceptance are met, or justifications are clearly established, UNDP reserves the right to award a contract based on an alternative proposal.</p> <p>20.2 If multiple/alternative proposals are being submitted, they must be clearly marked as "Main Proposal" and "Alternative Proposal"</p>  |

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| <b>21. Pre-Proposal Conference</b> | <p>21.1 When appropriate, a Bidder's conference will be conducted at the date, time and location specified in the BDS. All Bidders are encouraged to attend. Non-attendance, however, shall not result in disqualification of an interested Bidder. Minutes of the Bidder's conference will be disseminated on the procurement website and shared by email or on the e-Tendering platform as specified in the BDS. No verbal statement made during the conference shall modify the terms and conditions of the RFP, unless specifically incorporated in the Minutes of the Bidder's Conference or issued/posted as an amendment to RFP.</p> |
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### C. SUBMISSION AND OPENING OF PROPOSALS

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| <b>22. Submission</b> | <p>22.1 The Bidder shall submit a duly signed and complete Proposal comprising the documents and forms in accordance with the requirements in the BDS. The submission shall be in the manner specified in the BDS.</p> <p>22.2 The Proposal shall be signed by the Bidder or person(s) duly authorized to commit the Bidder. The authorization shall be communicated through a document evidencing such authorization issued by the legal representative of the bidding entity, or a Power of Attorney, accompanying the Proposal.</p> <p>22.3 Bidders must be aware that the mere act of submission of a Proposal, in and of itself, implies that the Bidder fully accepts the UNDP General Contract Terms and Conditions.</p> |
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| <b>Hard copy (manual) submission</b> | <p>22.4 Hard copy (manual) submission by courier or hand delivery allowed or specified in the BDS shall be governed as follows:</p> <ul style="list-style-type: none"> <li>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.</li> <li>b) The Technical Proposal and the Financial Proposal envelopes <b>MUST BE COMPLETELY SEPARATE</b> 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 <b>SHALL</b> clearly indicate the name of the Bidder. The outer envelopes shall: <ul style="list-style-type: none"> <li>i. Bear the name and address of the Bidder;</li> <li>ii. Be addressed to UNDP as specified in the BDS</li> <li>iii. Bear a warning that states <i>"Not to be opened before the time and date for proposal opening"</i> as specified in the BDS.</li> </ul> <p>If the envelopes and packages with the Proposal are not sealed and marked as required, UNDP shall assume no responsibility for the misplacement, loss, or premature opening of the Proposal.</p> </li> </ul> |
| <b>Email Submission</b>              | <p>22.5 Email submission, if allowed or specified in the BDS, shall be governed as follows:</p> <ul style="list-style-type: none"> <li>a) Electronic files that form part of the proposal must be in accordance with the format and requirements indicated in BDS;</li> <li>b) The Technical Proposal and the Financial Proposal files <b>MUST BE COMPLETELY SEPARATE</b>. The financial proposal shall be encrypted with different passwords and clearly labelled. The files must be sent to the dedicated email address specified in the BDS.</li> <li>c) The password for opening the Financial Proposal should be provided only upon request of UNDP. UNDP will request password only from Bidders whose Technical</li> </ul>   |

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| eTendering submission                                       |      | Proposal has been found to be technically responsive. Failure to provide correct password may result in the proposal being rejected.  |
|   | 22.6 | Electronic submission through eTendering, if allowed or specified in the BDS, shall be governed as follows:   |
|   | a)   | Electronic files that form part of the proposal must be in accordance with the format and requirements indicated in BDS;  |
|   | b)   | The Technical Proposal and the Financial Proposal files MUST BE COMPLETELY SEPARATE and each of them must be uploaded individually and clearly labelled.  |
|   | d)   | The Financial Proposal file must be encrypted with a password so that it cannot be opened nor viewed until the password is provided. The password for opening the Financial Proposal should be provided only upon request of UNDP. UNDP will request password only from Bidders whose technical proposal has been found to be technically responsive. Failure to provide the correct password may result in the proposal being rejected.  |
| 23. Deadline for Submission of Proposals and Late Proposals | 23.1 | Complete Proposals must be received by UNDP in the manner, and no later than the date and time, specified in the BDS. UNDP shall only recognize the date and time that the proposal was received by UNDP  |
|   | 23.2 | UNDP shall not consider any Proposal that is submitted after the deadline for the submission of Proposals.  |
| 24. Withdrawal, Substitution, and Modification of Proposals | 24.1 | A Bidder may withdraw, substitute or modify its Proposal after it has been submitted at any time prior to the deadline for submission.  |
|   | 24.2 | Manual and Email submissions: A Bidder may withdraw, substitute or modify its Proposal by sending a written notice to UNDP, duly signed by an authorized representative, and shall include a copy of the authorization (or a Power of 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" |
|   | 24.3 | eTendering: A Bidder may withdraw, substitute or modify its Proposal by Canceling, Editing, and re-submitting the proposal directly in the system. It is the responsibility of the Bidder to properly follow the system instructions, duly edit and submit a substitution or modification of the Proposal as needed. Detailed instructions on how to cancel or modify a Proposal directly in the system are provided in Bidder User Guide and Instructional videos.   |
|   | 24.4 | Proposals requested to be withdrawn shall be returned unopened to the Bidders (only for manual submissions), except if the proposal is withdrawn after the proposal has been opened   |
| 25. Proposal Opening  | 25.1 | There is no public proposal 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.   |

#### D. EVALUATION OF PROPOSALS

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| <b>26. Confidentiality</b>                                 | <p>26.1 Information relating to the examination, evaluation, and comparison of Proposals, and the recommendation of contract award, shall not be disclosed to Bidders or any other persons not officially concerned with such process, even after publication of the contract award.</p> <p>26.2 Any effort by a Bidder or anyone on behalf of the Bidder to influence UNDP in the examination, evaluation and comparison of the Proposals or contract award decisions may, at UNDP's decision, result in the rejection of its Proposal and may be subject to the application of prevailing UNDP's vendor sanctions procedures.</p>  |
| <b>27. Evaluation of Proposals</b>                         | <p>27.1 The Bidder is not permitted to alter or modify its Proposal in any way after the proposal submission deadline except as permitted under Clause 24 of this RFP. UNDP will conduct the evaluation solely on the basis of the submitted Technical and Financial Proposals.</p> <p>27.2 Evaluation of proposals is made of the following steps:</p> <ul style="list-style-type: none"> <li>a) Preliminary Examination</li> <li>b) Minimum Eligibility and Qualification (if pre-qualification is not done)</li> <li>c) Evaluation of Technical Proposals</li> <li>d) Evaluation of Financial Proposals</li> </ul>  |
| <b>28. Preliminary Examination</b>                         | <p>28.1 UNDP shall examine the Proposals to determine whether they are complete with respect to minimum documentary requirements, whether the documents have been properly signed, and whether the Proposals are generally in order, among other indicators that may be used at this stage. UNDP reserves the right to reject any Proposal at this stage.</p>  |
| <b>29. Evaluation of Eligibility and Qualification</b>     | <p>29.1 Eligibility and Qualification of the Bidder will be evaluated against the Minimum Eligibility/Qualification requirements specified in the Section 4 (Evaluation Criteria).</p> <p>29.2 In general terms, vendors that meet the following criteria may be considered qualified:</p> <ul style="list-style-type: none"> <li>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;</li> <li>b) They have a good financial standing and have access to adequate financial resources to perform the contract and all existing commercial commitments,</li> <li>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;</li> <li>d) They are able to comply fully with UNDP General Terms and Conditions of Contract;</li> <li>e) They do not have a consistent history of court/arbitral award decisions against the Bidder; and</li> <li>f) They have a record of timely and satisfactory performance with their clients.</li> </ul> |
| <b>30. Evaluation of Technical and Financial Proposals</b> | <p>30.1 The evaluation team shall review and evaluate the Technical Proposals on the basis of their responsiveness to the Terms of Reference and other RFP documents, applying the evaluation criteria, sub-criteria, and point system specified in the Section 4 (Evaluation Criteria). A Proposal shall be rendered non-responsive at the technical evaluation stage if it fails to achieve the minimum technical score indicated in the BDS. When necessary and if stated in the BDS, UNDP may invite technically responsive Bidders for a presentation related to their technical proposals. The conditions for the presentation shall be provided in the proposal document where required.</p> <p>30.2 In the second stage, only the Financial Proposals of those Bidders who achieve the minimum technical score will be opened for evaluation. The Financial Proposals corresponding to Technical Proposals that were rendered non-responsive shall remain unopened, and, in the case of manual submission, be returned to the Bidder unopened. For emailed Proposals and e-tendering submissions, UNDP will not request</p>  |

for the password of the Financial Proposals of Bidders whose Technical Proposal were found not responsive.

- 30.3 The evaluation method that applies for this RFP shall be as indicated in the BDS, which may be either of two (2) possible methods, as follows: (a) the lowest priced method which selects the lowest evaluated financial proposal of the technically responsive Bidders; or (b) the combined scoring method which will be based on a combination of the technical and financial score.
- 30.4 When the BDS specifies a combined scoring method, the formula for the rating of the Proposals will be as follows:

**Rating the Technical Proposal (TP):**

$$\text{TP Rating} = (\text{Total Score Obtained by the Offer} / \text{Max. Obtainable Score for TP}) \times 100$$

**Rating the Financial Proposal (FP):**

$$\text{FP Rating} = (\text{Lowest Priced Offer} / \text{Price of the Offer Being Reviewed}) \times 100$$

**Total Combined Score:**

$$\text{Combined Score} = (\text{TP Rating}) \times (\text{Weight of TP, e.g. 70\%}) + (\text{FP Rating}) \times (\text{Weight of FP, e.g., 30\%})$$

**31. Due Diligence**

- 31.1 UNDP reserves the right to undertake a due diligence exercise, also called post qualification, aimed at determining to its satisfaction, the validity of the information provided by the Bidder. Such exercise shall be fully documented and may include, but need not be limited to, all or any combination of the following:
- a) Verification of accuracy, correctness and authenticity of information provided by the Bidder;
  - b) Validation of extent of compliance to the RFP requirements and evaluation criteria based on what has so far been found by the evaluation team;
  - c) Inquiry and reference checking with Government entities with jurisdiction on the Bidder, or with previous clients, or any other entity that may have done business with the Bidder;
  - d) Inquiry and reference checking with previous clients on the performance on on-going or contracts completed, including physical inspections of previous works, as necessary;
  - e) Physical inspection of the Bidder's offices, branches or other places where business transpires, with or without notice to the Bidder;
  - f) Other means that UNDP may deem appropriate, at any stage within the selection process, prior to awarding the contract.

**32. Clarification of Proposals**

- 32.1 To assist in the examination, evaluation and comparison of Proposals, UNDP may, at its discretion, ask any Bidder for a clarification of its Proposal.
- 32.2 UNDP's request for clarification and the response shall be in writing and no change in the prices or substance of the Proposal shall be sought, offered, or permitted, except to provide clarification, and confirm the correction of any arithmetic errors discovered by UNDP in the evaluation of the Proposals, in accordance with RFP.
- 32.3 Any unsolicited clarification submitted by a Bidder in respect to its Proposal, which is not a response to a request by UNDP, shall not be considered during the review and evaluation of the Proposals.

