



Empowered lives.
Resilient nations.

REQUEST FOR PROPOSAL RFP 081/19

NAME & ADDRESS OF FIRM	DATE: August 26, 2019
	REFERENCE: The automation of the voter authentication equipment services and operations

Dear Sir / Madam:

We kindly request you to submit your Proposal for **Development and Establishment of a Preliminary Electronic Data Interchange The automation of the voter authentication equipment services and operations. (the detailed TOR is attached as Annex 1a).**

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

Proposals need to be submitted on or before **Monday, 9 September 2019, 4:00 pm** local Yerevan time (GMT +4) via email to the following e-mail address: tenders.armenia@undp.org

Proposals submitted by email must be limited to a maximum of 10MB, virus-free and no more than 3 transmissions. They must be free from any form of virus or corrupted contents, or the quotations shall be rejected.

Please note that proposals received through any other e-mail address will not be considered.

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

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

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

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

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

No price variation due to escalation, inflation, fluctuation in exchange rates, or any other market factors shall be accepted by UNDP after it has received the Proposal. At the time of Award of Contract or Purchase Order, UNDP reserves the right to vary (increase or decrease) the quantity of services and/or goods, by up to a maximum twenty five per cent (25%) of the total offer, without any change in the unit price or other terms and conditions.

Any Contract or Purchase Order that will be issued as a result of this RFP shall be subject to the General Terms and Conditions attached hereto. The mere act of submission of a Proposal implies that the Service Provider accepts without question the General Terms and Conditions of UNDP, herein attached as Annex 3.

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

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

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

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

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

Thank you and we look forward to receiving your Proposal.

Sincerely yours,

Procurement Unit / UNDP Armenia

Description of Requirements

Context of the Requirement	The automation of the voter authentication equipment services and operations
Implementing Partner of UNDP	Central Electoral Commission of the Republic of Armenia
Brief Description of the Required Services ¹	As per attached Terms of Reference (TOR), Annex 1a
List and Description of Expected Outputs to be Delivered	As per attached Terms of Reference (TOR), Annex 1a
Person to Supervise the Work/Performance of the Service Provider	Davit Khachatryan, ESPA/ESPA 2 project IT team leader
Frequency of Reporting	Weekly progress reports during the active stage and monthly during the warranty period
Progress Reporting Requirements	On a regular basis
Location of work	<input type="checkbox"/> Exact Address/es <i>[pls. specify]</i> <input checked="" type="checkbox"/> At Contractor's Location
Expected duration of work	360 days (180 days for implementation and 180 days of the warranty period)
Target start date	September 23, 2019
Latest completion date	March 23, 2020
Travels Expected	<input checked="" type="checkbox"/> Not Required
Special Security Requirements	<input checked="" type="checkbox"/> Not Required
Facilities to be Provided by UNDP (i.e., must be excluded from Price Proposal)	<input checked="" type="checkbox"/> Not Required
Implementation Schedule indicating breakdown and timing of activities/sub-activities	<input checked="" type="checkbox"/> Required
Names and curriculum vitae of individuals who will be involved in completing the services	<input checked="" type="checkbox"/> Required

¹ A detailed TOR may be attached if the information listed in this Annex is not sufficient to fully describe the nature of the work and other details of the requirements.

Currency of Proposal	<input checked="" type="checkbox"/> United States Dollars <input checked="" type="checkbox"/> Local Currency																	
Value Added Tax on Price Proposal ²	<input checked="" type="checkbox"/> must be exclusive of VAT and other applicable indirect taxes																	
Validity Period of Proposals (Counting for the last day of submission of quotes)	<input checked="" type="checkbox"/> 90 days <input type="checkbox"/> 120 days In exceptional circumstances, UNDP may request the Proposer to extend the validity of the Proposal beyond what has been initially indicated in this RFP. The Proposal shall then confirm the extension in writing, without any modification whatsoever on the Proposal.																	
Partial Quotes	<input checked="" type="checkbox"/> Not permitted <input type="checkbox"/> Permitted																	
Payment Terms ³	<table border="1"> <thead> <tr> <th>Outputs</th> <th>Percentage</th> <th>Timing</th> <th>Condition for Payment Release</th> </tr> </thead> <tbody> <tr> <td>A detailed technical specification which will serve as a basis for the Contractor to carry out the System's programming activities</td> <td>20%</td> <td>1 month after contract signing</td> <td rowspan="3"> Within thirty (30) days from the date of meeting the following conditions: a) UNDP's written acceptance (i.e., not mere receipt) of the quality of the outputs; and b) Receipt of invoice from the Service Provider. </td> </tr> <tr> <td>The System which is tested and rolled out</td> <td>50%</td> <td>3 months after contract signing</td> </tr> <tr> <td>Final introduction of the system, and documentation and trainings</td> <td>20%</td> <td>6 months after contract signing</td> </tr> </tbody> </table>				Outputs	Percentage	Timing	Condition for Payment Release	A detailed technical specification which will serve as a basis for the Contractor to carry out the System's programming activities	20%	1 month after contract signing	Within thirty (30) days from the date of meeting the following conditions: a) UNDP's written acceptance (i.e., not mere receipt) of the quality of the outputs; and b) Receipt of invoice from the Service Provider.	The System which is tested and rolled out	50%	3 months after contract signing	Final introduction of the system, and documentation and trainings	20%	6 months after contract signing
Outputs	Percentage	Timing	Condition for Payment Release															
A detailed technical specification which will serve as a basis for the Contractor to carry out the System's programming activities	20%	1 month after contract signing	Within thirty (30) days from the date of meeting the following conditions: a) UNDP's written acceptance (i.e., not mere receipt) of the quality of the outputs; and b) Receipt of invoice from the Service Provider.															
The System which is tested and rolled out	50%	3 months after contract signing																
Final introduction of the system, and documentation and trainings	20%	6 months after contract signing																

² VAT exemption status varies from one country to another. Pls. check whatever is applicable to the UNDP CO/BU requiring the service.

³ UNDP preference is not to pay any amount in advance upon signing of contract. If the Service Provider strictly requires payment in advance, it will be limited only up to 20% of the total price quoted. For any higher percentage, or any amount advanced exceeding \$30,000, UNDP shall require the Service Provider to submit a bank guarantee or bank cheque payable to UNDP, in the same amount as the payment advanced by UNDP to the Service Provider.

	Warranty services	10%	12 months after contract signing	
Person(s) to review/inspect/ approve outputs/completed services and authorize the disbursement of payment	Davit Khachatryan, ESPA/