**33. Responsiveness of**

- 33.1 UNDP's determination of a Proposal's responsiveness will be based on the contents of the Proposal itself. A substantially responsive Proposal is one that conforms to all the

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| <b>Proposal</b>  | terms, conditions, TOR and other requirements of the RFP without material deviation, reservation, or omission.  |
|  | 33.2 If a Proposal is not substantially responsive, it shall be rejected by UNDP and may not subsequently be made responsive by the Bidder by correction of the material deviation, reservation, or omission.   |
| <b>34. Nonconformities, Reparable Errors and Omissions</b> | <p>34.1 Provided that a Proposal is substantially responsive, UNDP may waive any non-conformities or omissions in the Proposal that, in the opinion of UNDP, do not constitute a material deviation.</p> <p>34.2 UNDP may request the Bidder to submit the necessary information or documentation, within a reasonable period of time, to rectify nonmaterial nonconformities or omissions in the Proposal related to documentation requirements. Such omission shall not be related to any aspect of the price of the Proposal. Failure of the Bidder to comply with the request may result in the rejection of its Proposal.</p> <p>34.3 For Financial Proposal that has been opened, UNDP shall check and correct arithmetical errors as follows:</p> <ul style="list-style-type: none"> <li>a) if there is a discrepancy between the unit price and the line item total that is obtained by multiplying the unit price by the quantity, the unit price shall prevail and the line item total shall be corrected, unless in the opinion of UNDP there is an obvious misplacement of the decimal point in the unit price; in which case the line item total as quoted shall govern and the unit price shall be corrected;</li> <li>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</li> <li>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.</li> </ul> <p>34.4 If the Bidder does not accept the correction of errors made by UNDP, its Proposal shall be rejected.</p> |

#### **E. AWARD OF CONTRACT**

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|--|---|
| <b>35. Right to Accept, Reject, Any or All Proposals</b>   | 35.1 UNDP reserves the right to accept or reject any Proposal, to render any or all of the Proposals as non-responsive, and to reject all Proposals at any time prior to award of contract, without incurring any liability, or obligation to inform the affected Bidder(s) of the grounds for UNDP's action. UNDP shall not be obliged to award the contract to the lowest priced offer.                       |
| <b>36. Award Criteria</b>                                  | 36.1 Prior to expiration of the proposal validity, UNDP shall award the contract to the qualified Bidder based on the award criteria indicated in the BDS.  |
| <b>37. Debriefing</b>                                      | 37.1 In the event that a Bidder is unsuccessful, the Bidder may request a debriefing from UNDP. The purpose of the debriefing is to discuss the strengths and weaknesses of the Bidder's submission, in order to assist the Bidder in improving its future proposals for UNDP procurement opportunities. The content of other proposals and how they compare to the Bidder's submission shall not be discussed. |
| <b>38. Right to Vary Requirements at the Time of Award</b> | 38.1 At the time of award of Contract, UNDP reserves the right to vary the quantity of services and/or goods, by up to a maximum twenty-five per cent (25%) of the total offer, without any change in the unit price or other terms and conditions.   |
| <b>39. Contract Signature</b>                              | 39.1 Within fifteen (15) days from the date of receipt of the Contract, the successful Bidder shall sign and date the Contract and return it to UNDP. Failure to do so may constitute sufficient grounds for the annulment of the award, and forfeiture of the Proposal Security, if any, and on which event, UNDP may award the Contract to the Second Ranked Bidder or call for new Proposals.                |

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|---|---|
| <b>40. Contract Type and General Terms and Conditions</b> | 40.1 The types of Contract to be signed and the applicable UNDP Contract General Terms and Conditions, as specified in BDS, can be accessed at <a href="http://www.undp.org/content/undp/en/home/procurement/business/how-we-buy.html">http://www.undp.org/content/undp/en/home/procurement/business/how-we-buy.html</a>  |
| <b>41. Performance Security</b>                           | 41.1 A performance security, if required in BDS, shall be provided in the amount specified in BDS and form available at <a href="https://popp.undp.org/_layouts/15/WopiFrame.aspx?sourcedoc=/UNDP_POPP_DOCUMENT_LIBRARY/Public/PSU_Solicitation_Performance%20Guarantee%20Form.docx&amp;action=default">https://popp.undp.org/_layouts/15/WopiFrame.aspx?sourcedoc=/UNDP_POPP_DOCUMENT_LIBRARY/Public/PSU_Solicitation_Performance%20Guarantee%20Form.docx&amp;action=default</a> 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.  |
| <b>42. Bank Guarantee for Advanced Payment</b>            | 42.1 Except when the interests of UNDP so require, it is UNDP's preference to make no advance payment(s) (i.e., payments without having received any outputs). If an advance payment is allowed as per BDS, and exceeds 20% of the total contract price, or USD 30,000, whichever is less, the Bidder shall submit a Bank Guarantee in the full amount of the advance payment in the form available at <a href="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&amp;action=default">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&amp;action=default</a>  |
| <b>43. Liquidated Damages</b>                             | 43.1 If specified in BDS, UNDP shall apply Liquidated Damages resulting from the Contractor's delays or breach of its obligations as per the Contract.  |
| <b>44. Payment Provisions</b>                             | 44.1 Payment will be made only upon UNDP's acceptance of the work performed. The terms of payment shall be within thirty (30) days, after receipt of invoice and certification of acceptance of work issued by the proper authority in UNDP with direct supervision of the Contractor. Payment will be affected by bank transfer in the currency of contract.   |
| <b>45. Vendor Protest</b>                                 | 45.1 UNDP's vendor protest procedure provides an opportunity for appeal to those persons or firms not awarded a contract through a competitive procurement process. In the event that a Bidder believes that it was not treated fairly, the following link provides further details regarding UNDP vendor protest procedures: <a href="http://www.undp.org/content/undp/en/home/operations/procurement/business/protest-and-sanctions.html">http://www.undp.org/content/undp/en/home/operations/procurement/business/protest-and-sanctions.html</a>   |
| <b>46. Other Provisions</b>                               | <p>46.1 In the event that the Bidder offers a lower price to the host Government (e.g. General Services Administration (GSA) of the federal government of the United States of America) for similar services, UNDP shall be entitled to same lower price. The UNDP General Terms and Conditions shall have precedence.</p> <p>46.2 UNDP is entitled to receive the same pricing offered by the same Contractor in contracts with the United Nations and/or its Agencies. The UNDP General Terms and Conditions shall have precedence.</p> <p>46.3 The United Nations has established restrictions on employment of (former) UN staff who have been involved in the procurement process as per bulletin ST/SGB/2006/15 <a href="http://www.un.org/en/ga/search/view_doc.asp?symbol=ST/SGB/2006/15&amp;referer">http://www.un.org/en/ga/search/view_doc.asp?symbol=ST/SGB/2006/15&amp;referer</a></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 Article # of 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 proposals) | <p>Allowed.</p> <p>The Terms of Reference (ToR) defines 2 lots:</p> <p>Lot 1: Development and operationalization of an online portal for "Digital Transformation Centers on Lean Manufacturing" and "Innovation Centers".</p> <p>Lot 2: Development and operationalization of a training management system.</p> <p>Proposers can submit their proposals for either one of the two lots or both lots. However, they are not allowed to submit a proposal for only some part of a specific lot.</p> <p>UNDP will award the contract to one Proposer for each Lot.</p> |
| 3       | 20                             | Alternative Proposals  | Shall not be considered   |
| 4       | 21                             | Pre-proposal conference  | Will not be conducted   |
| 5       | 16                             | Proposal Validity Period   | 90 days   |
| 6       | 12                             | Proposal Security  | <p>Required in the amount of USD 3,000.00 for Lot 1; and USD 4,000.00 for Lot 2. If proposers submit proposals for both lots, proposal securities shall be submitted separately for each lot.</p> <p>Acceptable Form of Proposal Security</p> <ul style="list-style-type: none"> <li>Bank Guarantee (See Section 6-Form H for template)</li> </ul>  |
| 7       | 42                             | Advanced Payment upon signing of contract                                  | Not Allowed   |



|    |               |   |   |
|----|---------------|---|---|
| 8  | 43            | Liquidated Damages  | Will not be imposed   |
| 9  | 41            | Performance Security  | Bank Guarantee shall be submitted by the Contractor for an amount of 10% (ten percent) of the price of the Contract. Issuance of Bank Guarantee in UNDP's predefined format is a prerequisite to Contract Signature between the successful Proposer and UNDP.   |
| 10 | 13            | Currency of Proposal  | United States Dollar (USD)  |
| 11 | 23            | Deadline for submitting requests for clarifications/ questions                                      | 7 Calendar days before the submission deadline  |
| 12 |               | Contact Details for submitting clarifications/questions   | <b>Focal Person in UNDP:</b> Ümit Alsaç, Procurement Officer<br><b>Address:</b> Yıldız Kule, Yukarı Dikmen Mah, Turan Güneş Bulvarı, No:106, Cankaya, Ankara, 06550 Turkey<br><b>E-mail address:</b> tr.procurement@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 e-mail to those who sent acknowledgement e-mails to below mentioned e-mail address and posting on the websites: UNDP Global Web Site, UNDP CO Web Site, UNGM and UNDB.<br><br><b>E-mail address:</b> tr.procurement@undp.org   |
| 14 | 23            | Deadline for physical submission of the Proposals   | <b>August 1, 2019 14:00 hrs. (GMT + 3)</b>  |
| 15 | 22            | Allowable Manner of Submitting Proposals  | <b>Manner of submission:</b> Courier/Hand Delivery<br><b>Number of copies of Proposals for LOT 1 and LOT 2:</b><br>Original: 1<br>Copy:1<br><b>Manner of preparing the Proposal Envelopes for LOT 1:</b><br>Envelope # 1: "ORIGINAL TECHNICAL PROPOSAL FOR LOT 1" and a password protected Flash disk that includes technical proposal as a single .pdf file.<br>Envelope # 2: "ORIGINAL FINANCIAL PROPOSAL FOR LOT 1" and a password protected Flash disk that includes financial proposal as a single .pdf file.<br>Envelope # 3: "COPY OF TECHNICAL PROPOSAL FOR LOT 1"<br>Envelope # 4: "COPY OF FINANCIAL PROPOSAL FOR LOT 1"<br>Envelope # 5: "OUTER ENVELOPE or BOX"<br>Outer envelope or box shall bear below markings:<br><ul style="list-style-type: none"> <li>- <i>The Proposal submission address</i></li> <li>- <i>The name, address and contact details of the proposer</i></li> <li>- <i>RFP Reference Number and Title of the Service for LOT 1</i></li> </ul> <b>Manner of preparing the Proposal Envelopes for LOT 2:</b><br>Envelope # 1: "ORIGINAL TECHNICAL PROPOSAL FOR LOT 2" and a password protected Flash disk that includes technical proposal as a single .pdf file. |

Envelope # 2: "ORIGINAL FINANCIAL PROPOSAL FOR LOT 2" and a password protected Flash disk that includes financial proposal as a single .pdf file.

Envelope # 3: "COPY OF TECHNICAL PROPOSAL FOR LOT 2"

Envelope # 4: "COPY OF FINANCIAL PROPOSAL FOR LOT 2"

Envelope # 5: "OUTER ENVELOPE or BOX"

Outer envelope or box shall bear below markings:

- The Proposal submission address
- The name, address and contact details of the proposer
- RFP Reference Number and Title of the Service for LOT 1

**Manner of preparing proposals for both LOT 1 and LOT 2:**

*All envelopes and Flash disks requested above shall be prepared and inserted in a sealed outer envelope/box which shall bear below markings:*

- The Proposal submission address
- The name, address and contact details of the proposer
- RFP Reference Number and Title of the Services for both LOT 1 and LOT 2

**Important Notes:**

- Proposers submitting proposals for both LOTs shall provide separate proposal security for each LOT.
- Proposal Securities shall be placed in the Technical Proposal Envelopes. They shall NOT be placed in the Financial Proposal Envelope.
- Proposers submitting proposals for both LOTs shall prepare separate technical proposals for each LOT.
- Proposers submitting proposals for both LOTs shall prepare separate financial proposals for each LOT

*All envelopes shall be sealed and shall bear a warning that states "Not to be opened before the time and date for proposal opening"*

|    |       |  |   |
|----|-------|--|---|
| 16 | 22    | Address for Physical Submission of Proposals             | UNDP Turkey Office<br>Turkey Resilience Project in Response to the Syria Crisis-C1: Job Creation<br>Yıldız Kule, Yukarı Dikmen Mah, Turan Güneş Bulvarı, No:106, 16 <sup>th</sup> Floor<br>Cankaya, Ankara, 06550 Turkey  |
| 17 | 22    | Electronic submission (email or eTendering) requirements | Not Applicable  |
| 18 | 27-36 | Evaluation Method for the Award of Contract              | Combined Scoring Method, using the 70%-30% distribution for technical and financial proposals respectively<br><br>The minimum technical score required to pass is 70% for proposers who are identified to be eligible as per the criteria stipulated in this RFP. |

|    |    |  |   |
|----|----|--|---|
| 19 |    | Expected date for commencement of Contract         | September 1, 2019   |
| 20 |    | Maximum expected duration of contract              | 7 months after contract signature for each lot. (6 months for duration of the assignment for each lot+1 month payment period)   |
| 21 | 36 | UNDP will award the contract to:                   | One or more Proposers, depending on the following factors : UNDP will award the contract to one Proposer for each LOT or one Proposer for both LOTs.  |
| 22 | 40 | Type of Contract                                   | Facesheet Contract for Goods and/or Services to UNDP<br><a href="http://www.undp.org/content/undp/en/home/procurement/business/how-we-buy.html">http://www.undp.org/content/undp/en/home/procurement/business/how-we-buy.html</a>   |
| 23 | 40 | UNDP Contract Terms and Conditions that will apply | UNDP General Terms and Conditions for Contracts<br><a href="http://www.undp.org/content/undp/en/home/procurement/business/how-we-buy.html">http://www.undp.org/content/undp/en/home/procurement/business/how-we-buy.html</a>  |
| 24 | 14 | Joint Venture, Consortium and Associations         | Joint Venture (JV), Consortium or Associations are eligible to apply to this RFP. Form B: Proposer Information Form and Form D: Qualification Form should be filled out and submitted separately by each party of the Joint Venture (JV)/ Consortium/Association.   |
| 25 |    | Tax Exemption                                      | UN and its subsidiary organs are exempt from all taxes. Therefore, Proposers shall prepare their financial proposals excluding Value Added Tax (VAT). It is the Proposer's responsibility to learn from relevant authorities (Ministry of Treasury and Finance) and/or to review/confirm published procedures and to consult with a certified financial consultant as needed to confirm the scope and procedures of VAT exemption application as per VAT Law, Ministry of Treasury and Finance's General Communiqués. The Contractor to be selected shall not be entitled to receive any amount over its proposal price in relation to VAT. Overall contract amount to be paid to the contractor shall not exceed the offered Total Financial Proposal Price. |
| 26 |    | Payment  | Payment for deliverables shall be affected by UNDP within 30 days upon issuance of Confirmation of Service Receipt for each deliverable, and acceptance and approval of the related invoice by UNDP in line with the following schedule, regardless of the price proposed for each deliverable by the proposer:   |

|  |     |
|--|-----|
| 1) Visual Theme for the Training Management System                         | 20% |
| 2) Training Management System  | 60% |
| 3) A brief report on conduct of trainings and feedback received from users | 20% |

If the deliverables are not produced and delivered by the Contractor to the satisfaction of UNDP, no payment will be made even if the contractor has invested time to produce and deliver such deliverables.

In case a local proposer established and operating in Turkey is awarded the contract, the payment shall be effected in TL through conversion of the US\$ amount by the official UN exchange rate valid on the date of money transfer. Otherwise, the payments shall be effected in US Dollars.

27

Other Information Related to the RFP

1) The documents that will be attached to Form B: Bidder Information Form (such as Certificate of Incorporation/Business Registration and Power of Attorney) can be submitted in local languages in the case that they are provided only in the local language by issuing authorities. In that case, the English translations of these documents shall be submitted by Proposers along with original documents in the local language. UNDP reserves the right to request notarized versions of these translations any time during the evaluation.

2) The proposers shall clearly specify on the CVs of key personnel the role they are proposed for.

A declaration of availability which states that they will be able to work for this assignment during its duration shall be signed by proposed key personnel and attached to CVs.

Proposers shall not propose more key personnel for a specific position (team leader, senior software developer, junior software developer or senior visual graphics designer) than required in the Terms of Reference. Same person can not be proposed for different positions.

3) The key personnel proposed for one lot can not be proposed for the other lot.

4) It is noted that the awarding of the contract is subject to the condition of official extension of the "Turkey Resilience Project in Response to the Syria Crisis" by the donor beyond current project deadline of 31 January 2020, which does not modify the content and elements of the procurement procedure. If the precedent condition is not met, UNDP will either abandon the procurement or cancel the award procedure without the proposers being entitled to claim any compensation.

In case of official approval of the project time extension is received during the period of RFP announcement, UNDP shall issue an official amendment at the websites given in line 13 of BDS.

## 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. Failure to submit any one of these documents will result in automatic disqualification of the respective proposer.

- Appropriate signatures (please see Form B: Proposer Information Form)
- Power of Attorney (please see Form B: Proposer Information Form)
- Minimum eligibility and qualification documents provided (please see Form D: Qualification Form)
- Technical and Financial Proposals submitted separately
- Proposal Validity
- Proposal Security submitted as per RFP requirements with compliant validity period (Form H: Form of Proposal Security)

### Minimum Eligibility and Qualification Criteria

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

| Subject  | Criteria   | Document Submission requirement            |
|--|--|--|
| <b>ELIGIBILITY</b>                                     |  |  |
| <b>Legal Status</b>                                    | Proposer is a legally registered entity.   | Form B: Proposer Information Form          |
| <b>Eligibility</b>                                     | Proposer 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 RFP clause 3 of Section 2. Instruction to Proposers. | Form A: Technical Proposal Submission Form |
| <b>Conflict of Interest</b>                            | No conflicts of interest in accordance with RFP clause 4 of Section 2. Instruction to Proposers.   | Form A: Technical Proposal Submission Form |
| <b>Bankruptcy</b>                                      | Not declared bankruptcy, not involved in bankruptcy or receivership proceedings, and there is no judgment or pending legal action against the proposer that could impair its operations in the foreseeable future.                             | Form A: Technical Proposal Submission Form |
| <b>QUALIFICATION</b>                                   |  |  |
| <b>History of Non-Performing Contracts<sup>1</sup></b> | Non-performance of a contract did not occur as a result of contractor default for the last 3 years.  | Form D: Qualification Form                 |
| <b>Litigation History</b>                              | No consistent history of court/arbitral award decisions against the Proposer for the last 3 years.   | Form D: Qualification Form                 |
| <b>Previous Experience</b>                             | Minimum 5 years of relevant experience.<br><i>(For JV/Consortium/Association, all Parties separately should meet this requirement)</i>   | Form D: Qualification Form                 |

<sup>1</sup> 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 Proposer have been exhausted.

|                    |   |                            |
|--------------------|---|----------------------------|
|                    | <p>Minimum 2 contracts of similar value, nature and complexity implemented and completed in the last 7 years for each lot applied.</p> <p><i>(For JV/Consortium/Association, all Parties cumulatively should meet this requirement)</i></p> <p>Experiences that will be accepted as similar nature and complexity:</p> <p><b>Lot 1:</b> Similar web portals and/or platforms and/or web sites for public and/or private clients.</p> <p><b>Lot 2:</b> Similar online training system, e-learning system, portal or platform for public and/or private clients. The system, portal or platform shall have at least 2.000 training screens.</p>   | Form D: Qualification Form |
| Financial Standing | <p>Minimum average annual turnover of USD 100,000.00 for the last 3 years for Lot 1;</p> <p>Minimum average annual turnover of USD 150,000.00 for the last 3 years for Lot 2;</p> <p>Minimum average annual turnover of USD 250,000.00 for the last 3 years for Lot 1 and Lot 2 together;</p> <p><i>(For JV/Consortium/Association, all Parties cumulatively should meet this requirement)</i></p>  | Form D: Qualification Form |
|                    | <p>Proposer must demonstrate the current soundness of its financial standing and indicate its prospective long-term profitability. In this regard, average current ratio (current assets/current liabilities) shall be at least 0,75 in the last 3 fiscal years.</p> <p><i>(For JV/Consortium/Association, average current ratios of all parties will be considered).</i></p> <p>Proposers who have average current ratios between 0,50-0,75 in the last 3 fiscal years shall submit letters of good financial standing (bank reference letter) from banks which demonstrate that they have lines of credit available to them.</p> <p><i>(For JV/Consortium/Association, only parties that have current ratios between less than 0,75 in the last 3 fiscal years are required to submit letters of good financial standing (bank reference letter) from banks).</i></p> | Form D: Qualification Form |

## Technical Evaluation Criteria

Lot 1: Development and operationalization of an online portal for “Digital Transformation Centers on Lean Manufacturing” and “Innovation Centers”

| Summary of Technical Proposal Evaluation Forms |  | Max. Points Obtainable |
|--|--|------------------------|
| 1.   | Proposer's qualification, capacity and experience      | 300                    |
| 2.   | Proposed Methodology, Approach and Implementation Plan | 300                    |
| 3.   | Management Structure and Key Personnel                 | 400                    |
| Total  |  | 1.000                  |

| Section 1. Proposer's qualification, capacity and experience |   | Max. Points obtainable |
|--|---|------------------------|
| 1.1  | General Organizational Capability which is likely to affect implementation: firm history, financial stability and project financing capacity:       | 60                     |
|  | 1.1.1 Age of the firm:  |                        |
|  | 5-10 years: 15 pts.   |                        |
|  | More than 10 years: 20 pts.   |                        |
|  | (For JV/Consortium/Association, average age of all parties will be considered).   |                        |
|  | 1.1.2 Financial Stability:  |                        |
|  | Average annual turnover in the last 3 fiscal years: USD 100.000,00-USD 150.000,00 10 pts.   |                        |
|  | More than USD 150.000,00 20 pts.  |                        |
|  | (For JV/Consortium/Association, average cumulative values of all parties will be considered).   |                        |
|  | 1.1.3 Project financing capacity (current ratio calculation for the last 3 fiscal years should be provided with the financial statements)           |                        |
|  | Average current ratio in the last 3 years: less than 0,75; 0 pts.   |                        |
|  | 0,75- 1,25; 10 pts.   |                        |
|  | More than 1,25; 20 pts.   |                        |
|  | (For JV/Consortium/Association, average current ratios of all parties will be considered).  |                        |
| 1.2  | Relevance of specialized knowledge and experience on similar engagements done in the region/country:  | 165                    |
|  | - Developed and delivered 2 similar web portals and/or platforms and/or web sites for public and/or private clients in the last 7 years: 120 points |                        |

|                        |   |            |
|------------------------|---|------------|
|                        | - Developed and delivered 3 or more similar web portals and/or platforms and/or web sites for public and/or private clients in the last 7 years: 165 points<br>(For JV/Consortium/Association, contracts of all parties will be considered).  |            |
| 1.3.                   | The proposer has at least 1 "Technological Product Experience Certificate" given by the Ministry of Industry and Technology R&D Incentives General Directorate for developing & delivering online portals or platforms for technology development zones, innovation centers or R&D/design centers.<br>(For JV/Consortium/Association, at least one party should meet the requirement to get points)                               | 70         |
| 1.4.                   | Organizational Commitment to Sustainability (mandatory weight)<br>1.4.1. Organization demonstrates significant commitment to sustainability through some other means (for example internal company policy documents on women empowerment, renewable energies or membership of trade institutions promoting such issues.): 5 pts.<br>(For JV/Consortium/Association, at least one party should meet the requirement to get points) | 5          |
| <b>Total Section 1</b> |   | <b>300</b> |

| <b>Section 2. Proposed Methodology, Approach and Implementation Plan</b> |  | <b>Max. Points obtainable</b> |
|--|--|-------------------------------|
| 2.1  | <b>To what degree does the Proposer understand the task? Is the proposal based on clearly defined and justifiable methodology and includes processes and methods to conduct the assignment and key steps towards quality delivery of the assignment??</b><br>(Describe important aspects of each deliverable and their relevance to each other over the course of the project) <ul style="list-style-type: none"> <li>– Outstanding: All important aspects of the task have been addressed in sufficient detail, with comments on the ToR for the successful execution of activities regarding the objectives and expected results: 80 pts.</li> <li>– Very Strong: All important aspects of the task have been addressed in sufficient detail: 64 pts.</li> <li>– Strong: Most of the important aspects of the task have been addressed in sufficient detail: 56 pts.</li> <li>– Moderate: Only a few important aspects of the task have been addressed by the proposer: 40 pts.</li> <li>– Weak: No methodology: 0 pt.</li> </ul>  | 80                            |
| 2.2  | <b>Assessment of the implementation plan proposed including whether the activities are properly sequenced and if these are logical and realistic.</b> <ul style="list-style-type: none"> <li>– Outstanding: The implementation plan includes all activities in proper sequence and in accordance with due dates written in ToR. It is logical and realistic. The details of implementation are described for each separate activity. (30 pts)</li> <li>– Very strong: The implementation plan includes most of the activities in proper sequence and in accordance with due dates written in ToR. It is logical and realistic. The details of implementation are described for each separate activity. (24 pts)</li> <li>– Strong: The implementation plan includes more than half of the activities in proper sequence and in accordance with due dates written in ToR. The details of implementation are described for the overall assignment, but not for each separate activity. (21 pts)</li> <li>– Moderate: The implementation plan includes some of the activities in proper sequence and in accordance with due dates written in ToR. (15 pts)</li> </ul> | 30                            |



|                        |   |            |
|------------------------|---|------------|
|                        | <ul style="list-style-type: none"> <li>Weak: No implementation plan provided (0 pt).</li> </ul>   |            |
| 2.3.                   | <p><b>Are risks that may arise in implementation identified and addressed along with mitigation mechanisms?</b></p> <ul style="list-style-type: none"> <li>Outstanding: The methodology includes possible risks that may arise in relation to the implementation of the assignment. All these foreseen risks are relevant for the assignment. The proposer provides mitigation mechanisms to address all foreseen risks. All of these mechanisms are logical and realistic. (30 pts)</li> <li>Very strong: The methodology includes possible risks that may arise in relation to the implementation of the assignment. Most of these foreseen risks are relevant for the assignment. The proposer provides mitigation mechanisms to address most of the foreseen risks. Most of these mechanisms are logical and realistic. (24 pts)</li> <li>Strong: The methodology includes possible risks that may arise in relation to the implementation of the assignment. Some of these foreseen risks are relevant for the assignment. The proposer provides mitigation mechanisms to address some of the foreseen risks. These mechanisms are logical and realistic. (21 pts)</li> <li>Moderate: The methodology includes some possible risks that may arise in relation to the implementation of the assignment. Some of these foreseen risks are relevant for the assignment. There are no mitigation mechanisms. (15 pts)</li> <li>Weak: No risk and mitigation mechanism provided. (0 pt.)</li> </ul> | 30         |
| 2.4.                   | <p><b>Do sample screen shots from previously delivered online portal/platform projects or mock-ups for this assignment presented by the Proposer have similar characteristics with requirements of this assignment?</b></p> <ul style="list-style-type: none"> <li>Outstanding: The screen shots from previously delivered online portal/platform projects or mock-ups for this assignment carry all the characteristics of this assignment. (160 pts)</li> <li>Very strong: The screen shots from previously delivered online portal/platform projects or mock-ups for this assignment carry most of the characteristics of this assignment. (128 pts)</li> <li>Strong: The screen shots from previously delivered online portal/platform projects or mock-ups for this assignment carry more than half of the characteristics of this assignment. (112 pts)</li> <li>Moderate: The screen shots from previously delivered online portal/platform projects or mock-ups for this assignment carry some of the characteristics of this assignment. (80 pts)</li> <li>Weak: No screen shots from previously delivered online portal/platform projects or mock-ups provided. (0 pt.)</li> </ul>  | 160        |
| <b>Total Section 2</b> |   | <b>300</b> |

| <b>Section 3. Management Structure and Key Personnel</b> |  | <b>Max. Points obtainable</b> |
|--|--|-------------------------------|
| 3.1.   | <p><b>1 Team Leader</b></p> <p>Has 10-12 years of experience in the last 15 years with software development, web development and project management: 60 points</p> <p>Has 12-15 years of experience in the last 15 years with software development, web development and project management: 80 points</p> <p>Has Certification in Project Management Professional (PMP) or Professional Scrum Product Owner (PSPO)</p> | <p>80</p> <p>50</p>           |
| 3.2.   | <b>1 Senior Software Developer</b>   | 130                           |

|                 |   |    |                   |
|-----------------|---|----|-------------------|
|                 | Has 6-8 years of experience in the last 12 years with software development, and web development: 60 points  | 80 |                   |
|                 | Has more than 8 years or more experience in the last 12 years with software development, and web development: 80 points   |    |                   |
|                 | Has been a part of at least 1 similar project implemented and successfully completed within the context of online portals, platforms or web site as a software developer or a similar role in the last 5 years. | 50 |                   |
| 3.3.            | 2 Junior Software Developers  |    | 90<br>(2x45 pts.) |
|                 | 2-3 years of experience in the last 5 years with software development, and web development: 60 points (30 pts. for each developer)  | 90 |                   |
|                 | More than 3 years of experience in the last 5 years with software development, and web development: 90 points (45 pts. for each developer)  |    |                   |
| 3.4.            | 1 Senior Visual Graphic Designer  |    | 50                |
|                 | 4-5 years of experience in the last 7 years with graphic designing for web platforms: 25 points   | 35 |                   |
|                 | More than 5 years of experience in the last 7 years with graphic designing for web platforms: 35 points   |    |                   |
|                 | Knowledge of UI/UX design, corporate identity, and multimedia design  | 15 |                   |
| Total Section 3 |   |    | 400               |

Lot 2: Development and operationalization of a Training Management System

| Summary of Technical Proposal Evaluation Forms |  | Max. Points Obtainable |
|--|--|------------------------|
| 1.   | Proposer's qualification, capacity and experience      | 300                    |
| 2.   | Proposed Methodology, Approach and Implementation Plan | 300                    |
| 3.   | Management Structure and Key Personnel                 | 400                    |
| Total  |  | 1000                   |

| Section 1. Proposer's qualification, capacity and experience |   | Max. Points obtainable |
|--|---|------------------------|
| 1.1  | General Organizational Capability which is likely to affect implementation: firm history, financial stability and project financing capacity:   | 60                     |
|  | <p>1.1.1 Age of the firm:</p> <p>5-10 years: 15 pts.<br/>More than 10 years: 20 pts.<br/><i>(For JV/Consortium/Association, average age of all parties will be considered).</i></p> <p>1.1.2 Financial Stability:</p> <p>Average annual turnover in the last 3 fiscal years: USD 150.000,00-USD 200.000,00 10 pts.<br/>More than USD 2090.000,00 20 pts.<br/><i>(For JV/Consortium/Association, average cumulative values of all parties will be considered).</i></p> <p>1.1.3 Project financing capacity (current ratio calculation for the last 3 fiscal years should be provided with the financial statements)</p> <p>Average current ratio in the last 3 years: less than 0,75; 0 pts.<br/>0,75- 1,25; 10 pts.<br/>More than 1,25; 20 pts.<br/><i>(For JV/Consortium/Association, average current ratios of all parties will be considered).</i></p> |                        |
| 1.2  | Relevance of specialized knowledge and experience on similar engagements done in the region/country:  | 165                    |
|  | <p>- Developed and delivered 2 similar online training system, e-learning system, portal or platform for public and/or private clients in the last 7 years.: 120 points</p> <p>- Developed and delivered 3 or more online training system, e-learning system, portal or platform for public and/or private clients in the last 7 years: 165 points<br/><i>(For JV/Consortium/Association, contracts of all parties will be considered).</i></p>   |                        |

|                        |  |            |
|------------------------|--|------------|
| 1.3.                   | The proposer has at least 1 “Technological Product Experience Certificate” given by the Ministry of Industry and Technology R & D Incentives General Directorate for developing & delivering online training systems, e-learning systems, training portals or platforms.<br><i>(For JV/Consortium/Association, at least one party should meet the requirement to get points)</i>   | 70         |
| 1.4.                   | Organizational Commitment to Sustainability (mandatory weight)<br>1.4.1. Organization demonstrates significant commitment to sustainability through some other means (for example internal company policy documents on women empowerment, renewable energies or membership of trade institutions promoting such issues.): 5 pts.<br><i>(For JV/Consortium/Association, at least one party should meet the requirement to get points)</i> | 5          |
| <b>Total Section 1</b> |  | <b>300</b> |

| <b>Section 2. Proposed Methodology, Approach and Implementation Plan</b> |  | <b>Max. Points obtainable</b> |
|--|--|-------------------------------|
| 2.1  | <p><b>To what degree does the Proposer understand the task? Is the proposal based on clearly defined and justifiable methodology and includes processes and methods to conduct the assignment and key steps towards quality delivery of the assignment??</b></p> <p>(Describe important aspects of each deliverable and their relevance to each other over the course of the project)</p> <ul style="list-style-type: none"> <li>– Outstanding: All important aspects of the task have been addressed in sufficient detail, with comments on the ToR for the successful execution of activities regarding the objectives and expected results: 80 pts.</li> <li>– Very Strong: All important aspects of the task have been addressed in sufficient detail: 64 pts.</li> <li>– Strong: Most of the important aspects of the task have been addressed in sufficient detail: 56 pts.</li> <li>– Moderate: Only a few important aspects of the task have been addressed by the proposer: 40 pts.</li> <li>– Weak: No methodology: 0 pt.</li> </ul>   | 80                            |
| 2.2  | <p><b>Assessment of the implementation plan proposed including whether the activities are properly sequenced and if these are logical and realistic.</b></p> <ul style="list-style-type: none"> <li>– Outstanding: The implementation plan includes all activities in proper sequence and in accordance with due dates written in ToR. It is logical and realistic. The details of implementation are described for each separate activity. (30 pts)</li> <li>– Very strong: The implementation plan includes most of the activities in proper sequence and in accordance with due dates written in ToR. It is logical and realistic. The details of implementation are described for each separate activity. (24 pts)</li> <li>– Strong: The implementation plan includes more than half of the activities in proper sequence and in accordance with due dates written in ToR. The details of implementation are described for the overall assignment, but not for each separate activity. (21 pts)</li> <li>– Moderate: The implementation plan includes some of the activities in proper sequence and in accordance with due dates written in ToR. (15 pts)</li> <li>– Weak: No implementation plan provided (0 pt).</li> </ul> | 30                            |
| 2.3.   | <p><b>Are risks that may arise in implementation identified and addressed along with mitigation mechanisms?</b></p> <ul style="list-style-type: none"> <li>– Outstanding: The methodology includes possible risks that may arise in relation to the implementation of the assignment. All these foreseen risks are relevant for the assignment. The proposer provides mitigation mechanisms to address all foreseen risks. All of these mechanisms are logical and realistic. (30 pts)</li> </ul>  | 30                            |

|                 |  |     |
|-----------------|--|-----|
|                 | <ul style="list-style-type: none"> <li>– Very strong: The methodology includes possible risks that may arise in relation to the implementation of the assignment. Most of these foreseen risks are relevant for the assignment. The proposer provides mitigation mechanisms to address most of the foreseen risks. Most of these mechanisms are logical and realistic. (24 pts)</li> <li>– Strong: The methodology includes possible risks that may arise in relation to the implementation of the assignment. Some of these foreseen risks are relevant for the assignment. The proposer provides mitigation mechanisms to address some of the foreseen risks. These mechanisms are logical and realistic. (21 pts)</li> <li>– Moderate: The methodology includes some possible risks that may arise in relation to the implementation of the assignment. Some of these foreseen risks are relevant for the assignment. There are no mitigation mechanisms. (15 pts)</li> <li>– Weak: No risk and mitigation mechanism provided. (0 pt.)</li> </ul> |     |
| 2.4.            | Does the sample online training system, e-learning system, training portal or training platform of previously completed works presented by the Proposer and demonstrated as a reference for this assignment have similar characteristics with requirements of this assignment?   | 160 |
|                 | <ul style="list-style-type: none"> <li>– Outstanding: The sample system/portal/platform provided has more than 5.000 training screens. (160 pts)</li> <li>– Very strong: The sample system/portal/platform provided has 4.001-5.000 training screens. (128 pts)</li> <li>– Strong: The sample system/portal/platform has 3.001-4.000 training screens. (112 pts)</li> <li>– Moderate: The sample system/portal/platform has 2.000-3.000 training screens. (80 pts)</li> <li>– Weak: No sample system/portal/platform provided. (0 pt.)</li> </ul>  |     |
| Total Section 2 |  | 300 |

| Section 3. Management Structure and Key Personnel |   | Max. Points obtainable |
|---|---|------------------------|
| 3.1.  | 1 Team Leader   | 130                    |
|   | Has 10-12 years of experience in the last 15 years with software development, web development and project management: 60 points   | 80                     |
|   | Has 12-15 years of experience in the last 15 years with software development, web development and project management: 80 points   |                        |
|   | Has Certification in Project Management Professional (PMP) or Professional Scrum Product Owner (PSPO)   | 50                     |
| 3.2.  | 1 Senior Software Developer   | 130                    |
|   | Has 6-8 years of experience in the last 12 years with software development, and web development: 60 points  | 80                     |
|   | Has more than 8 years or more experience in the last 12 years with software development, and web development: 80 points   |                        |
|   | Has been a part of at least 1 similar project implemented and successfully completed within the context of online training system, training portal, training platform or e-learning system as a software developer or a similar role in the last 5 years. | 50                     |
| 3.3.  | 3 Junior Software Developers  | 90<br>(3x30 pts.)      |

|                 |  |    |     |
|-----------------|--|----|-----|
|                 | 2-3 years of experience in the last 5 years with software development, and web development: 60 points (20 pts. for each developer)         | 90 |     |
|                 | More than 3 years of experience in the last 5 years with software development, and web development: 90 points (30 pts. for each developer) |    |     |
| 3.4.            | 1 Senior Visual Graphic Designer   |    | 50  |
|                 | 4-5 years of experience in the last 7 years with graphic designing for web platforms: 25 points  | 35 |     |
|                 | More than 5 years of experience in the last 7 years with graphic designing for web platforms: 35 points                                    |    |     |
|                 | Knowledge of UI/UX design, corporate identity, and multimedia design   | 15 |     |
| Total Section 3 |  |    | 400 |

### **a. Background Information and Rationale, Project Description**

As of June 2019, Turkey hosts over 3,6 million Syrians under temporary protection. Syrians are mainly located in the Southeast Anatolia region bordering Syria, but as the crisis continued, the population has expanded to other regions as well. Turkey hosts the largest refugee population in the world and has demonstrated strong national ownership of the response. The Government of Turkey provides a rights-based legal framework through the Temporary Protection regulation, which offers access to education, health care, employment and social security to Syrians. According to the Government of Turkey, it spent 30 billion USD over the last 5 years on the response to the Syria crisis.

Currently, out of the 3,6 million registered Syrian refugees, more than 3,5 million refugees live amongst Turkish host communities (3% of Syrian refugees are living in the temporary accommodation centers). 40% of the 3,6 million refugees are concentrated in 4 provinces; Gaziantep, Kilis, Hatay and Şanlıurfa, in the South East. Within these provinces, there are four municipalities in Turkey that are particularly impacted, each hosting more than 100,000 Syrians. In these cities, the ratio of the Syrian population to that of host communities is higher than 15%. Populations have either reached or exceeded 2023 population projections. Kilis, for instance, hosts almost as many Syrian refugees as its local population.

UNDP supports the Government of Turkey to respond to this large-scale displacement through its Syria Crisis Response and Resilience Programme in Turkey to strengthen the resilience of refugees, host community members, local municipalities and relevant national institutions to cope with and recover from the impact. UNDP's resilience response strategy is to invest in existing national and local systems to ensure they can adequately serve both host and refugee communities.

UNDP uses a resilience-based development approach which focuses on support to the Government of Turkey on both the supply and demand side of the labor market on the jobs and employment component. In terms of the labor supply side, this includes amongst others market based vocational skills training, adult language skills training and business skills development. UNDP will also provide institutional capacity development to expand employment delivery for Syrians and host community members, including screening and registration of job seekers. In terms of labor demand side (i.e. job creation), UNDP works on value chain development and the establishment and operationalization of Digital Transformation Centers on Lean Manufacturing, Innovation Centers and Industrial Transformation Programme for business advisory services to SMEs, entrepreneurs and start-up businesses from host and refugee community.

In this perspective, UNDP Turkey Country Office has been implementing the Project entitled "Turkey Resilience Project in response to the Syria Crisis" financed by the EU. In the framework of the Project's Component 1: Job Creation, business development services are being provided to SMEs, entrepreneurs and start-up businesses. The implementing partner of UNDP for Component 1: Job Creation is the Turkish Ministry of Industry and Technology (MoIT).

Within the scope of the project 3 "Digital Transformation Centers on Lean Manufacturing" will be established and operationalized in İzmir, Mersin and Gaziantep (one in each province) and 3 Innovation Centers will be established and operationalized in İzmir, Adana and Mersin (one in each province). The primary aims of Digital Transformation Centers on Lean Manufacturing is increasing resource efficiency of SMEs, providing technical support so that they can produce high-added-value products and promoting their potential to create new jobs. On the other hand, innovation centers will target firms, entrepreneurs and start-ups to strengthen their capacities to innovate, promote innovative production processes and commercialization of innovative products.

The online portal and the training management system will serve these centers through various modules to share information, documents and experiences, to gather applications of beneficiaries of programs implemented in these centers and to match beneficiaries with mentors.

### **b. Specific Objectives**

The specific objectives of the assignment are;

- 1) Development and operationalization of an online portal for “Digital Transformation Centers on Lean Manufacturing” and “Innovation Centers” (will be referenced as “centers” for the rest of the document) which make these centers and their services more accessible for general public and relevant stakeholders (Lot 1).
- 2) Development and operationalization of a training management system to create a centralized structure for trainings that will be provided to beneficiaries and stakeholders of Centers and be administered by MoIT (Lot 2).

### **c. Scope**

The scope of the work is as follows:

Lot 1: Development and operationalization of an online portal for Centers which will include the following modules, sections & pages:

- User Authentication & Authorization Module
- Announcements & News Module
- Training Listing Module
- Document Management Module
- Training Videos Module
- Mentor Pool Module
- Room Reservation Module (For meeting organizations, etc.)
- Diagnostics Module
- Frequently Asked Questions Page
- Success Stories Page,
- About the Project Page,
- Vision & Mission Page,
- Communication Page

Lot 2: Development and operationalization of a Training Management System for Centers which will include the following modules, sections & pages:

- Organizational Schema Management
- User & User Groups Management
- Deputation Management
- User Role Management
- External User Management
- Catalog Management
- Development Activity Management
- Survey Management
- Document Management
- Podcast Management
- Video Management
- SCORM Management
- Homework Management
- Exam Management
- Classroom Training Management
- Certification Management
- Library Management
- Forum
- Organizational Management
- Program Management
- Education Request Management
- Reporting

Both, the online portal (Lot 1) and the training management system (Lot 2) must be multi-lingual and be served both in Turkish and English.



#### **d. Approach and Methodology**

Both the online portal (Lot 1) and the training management system (Lot 2) will be developed taking into account following requirements:

- They will be developed in client-server architecture and be web based.
- They should run in all up to date browsers.
- They should have responsive user interfaces which will give the same user experience in different screen resolutions.
- They should use Microsoft SQL Server, Postgre SQL, MySQL, or ORACLE as relational database management system.
- They should be served under the HTTPS protocol. The required SSL certificates will be supplied by MoIT.
- They should be served both in English and Turkish. Users shall be able to change language on demand.
- They should be developed using Service Oriented Architecture. Access to database should be done by web services.
- Functionalities of both should be implemented using web services. These web services should allow other systems to use them.
- User interfaces of both should follow the organizational identity guideline of MoIT.
- Systems will be served using the IT infrastructure of MoIT. Hence, there will not be any hardware and/or software license costs associated with serving the portal for this assignment.

#### **User Authentication Module and User Roles**

Both the online portal (Lot 1) and the training management system (Lot 2) will be available for public access. But there are functionalities that will require user authentication and authorization. The contractor should implement 4 different user roles.

- Portal/System Admin (for both Lot 1: online portal and Lot 2: training management system)
- Center Admin (only for Lot 1: online portal)
- Standard User (for both Lot 1: online portal and Lot 2: training management system)
- MoIT User (only for Lot 2: training management system)

Portal/System Admin will be the main administration of the system who will be authorized for portal (Lot 1) & training management system (Lot 2) management. Portal/System admin will have the all the permissions and authorizations that other user roles have, and additionally will have the following permissions:

- Create/Update/delete
  - Success Stories
  - Frequently Asked Questions
  - About the project page contents
  - Vision & Mission page contents
  - Communications page content
  - Trainings (Only for Lot 2: Training Management System)
  - Catalogs (Only for Lot 2: Training Management System)
  - Development Activity (Only for Lot 2: Training Management System)
  - Organization Scheme (Only for Lot 2: Training Management System)
- Manage "Document Management Module"
  - Add/delete/update folders
  - Manage file/folder permissions for center admins and standard users.
  - Upload/Delete files to/from all folders
- Manage Forums
- Manage Users

Center Admin role will be assigned for each center. These admins will have the following authorizations only on the online portal (Lot 1).

- **Create/Update/Delete**
  - Announcements
  - News
  - Training Listings in Portal
  - Training Videos in Portal
  - Mentors
  - Rooms
- **Review/Approve/Reject**
  - Training Applications
  - Room Reservation Requests
  - Mentor Service Requests
- Managing documents within the “Document Management” module. Upload/Delete files to/from folders that they are authorized to do by the system admin. Manage permissions for these folders/files for public access and standard logged-in user access.

Standard User will be assigned to people/companies who will sign up to the online portal (Lot 1). Standard users will be able to apply for trainings that will be announced using “Announcement & News Module”, apply for “Mentor Consultancy” using “Mentor Pool Module”, and make reservation requests using “Room Reservation Module”. These applications will be reviewed by the related center’s administrator.

These users will also be able to participate in public trainings within the training management system (Lot 2).

MolT User will be assigned to employees of MolT. These users will be able to participate in the trainings within the training management system and request new trainings.

Non-authenticated visitors will be able to browse every public page on both the online portal and the training management system.

#### **d.1. The modules that will be developed for the Online Portal (Lot 1)**

The online portal shall include following modules:

##### **d.1.1. Announcements & News Module**

The contractor shall implement a module for “Announcement & News”. Announcements & News module shall include following functionalities.

- The module shall have an interface that will provide Center Admins to publish announcements & news to the portal.
- Every announcement and news entry shall have a text field where the content details will be entered.
- Every announcement and news entry shall have a gallery component where Center Admins will be able to upload pictures related to the content.
- Published news and announcements shall have public access.
- Latest announcements & news shall be displayed in the main page of the portal.
- Announcements & news can be linked to a specific center. This will enable users to filter announcements & news according to a specific center.

##### **d.1.2. Training Listing Module**

The contractor shall implement a “Training Listing Module”. Users will be able to list and apply for trainings using this module. Training Listing Module should include the following,

- An interface where center admins should add/update/delete trainings.
- A public interface where all trainings will be listed.
- Trainings should be filtered by centers.
- Module should include a user guiding section which holds the information about steps of the registration, pre-requisites for the training, etc.
- Standard logged-in users should be able to apply for trainings by filling a “Training Application Form”. The form should include at least the following information
  - Basic information like name, address, and e-mail address of the application should be passed from users’ portal account.
  - Intent of application.
  - Participation type (personal/as a company)
  - Participant count (if participation type is selected as company)
- Admins of the center that creates the training listing should receive notifications when an application is received in order to review, approve, or reject these applications
- Admins should be able to browse and manage all applications in a separate page.

#### **d.1.3. Document Management Module**

The contractor should implement a “Document Management Module”. With this module, it will be possible to share standardized documents and training materials with the users. This module should include the following.

- System admin should manage the folder structure.
- System admin should manage the center admins’ permissions to create/manage folders.
- Center admins should be able to upload/delete files from the folders that they have permission to do.
- Center admins should be able to set access permissions for the files uploaded by them. These permissions should be as follows,
  - Accessible by public
  - Accessible by logged-in standard users.

#### **d.1.4. Training Videos Module**

The contractor should implement a module for publishing training/training promotion videos.

- Videos should not be stored on portal’s file system or database.
- All training videos should be uploaded to a video streaming platform of the contractor’s choice where public access to the uploaded videos can be managed/limited.
- There should be an interface for center admins to publish the videos on the portal.
- Videos should be able to be linked with a specific center.
- Videos should be filtered by center.
- Admins should be able to set access permissions to videos through the portal.
- Logged-in standard users should be able to rate the videos.
- Overall rating for a video can be seen by everyone for publicly accessible videos. Ratings for limited accessible videos should only available for logged-in standard users.

#### **d.1.5. Mentor Pool Module**

The contractor should implement a module for mentor registration, mentor browsing, and application for mentor consultancy. The module should include the following,

- There should be an interface for center admins to register mentors to the portal.
- Mentor registration should include the following details,
  - Picture of the mentor
  - Name, surname
  - Area of expertise

- Brief introduction
- Detailed resume
- E-Mail address
- Affiliated Center
- Mentor records should be listed in a publicly accessible page where users can see picture, name – surname, area of expertise and brief introduction of the mentors. Detailed resume of the mentor should be browsed when users select a specific mentor.
- Mentor's communication information should not be accessible by users.
- Users should be able to filter mentors by center, and area of expertise.
- Logged-in standard users should be able to apply for the services of mentors through the portal by filling and application form. This application should include the following,
  - Basic information like name, address, and e-mail address of the application should be passed from users' portal account.
  - Intent of application.
  - Services requested.
  - Participation type (personal/as a company)
  - Participant count (if participation type is selected as company)
- Center admins should get a notification e-mail when someone applies for mentor service of their center.
- Center admins should have an interface to browse, approve, and reject mentor service applications.
- Center admins will be responsible for communication between the applicant and the mentor once they approve the application.
- Standard logged-in users that worked with a mentor should be able to rate the services of the mentor. Ratings will be publicly available.

#### **d.1.6. Room Reservation Module**

The contractor should implement a module for room registration, room reservation, and room availability. The module should include the following,

- An interface where center admins create/update/delete rooms and assign time tables to the rooms.
- Room records should include the following,
  - Room name
  - Capacity
  - Equipment Details
  - Affiliated Center
- A calendar view for each center for everyone to see room availabilities.
- An interface where logged-in standard user should be able to make room reservations by filling a reservation form. Reservation form should include the following,
  - Basic information like name, address, and e-mail address of the application should be passed from users' portal account.
  - Start date-time of the reservation
  - End date-time of the reservation
  - Number of attendees
  - Intent of room usage
- Center admins should get notification e-mails when users apply for rooms for their center.
- Center admins should have an interface to review/approve or reject room reservation request.
- Users should be notified when their requests approved or rejected by an e-mail.
- Center admins will be responsible for further processes after approving a room reservation.
- Standard logged-in users should be able to rate the rooms that they have reserved before.
- Room ratings should be publicly available.

#### **d.1.7. Diagnostics Module**

The contractor should implement a “Diagnostics Module” which will allow the system and its users to fulfill the following operations.

- **Survey Design:** Users shall design surveys and update its contents/questions.
- **Survey Participation:** Users can participate in surveys and answer the survey questions in a simple and quick manner.
- **Generating Graphical Summary for Surveys:** Users shall get graphical summaries for survey results which will help them to diagnose surveys using graphics, figures, and charts provided by the module.
- **Diagnosis<sup>2</sup> Data Entry for Survey Results:** Users should be able to enter diagnosis data and their suggestions/comments into the system manually.
- **Reporting:** All survey data should be saved in the database and should be reachable on demand. Reports should be generated from all the data stored in the database.
- Survey questions to be prepared should be grouped under categories.

*Example List:*

*i. General Information*

*a. Contact Information*

*b. User Manufacturing Techniques*

*c. Supplier Sectors*

*ii. Financial & Operational Information*

*iii. Lean Project Applications*

*iv. Human Resources*

*v. Additional Document List*

- Users should have the option of list questions one by one or group questions under categories.
- Every survey result should be displayed with a strong visual which emphasizes the deficiency by the type of the question.
- This module should allow users the quickly understand the results and speed up the diagnosis process for the company that participated in the survey.
- Survey concepts and contents will be determined by MoIT.
- Report types will be determined by MoIT.
- Graphics types that will used to visualize reports and survey results will be determined by MoIT.

#### **d.1.8. Frequently Asked Questions Page**

The contractor should implement a “Frequently Asked Questions” page. This page should be publicly accessible.

System admin should have an interface to add/update/delete frequently asked questions.

#### **d.1.9. Success Stories**

The contractor should provide an interface for system admins where the admins should be able to add/update/delete success stories to the portal. These success stories should be displayed in the home page of the portal.

#### **d.1.10. About the Project Page**

The contractor should design a page which will hold information about the project and its stakeholders. System admins should have an interface to edit the content of this page.

#### **d.1.11. Vision and Mission Page**

The contractor should design a page which will hold information regarding to the vision and the mission of the project. System admins should have an interface to edit the content of this page.

#### **d.1.12. Communication Page**

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<sup>2</sup> Diagnosis: The process of defining and diagnosing the companies’ productivity issue areas with the data provided by the system and observations according to the answers given to the pre-defined question sets.

The contractor should design a page which will hold communication information regarding the project. System admins should have an interface to edit the content of this page.

## **d.2. The structure and functionalities of the Training Management System (Lot 2)**

The contractor should create a training management system which will have the functions listed in the following sub-headers.

### **d.2.1. Organizational Schema Management**

- Beneficiary should be able to add unlimited number of records in order to transfer the organization schema to the system.
- Organization schema should be shown in a tree structure for ease of use.
- Records regarding to organizational scheme should be inserted both manually and using web services provided by the system.
- Apart from the organizational scheme in the center of MoIT; province level organization schemes should be created for provincial management units.
- Top level of the scheme should belong to system admin.

### **d.2.2. User Management**

- Unlimited number of users should be able to be added into the system.
- Users shall be added to the system both manually - one by one and in bulks using web services.
- User records should include personal information, and this information should be showed in relevant pages of the system.
- Users should be able to be validated using T.C. Identity Number.
- The system should have necessary functions and pages to allow role management for its users.

### **d.2.3. User Group Management**

- Unlimited number of user groups should be able to be added into the system.
- Unlimited number of users should be able to be assigned to created user groups.
- Multiple users should be able to be assigned to a user group at once.
- System should provide necessary functionalities and pages for user-group assignment with filtering functionalities with information such as; name, surname, unit, place in the organization scheme, T.C. Identity Number, Position, Date of Start to Work.

### **d.2.4. Deputation Management**

- Any user of the training management system should be able to give deputation to a selected user of the system for a limited period of time.
- This process should be able to be done both using relevant pages of the system for a single user and using web services for many users.
- A user who gets a deputation from another user should be able to perform operations in the name of the user who gives the deputation for the given time period.

### **d.2.5. User Role Management**

- Unlimited number of user roles should be able to be added to the system.
- System should have necessary interfaces for adding roles, deleting roles, updating roles, and assigning users to roles.
- Single user can have multiple roles.
- Every role should have permissions defined into them and these permissions should be able to be listed and managed (add/update/delete) using relevant interfaces.

### **d.2.6. External User Management**

- External users should be added to the system.
- External user registration requests can be grouped as “Approved, Waiting Approval, and Rejected”.

#### **d.2.7. Catalog Management**

- Organization, Unit and Personnel catalogs should be managed using the system.
- Existing trainings can be managed, and unlimited number of new trainings can be added to the system.
- Trainings should include the following tag information fields; keywords, brief explanation, learning outcomes/purpose, target group, pre-requisites, certification information, and other information field.
- Unit catalogs should be created with the selected trainings within the organization catalog.
- Personnel catalogs should be created with the selected trainings within both the organization catalog and the unit catalog.

#### **d.2.8. Development Activities**

- Multiple development activities can be added to a training.
- Development activities to be added to trainings can be as follows
  - Adobe Connect Synchronous Training Tool Session
  - Survey
  - File
  - Podcast
  - SCORM 1.2,
  - SCORM 2004,
  - Exam
  - Video
  - Homework
  - Classroom Training
  - Certificate
- Development activities to be added to a training can be grouped under folders.
- At least one development activity can be selected as a training completion condition.
- Development activities for a training shall be ordered.
- Development activities under a training should be browsed in list view, and tree view, and reports regarding to development activities should be generated from that list view interface.
- A development activity can a pre-requisite of another development activity. Development activities that have pre-requisites should not be activated until the pre-requisite development activity is completed.
- Development activities should have interval date of access.
- Development activities should have trainer information.

Development activities should have following management structures:

##### **d.2.8.1. Survey Management**

- A training may include unlimited number of development activities in survey form.
- Answers should be selected amongst the answer parameters which are already defined in the system. New answer parameters should be able to be added to the system.
- Answer parameters should be in the following types;
  - single choice from a list,
  - multiple choice from a list,
  - free text entry
- Reports should be generated related to survey development activities.

##### **d.2.8.2. File Management**

- A training may include unlimited number of development activities in file form.

- Files should be tagged as downloadable or not downloadable.
- Development activities in file form can only include single file.
- Reports should be generated related to development activities in file form.

#### **d.2.8.3. Podcast Management**

- A training may include unlimited number of development activities in podcast form.
- Podcast sound files should be tagged as downloadable or not downloadable.
- Development activities in podcast form can only include single sound file.
- Reports should be generated related to development activities in podcast form.

#### **d.2.8.4. Video Management**

- A training may include unlimited number of development activities in video form.
- Videos should be tagged as downloadable or not downloadable.
- Development activities in video form can only include single video file.
- Videos should include previews.
- Reports should be generated related to development activities in video form.

#### **d.2.8.5. SCORM Management**

- A training may include unlimited number of development activities in SCORM form.
- SCORM version information should be selected before uploading the file.
- Development activities in SCORM form can only include single SCORM file.
- Reports should be generated related to development activities in SCORM form.

#### **d.2.8.6. Homework Management**

- A training may include unlimited number of development activities in homework form.
- Homework should be tagged as downloadable or not downloadable.
- Development activities in homework form can only include single file.
- Reports should be generated related to development activities in homework form.

#### **d.2.8.7. Exam Management**

- A training may include unlimited number of development activities in exam form.
- Exams should have a start and finish date.
- Exams may have maximum number of tries defined into them.
- Exams should have success level/percentages. This parameter may differ from exam to exam.
- Exams may have different number of questions.
- Exams should have the option to report the results after the finish.
- Exams should have the option to shuffle the question orders for different users.
- Exams should have the option to shuffle the answer orders for different users.
- The topic should be selected for each question.
- Topic based exam reports should be generated.
- User based exam reports should be generated.

#### **d.2.8.8. Classroom Training Management**

- A training may include unlimited number of development activities in classroom training form.
- Reports should be generated related to development activities in classroom training form.

#### **d.2.8.9. Certificate Management**



- A training may include unlimited number of development activities in certificate form.
- System should provide an interface for visually designing the certificate. This interface should allow authorized users to edit the text and images inside the certificate. Furthermore; authorized users should be able to change text using “find&replace” functionalities provided by the interface.
- System should provide a preview of the designed certificate.
- Reports should be generated related to development activities in certificate form.

#### **d.2.9. Library Management**

- System should include a library section for the trainings.
- Additional non-development activity materials should be uploaded to the library.
- Library may contain unlimited materials.

#### **d.2.10. Forum Management**

- Every training should include a forum section.
- Trainees should be able to create new topics, and comment under the existing topics.

#### **d.2.11. Organization Management**

- Trainings that belongs to catalogs should be turned into organizations with one-click.
- Trainings that are converted to organizations should have the optional additional registration status, supplier, and trainer information data.
- Sessions and participants of the sessions should be defined using the system.

#### **d.2.12. Program Management**

- Programs can be created by selecting one or more trainings.
- Existing programs should be edited, deleted, ad unlimited number of new programs should be created.
- Every program should include its own tag information.

#### **d.2.13. Training Request Management**

- Personnel of the MoIT may request trainings.
- Training requests should include request source, request reason, request term and request status information.
- In case of positive evaluation of the request, training request should be converted into assigned training records.

#### **d.2.14. Reports**

System should be able to generate reports for the following topics,

- User Report
- Commissioning Report
- Participated Trainings Report
- Survey Report
- Exam Questions Report
- Guest Report
- Classroom Report
- Exam Report
- Exam Report Based on Questions
- Exam Report Based on Topics
- SCORM Report

#### e. Activity, Deliverables and Schedules

##### e.1. Lot 1: The Online Portal

Activities, deliverables and expected outputs of Lot 1: The Online Portal are as follows;

- **Visual Theme for the Portal:** Main visual components of the online portal will be designed by a visual graphics designer. This theme will act as a guide for software developers while they are developing the portal.
- **Final Portal:** Portal will be finalized with the feedback gathered from UNDP and/or MoIT after review of the draft portal.
- **Admin User Trainings:** Two (2) training sessions of 2 days will be conducted for portal admin and center admins after final portal is delivered. The trainings shall be conducted by the Senior Software Developer and 1 Junior Software Developer.

The Contractor shall schedule submission of deliverables/outputs to meet target delivery dates, considering that UNDP and/or MoIT will also invest time for review as detailed in below table. However, if lead times extend due to delays in review of deliverables by UNDP and/or implementing partners, the Contractor will not be responsible for such delays.

UNDP may reject deliverables if Contractor fails to revise the outputs in line with the comments of UNDP and implementing partner. Any rejection shall not delay the target delivery.

The list of tasks, activities, deliverables, their due dates and lead time for UNDP and/or Ministry of Industry and Technology (MoIT) review are as follows:

| Activity  | Deliverable(s)   | Target delivery date to UNDP for Approval and Acceptance  | Lead Time for UNDP and/or MoIT Review |
|---|--|---|---------------------------------------|
| 1. Development of the Visual Theme for the Portal   | Visual Theme for the Portal  | For draft Visual Theme: 20 days after signing date of the Contract.<br><br>For final Visual Theme: 25 days after signing date of the Contract.        | 3 days.                               |
| 2. Development of the Portal (software development, tests and installation of the portal) | Online Portal for Centers  | For the draft Portal: 150 days after signing date of the Contract.<br><br>For the final Portal: 170 days after signing date of the contract.          | 10 days.                              |
| 3. Conduct of Admin User Trainings  | A brief report on conduct of trainings and feedback received from users. | Conduct of Trainings: Between 170-180 days after signing date of the contract<br><br>Report on Trainings: 180 days after signing date of the contract | 1 day for the Report on Trainings.    |

##### e.2. Lot 2: The Training Management System

Activities, deliverables and expected outputs of Lot 2: The Training Management System are as follows;

- **Visual Theme for the System:** Main visual components of the system will be designed by a visual graphics designer. This theme will act as a guide for software developers while they are developing the system.
- **Final Training Management System:** System will be finalized with the feedback gathered from UNDP and/or MoIT after review of the draft system.
- **Admin User Trainings:** Two (2) training sessions of 2 days will be conducted for system admin and MoIT users after final training management system is delivered. The trainings shall be conducted by the Senior Software Developer and 1 Junior Software Developer.

The Contractor shall schedule submission of deliverables/outputs to meet target delivery dates, considering that UNDP and/or MoIT will also invest time for review as detailed in below table. However, if lead times extend due to delays in review of deliverables by UNDP and/or implementing partners, the Contractor will not be responsible for such delays.

UNDP may reject deliverables if Contractor fails to revise the outputs in line with the comments of UNDP and implementing partner. Any rejection shall not delay the target delivery.

The list of tasks, activities, deliverables, their due dates and lead time for UNDP and/or Ministry of Industry and Technology (MoIT) review are as follows:

| Activity  | Deliverable(s)   | Target delivery date to UNDP for Approval and Acceptance  | Lead Time for UNDP and/or MoIT Review |
|---|--|---|---------------------------------------|
| 1. Development of the Visual Theme for the Training Management System   | Visual Theme for the Training Management System                          | For draft Visual Theme:<br>30 days after signing date of the Contract.<br><br>For final Visual Theme:<br>35 days after signing date of the Contract.        | 3 days.                               |
| 2. Development of the Training Management System (software development, tests and installation of the System) | Training Management System   | For the draft System:<br>150 days after signing date of the Contract.<br><br>For the final System:<br>170 days after signing date of the contract.          | 10 days.                              |
| 3. Conduct of Admin and MoIT User Trainings   | A brief report on conduct of trainings and feedback received from users. | Conduct of Trainings:<br>Between 170-180 days after signing date of the contract<br><br>Report on Trainings:<br>180 days after signing date of the contract | 1 day for the Report on Trainings.    |

#### f. Key Performance Indicators and Service Level

Key services required and performance indicators are as follows for both the Online Portal (Lot 1) and the Training Management System (Lot 2):

- The contractor should provide an at least 90% up-time SLA (Service-Level-Agreement).
- The portal/system should be user friendly for every level of role.
- The visual design should be appealing.
- The portal/system should withstand a load of at least 1000 simultaneous visitors.
- When a service degradation occurs, the contractor should guarantee to intervene the problem within the same day. This service should be guaranteed for 2 years free of charge.
- The contractor should give a guarantee of service for possible further improvement needs. The contractor

can charge for extra services that will be provided out of the scope of this Terms of Reference.

- The contractor should provide user manuals for portal/system admins.

#### **g. Governance and Accountability**

The Contractor shall be responsible directly to the Syria Crisis Response and Resilience Portfolio Manager and Project Manager in charge of Component 1: Job Creation for all the deliverables.

The Contractor shall inform the UNDP Syria Crisis Response and Resilience Portfolio Manager and Project Manager bi-weekly via e-mail and without a fixed reporting template regarding the progress they have made in implementation of the overall assignment. In addition to bi-weekly written e-mail reports, UNDP may request Contractor to conduct ad hoc meetings.

The approving authority of each deliverable will be UNDP Syria Crisis Response and Resilience Portfolio Manager. Its implementing partner, MoIT will have inputs on above mentioned deliverables prepared by the Contractor. The Contractor is obliged to finalize all deliverables by taking into account the feedback of Syria Crisis Response and Resilience Response Portfolio Manager and Project Manager in charge of Component 1: Job Creation.

#### **h. Facilities to be provided by UNDP and Duty Station**

UNDP Turkey CO won't be providing a facility for the Contractor to work during the contract. UNDP Turkey CO will facilitate organizing the meetings with the MoIT and the trainings that will be delivered to admin users after approval of the final portal/system.

The Contractor shall work remotely but will need to travel to Ankara for the meeting with UNDP CO Project Staff and officials of the MoIT to review the visual theme, the draft portal/system, installation of the final portal/system in MoIT's servers and conduct of the trainings. The contractor will not bear any travel, accommodation and organization costs for attendants of the trainings except that of their staff.

#### **i. Expected duration of the assignment**

The expected duration of the assignment is 180 days after signing of the contract for both the Online Portal (Lot 1) and the Training Management System (Lot 2).

#### **j. Professional Qualifications of the Successful Contractor and its key personnel**

##### **j.1. Lot 1: The Online Portal**

The contractor shall have solid experience in developing & delivering online portals, platforms and web sites. The contractor shall have developed and delivered at least 2 similar web portals and/or platforms and/or web sites for public and/or private clients in the last 7 years. This shall be documented by submission of certificates of successful completion by clients that show nature and contract value of the work.

Having a "Technological Product Experience Certificate" given by the Ministry of Industry and Technology R&D Incentives General Directorate for developing & delivering online portals or platforms for technology development zones, innovation centers or R&D/design centers will be considered as an asset.

The team of the contractor will be composed of following key personnel:

##### **1 Team Leader**

- University (bachelors or advanced) degree in Computer Engineering, Software Engineering, Industrial Engineering, or in other related fields,
- Minimum 10 years of experience in the last 15 years with software development, web development and project management.
- Certification in Project Management Professional (PMP) or Professional Scrum Product Owner (PSPO)

### **1 Senior Software Developer**

- University (bachelors or advanced) degree in Computer Engineering, Software Engineering, Electronics Engineering, or in other related fields,
- Minimum of 6 years of experience in the last 12 years with software development, and web development.
- Experience in development of at least 1 similar online portals, platforms or web site in the last 5 years.

### **2 Junior Software Developers**

- University (bachelors or advanced) degree in Computer Engineering, Software Engineering, Electronics Engineering, Statistics, Mathematics, or in other related fields,
- Minimum of 2 years of experience in the last 5 years with software development, and web development.

### **1 Senior Visual Graphics Designer**

- Bachelor's degree, or equivalent experience in Graphic Design, Computer Education & Instructional Technology or other related fields,
- Minimum of 4 years of experience in the last 7 years with graphic designing for web platforms.
- Knowledge of UI/UX design, corporate identity, and multimedia design.

The proposers are required to present the CVs and certifications of declarations of availability of their proposed key personnel in their proposals. The CVs should indicate the experience on software development and/or visual design. The key personnel proposed for this lot can not be proposed for Lot 2: The Training Management System.

### **j.2. Lot 2: The Training Management System**

The contractor shall have solid experience in developing & delivering online training systems, e-learning systems, training portals or platforms. The contractor shall have developed and delivered at least 2 similar online training system, e-learning system, portal or platform for public and/or private clients in the last 7 years. This shall be documented by submission of certificates of successful completion by clients that show nature and contract value of the work.

The contractor shall have developed and delivered at least 2,000 training screen in one of the online training systems, e-learning systems, training portals or platforms project. This will be documented either through information in certificates of successful completion from the clients, or log-in access to referred online training system, portal or platform or any other relevant document that verifies this information.

Having "Technological Product Experience Certificate" given by the Ministry of Industry and Technology R & D Incentives General Directorate for developing & delivering online training systems, e-learning systems, training portals or platforms will be considered as an asset.

The team of the contractor will be composed of following key personnel:

#### **1 Team Leader**

- University (bachelors or advanced) degree in Computer Engineering, Software Engineering, Industrial Engineering, or in other related fields,
- Minimum of 10 years of experience in the last 15 years with software development, web development and project management.
- Certification in Project Management Professional (PMP) or Professional Scrum Product Owner (PSPO) (shall be attached to the CV)

#### **1 Senior Software Developer**

- University (bachelors or advanced) degree in Computer Engineering, Software Engineering, Electronics Engineering, or in other related fields,

- Minimum of 6 years of experience in the last 12 years with software development, and web development.
- Experience in development of at least 1 similar online training system, portal or platform in the last 5 years.

### 3 Junior Software Developers

- University (bachelors or advanced) degree in Computer Engineering, Software Engineering, Electronics Engineering, Statistics, Mathematics, or in other related fields,
- Minimum of 2 years of experience in the last 5 years with software development, and web development.

### 1 Senior Visual Graphics Designer

- Bachelor's degree, or equivalent experience in Graphic Design, Computer Education & Instructional Technology or other related fields,
- Minimum of 4 years of experience in the last 7 years with graphic designing for web platforms.
- Knowledge of UI/UX design, corporate identity, and multimedia design.

The proposers are required to present the CVs and certifications of declarations of availability of their proposed key personnel in their proposals. The CVs should indicate the experience on software development and/or visual design. The key personnel proposed for this lot cannot be proposed for Lot 1: The Online Portal.

#### k. Price and Schedule of Payments

The contract price is a fixed output-based price regardless of extension of the herein specific duration. The contract price is gross, and inclusive of all travel, accommodation, transportation, equipment, office and etc. expenses required for the successful provision of services and outputs as well all legal expenses, including but not limited to social security, income tax, pension, visa etc., which shall be required by applicable laws. Contractor will not receive any additional payment for such kind of expenses.

Payment for deliverables shall be affected by UNDP within 30 days upon issuance of Confirmation of Service Receipt for each deliverable, and acceptance and approval of the related invoice by UNDP, in line with the following schedule regardless of the price proposed for each deliverable by the proposer:

The schedule of payments is as follows:

#### k.1. Lot 1: The Online Portal

| Activity  | Deliverable(s)   | Target delivery date to UNDP for Approval and Acceptance   | Percentage of Payment                   |
|---|--|--|---|
| 1. Development of the Visual Theme for the Portal   | Visual Theme for the Portal  | For draft Visual Theme: 20 days after signing date of the Contract.<br><br>For final Visual Theme: 25 days after signing date of the Contract. | 20% of the grand total price for Lot 1. |
| 2. Development of the Portal (software development, tests and installation of the portal) | Online Portal for Centers  | For the draft Portal: 150 days after signing date of the Contract.<br><br>For the final Portal: 170 days after signing date of the contract.   | 60% of the grand total price for Lot 1. |
| 3. Conduct of Admin User Trainings  | A brief report on conduct of trainings and feedback received from users. | Conduct of Trainings: Between 170-180 days after signing date of the contract  | 20% of the grand total price for Lot 1. |

|  |  |  |  |
|--|--|--|--|
|  |  | Report on Trainings:<br>180 days after signing<br>date of the contract |  |
|--|--|--|--|

**k.2. Lot 2: The Training Management System**

| Activity  | Deliverable(s)   | Target delivery date to<br>UNDP for Approval and<br>Acceptance   | Percentage of Payment                      |
|---|--|--|--|
| 1. Development of the Visual Theme for the Training Management System   | Visual Theme for the Training Management System                          | For draft Visual Theme:<br>30 days after signing<br>date of the Contract.<br><br>For final Visual Theme:<br>35 days after signing<br>date of the Contract.           | 20% of the grand total<br>price for Lot 2. |
| 2. Development of the Training Management System (software development, tests and installation of the system) | Training Management System   | For the draft System:<br>150 days after signing<br>date of the Contract.<br><br>For the final System:<br>170 days after signing<br>date of the contract.             | 60% of the grand total<br>price for Lot 2. |
| 3. Conduct of Admin and MoIT User Trainings   | A brief report on conduct of trainings and feedback received from users. | Conduct of Trainings:<br>Between 170-180 days<br>after signing date of<br>the contract<br><br>Report on Trainings:<br>180 days after signing<br>date of the contract | 20% of the grand total<br>price for Lot 2. |

If the deliverables are not produced and delivered by the Contractor to the satisfaction of UNDP, no payment will be made even if the contractor has invested time to produce and deliver such deliverables.

In case a local proposer established and operating in Turkey is awarded the contract, the payment shall be effected in TL through conversion of the US\$ amount by the official UN exchange rate valid on the date of money transfer. Otherwise, the payments shall be effected in US Dollars.

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## Section 6: Returnable Proposal Forms / Checklist

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This form serves as a checklist for preparation of your Proposal. Please complete the Returnable Proposal 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 Proposal Forms?

- |   |                          |
|---|--------------------------|
| ▪ Form A: Technical Proposal Submission Form                    | <input type="checkbox"/> |
| ▪ Form B: Proposer 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"/> |
| ▪ Form H: Proposal Security Form                                | <input type="checkbox"/> |

Have you provided the required documents to establish compliance with the evaluation criteria in Section 4?

☐

### Financial Proposal Envelope

(Must be submitted in a separate sealed envelope)

- |  |                          |
|--|--------------------------|
| ▪ 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 Proposer: | [Insert Name of Proposer]     | 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 Proposers 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 Proposal 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 Proposer] to sign this Proposal and bind it should UNDP accept this Proposal.

Name: \_\_\_\_\_

Title: \_\_\_\_\_

Date: \_\_\_\_\_

Signature: \_\_\_\_\_

[Stamp with official stamp of the Proposer]

Form B: Proposer Information Form

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

Form C: Joint Venture/Consortium/Association Information Form

|                          |                               |              |             |
|--------------------------|-------------------------------|--------------|-------------|
| <b>Name of Proposer:</b> | [Insert Name of Proposer]     | <b>Date:</b> | Select date |
| <b>RFP reference:</b>    | [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]  |

|  |            |
|--|------------|
| <b>Name of leading partner</b><br><br>(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: _____                |
| <br>Name of partner: _____ | <br>Name of partner: _____ |
| Signature: _____           | Signature: _____           |
| Date: _____                | Date: _____                |

Form D: Qualification Form

|                   |                               |       |             |
|-------------------|-------------------------------|-------|-------------|
| Name of Proposer: | [Insert Name of Proposer]     | Date: | Select date |
| RFP reference:    | [Insert RFP Reference Number] |       |             |

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<br>portion of contract | Contract Identification        | Total Contract Amount<br>(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<br>dispute | Amount in dispute<br>(in US\$) | Contract Identification          | Total Contract Amount<br>(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 7 years.

List only those assignments for which the Proposer was legally contracted or sub-contracted by the Client as a company or was one of the Consortium/JV partners. Assignments completed by the Proposer's individual experts working privately or through other firms cannot be claimed as the relevant experience of the Proposer, or that of the Proposer's partners or sub-consultants, but can be claimed by the Experts themselves in their CVs. The Proposer 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 |
|--------------------------------------|------------------------------------|----------------|-------------------------------|--------------------------------|
|                                      |                                    |                |                               |                                |
|                                      |                                    |                |                               |                                |

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

☐ Attached are the Statements of Satisfactory Performance from the Top 2 (two) Clients or more in the last 7 years. These statements should show the value and nature of the assignment successfully completed for that client.

#### Financial Standing

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

| Financial information<br>(in US\$ equivalent) | Historic information for the last 3 fiscal 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:

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

Proposers who have average current ratios between 0,50-0,75 in the last 3 fiscal years shall submit letters of good financial standing (bank reference letter) from banks which demonstrate that they have lines of credit available to them.

(For JV/Consortium/Association, only parties that have current ratios between less than 0,75 in the last 3 fiscal years are required to submit letters of good financial standing (bank reference letter) from banks).

## Form E: Format of Technical Proposal

Please ensure that the information below is adapted in accordance with the technical evaluation criteria included in Section 4. The below sections correspond to the sample criteria included in this template RFP in Section 4]

|                   |                               |       |             |
|-------------------|-------------------------------|-------|-------------|
| Name of Proposer: | [Insert Name of Proposer]     | Date: | Select date |
| RFP reference:    | [Insert RFP Reference Number] |       |             |

The Proposer's proposal should be organized to follow this format of Technical Proposal. Where the Proposer is presented with a requirement or asked to use a specific approach, the Proposer 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: Proposer'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 Proposer'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 Proposer 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 Proposer'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 For Lot 1: The Online Portal; please provide links or screen shots from previously delivered online portal/platform projects or mock-ups for this assignment.

For Lot 2: The Training Management System; please provide information, documentation or access to previously completed online training systems, e-learning systems, training portals or platforms which will be taken as reference for this assignment. Information, documentation or access should demonstrate the number of training screens.

- 2.8 Any other comments or information regarding the project approach and methodology that will be adopted.
- 2.9 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. Diplomas, declarations of availability and any relevant certificates shall be attached to CVs.

#### Format for CV of Proposed Key Personnel

|                                      |  |
|--------------------------------------|--|
| <b>Name of Personnel</b>             | [Insert]   |
| <b>Position for this assignment</b>  | [Insert]   |
| <b>Nationality</b>                   | [Insert]   |
| <b>Language proficiency</b>          | [Insert]   |
| <b>Education/ Qualifications</b>     | <p><i>[Summarize college/university and other specialized education of personnel member, giving names of schools, dates attended, and degrees/qualifications obtained.]</i></p> <p>[Insert]</p>  |
| <b>Professional certifications</b>   | <p><i>[Provide details of professional certifications relevant to the scope of services]</i></p> <ul style="list-style-type: none"> <li>▪ Name of institution: [Insert]</li> <li>▪ Date of certification: [Insert]</li> </ul>  |
| <b>Employment Record/ Experience</b> | <p><i>[List all positions held by personnel (starting with present position, list in reverse order), giving dates, names of employing organization, title of position held and location of employment. For experience in last five years, detail the type of activities performed, degree of responsibilities, location of assignments and any other information or professional experience considered pertinent for this assignment.]</i></p> <p>[Insert]</p> |
| <b>References</b>                    | <p><i>[Provide names, addresses, phone and email contact information for two (2) references]</i></p> <p>Reference 1:<br/>[Insert]</p> <p>Reference 2:<br/>[Insert]</p>   |

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 Proposer: | [Insert Name of Proposer]     | 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 Proposer]*

Form G: Financial Proposal Form

|                          |                               |              |             |
|--------------------------|-------------------------------|--------------|-------------|
| <b>Name of Proposer:</b> | [Insert Name of Proposer]     | <b>Date:</b> | Select date |
| <b>RFP reference:</b>    | [Insert RFP Reference Number] |              |             |

The Proposer 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 Proposers. Any Financial information provided in the Technical Proposal shall lead to Proposer's disqualification.

The Financial Proposal should align with the requirements in the Terms of Reference and the Proposer's Technical Proposal. (i.e. the proposers shall not insert any monetary figure for any of the key personnel which they do not explain in detail in their technical proposals)

Currency of the proposal: USD

The Proposers shall fill out below price schedule. Any price schedule quoted by the proposers other than below table may be rejected by UNDP.

**Lot 1: Online Portal**

| <b>Deliverable 1: Development of the Visual Theme for the Portal</b>                                      |                |   |                     |                      |
|---|----------------|---|---------------------|----------------------|
| <b>Activity 1: Visual Theme for the Portal</b>  |                |   |                     |                      |
| Payment to be affected: 20% of the total contract price for Lot 1.  |                |   |                     |                      |
| Price Item  | Unit           | Quantity<br>(the number of<br>working days) | Unit Price<br>(USD) | Total Price<br>(USD) |
| Team Leader   | working<br>day |   |                     |                      |
| Senior Software<br>Developer  | working<br>day |   |                     |                      |
| Senior Visual Graphic<br>Designer   | working<br>day |   |                     |                      |
| Other Expenses*   | Lump-Sum       | Lump-Sum                                    |                     |                      |
| <b>A. Total Price of Deliverable 1 (USD)</b>  |                |   |                     |                      |
| <b>Deliverable 2: Online Portal for Centers</b>   |                |   |                     |                      |
| <b>Activity 2: Development of the Portal (software development, tests and installation of the portal)</b> |                |   |                     |                      |
| Payment to be affected: 60% of the total contract price for Lot 1.  |                |   |                     |                      |

| Price Item                            | Unit           | Quantity<br>(the number of<br>working days) | Unit Price<br>(USD) | Total Price<br>(USD) |
|---------------------------------------|----------------|---|---------------------|----------------------|
| Team Leader                           | working<br>day |   |                     |                      |
| Senior Software<br>Developer          | working<br>day |   |                     |                      |
| Junior Software<br>Developer-1        | working<br>day |   |                     |                      |
| Junior Software<br>Developer-2        | working<br>day |   |                     |                      |
| Other Expenses*                       | Lump-Sum       | Lump-Sum                                    |                     |                      |
| B. Total Price of Deliverable 2 (USD) |                |   |                     |                      |

Deliverable 3: A brief report on conduct of trainings and feedback received from users.

Activity 3: Conduct of Admin User Trainings

Payment to be affected: 20% of the total contract price for Lot 1.

| Price Item                            | Unit           | Quantity<br>(the number of<br>working days) | Unit Price<br>(USD) | Total Price<br>(USD) |
|---------------------------------------|----------------|---|---------------------|----------------------|
| Team Leader                           | working<br>day |   |                     |                      |
| Senior Software<br>Developer          | working<br>day |   |                     |                      |
| Junior Software<br>Developer-1        | working<br>day |   |                     |                      |
| Other Expenses *                      | Lump-Sum       | Lump-Sum                                    |                     |                      |
| C. Total Price of Deliverable 3 (USD) |                |   |                     |                      |

(A+B+C) GRAND TOTAL PRICE FOR LOT 1 (USD)

\* Other expenses include travel, accommodation, inter city travel expenses that might be needed if the Contractor is located outside Ankara and the software developers need to travel to Ankara to show the draft virtual theme, draft portal and provide admin user trainings. Any other relevant expenses also may

be included with justification. **Proposers are required to provide breakdown of other expenses item-by-item and provide how they are calculated.**

**\*\* The maximum number of working days that can be proposed for key personnel for an activity/deliverable shall not exceed the duration of that activity. If it exceeds, it may lead to Proposer's disqualification.** For example, as per Section 5: Terms of Reference, the maximum duration of Activity 1: "Development of the Visual Theme for the Portal" is 25 days. Hence, the number of working days proposed for one key personnel for that activity can not exceed 25 days.

**\*\*\* Payment for deliverables shall be affected by UNDP within 30 days upon issuance of Confirmation of Service Receipt for each deliverable, and acceptance and approval of the related invoice by UNDP in line with corresponding percentages of total contract price, regardless of the price proposed for each deliverable by the proposer.**

## **Lot 2: Training Management System**

| <b>Deliverable 1: Development of the Visual Theme for the Training Management System</b><br><b>Activity 1: Visual Theme for the Training Management System</b><br><b>Payment to be affected: 20% of the total contract price for Lot 2.</b>                    |             |  |                             |                              |
|--|-------------|--|-----------------------------|------------------------------|
| <b>Price Item</b>  | <b>Unit</b> | <b>Quantity<br/>(the number of<br/>working days)</b> | <b>Unit Price<br/>(USD)</b> | <b>Total Price<br/>(USD)</b> |
| Team Leader  | working day |  |                             |                              |
| Senior Software Developer  | working day |  |                             |                              |
| Senior Visual Graphic Designer   | working day |  |                             |                              |
| Other Expenses*  | Lump-Sum    | Lump-Sum   |                             |                              |
| <b>A. Total Price of Deliverable 1 (USD)</b>   |             |  |                             |                              |
| <b>Deliverable 2: Training Management System</b><br><b>Activity 2: Development of the Training Management System (software development, tests and installation of the system)</b><br><b>Payment to be affected: 60% of the total contract price for Lot 2.</b> |             |  |                             |                              |
| <b>Price Item</b>  | <b>Unit</b> | <b>Quantity<br/>(the number of<br/>working days)</b> | <b>Unit Price<br/>(USD)</b> | <b>Total Price<br/>(USD)</b> |
| Team Leader  | working day |  |                             |                              |

|  |             |          |  |  |
|--|-------------|----------|--|--|
| Senior Software Developer                    | working day |          |  |  |
| Junior Software Developer-1                  | working day |          |  |  |
| Junior Software Developer-2                  | working day |          |  |  |
| Junior Software Developer-3                  | working day |          |  |  |
| Other Expenses*                              | Lump-Sum    | Lump-Sum |  |  |
| <b>B. Total Price of Deliverable 2 (USD)</b> |             |          |  |  |

**Deliverable 3: A brief report on conduct of trainings and feedback received from users.**

**Activity 3: Conduct of Admin and MoIT User Trainings**

**Payment to be affected: 20% of the total contract price for Lot 2.**

| <b>Price Item</b>                            | <b>Unit</b> | <b>Quantity<br/>(the number of<br/>working days)</b> | <b>Unit Price<br/>(USD)</b> | <b>Total Price<br/>(USD)</b> |
|--|-------------|--|-----------------------------|------------------------------|
| Team Leader                                  | working day |  |                             |                              |
| Senior Software Developer                    | working day |  |                             |                              |
| Junior Software Developer-1                  | working day |  |                             |                              |
| Other Expenses *                             | Lump-Sum    |  |                             |                              |
| <b>C. Total Price of Deliverable 3 (USD)</b> |             |  |                             |                              |

**(A+B+C) GRAND TOTAL PRICE FOR LOT 2(USD)**

\* Other expenses include travel, accommodation, inter city travel expenses that might be needed if the Contractor is located outside Ankara and the software developers need to travel to Ankara to show the draft virtual theme, draft portal and provide admin user trainings. Any other relevant expenses also may be included with justification. Proposers are required to provide breakdown of other expenses item-by-item and provide how they are calculated.

**\*\* The maximum number of working days that can be proposed for key personnel for an activity/deliverable shall not exceed the duration of that activity. If it exceeds, it may lead to Proposer's disqualification. For example, as per Section 5: Terms of Reference, the maximum duration of Activity 1: "Development of the Visual Theme for the Training Management System" is 35 days. Hence, the number of working days proposed for one key personnel for that activity can not exceed 35 days.**

**\*\*\* Payment for deliverables shall be affected by UNDP within 30 days upon issuance of Confirmation of Service Receipt for each deliverable, and acceptance and approval of the related invoice by UNDP in line with corresponding percentages of total contract price, regardless of the price proposed for each deliverable by the proposer.**

Proposal Security must be issued using the official letterhead of the Issuing Bank.  
Except for indicated fields, no changes may be made on this template.

---

To: UNDP

*[Insert contact information as provided in Data Sheet]*

WHEREAS [Name and address of Proposer](hereinafter called "the Proposer") has submitted a Proposal to UNDP dated [Click here to enter a date](#) to execute Services [Insert Title of Services] (hereinafter called "the Proposal"):

AND WHEREAS it has been stipulated by you that the Proposer shall furnish you with a Bank Guarantee by a recognized bank for the sum specified therein as security in the event that the Proposer:

- a) Fails to sign the Contract after UNDP has awarded it;
- b) Withdraws its Proposal after the date of the opening of the Proposals;
- c) Fails to comply with UNDP's variation of requirement, as per RFP instructions; or
- d) Fails to furnish Performance Security, insurances, or other documents that UNDP may require as a condition to rendering the contract effective.

AND WHEREAS we have agreed to give the Proposer such this Bank Guarantee:

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

This guarantee shall be valid up to 30 days after the final date of validity of proposals.

**SIGNATURE AND SEAL OF THE GUARANTOR BANK**

Signature: \_\_\_\_\_

Name: \_\_\_\_\_

Title: \_\_\_\_\_

Date: \_\_\_\_\_

Name of Bank \_\_\_\_\_

Address \_\_\_\_\_

*[Stamp with official stamp of the Bank]*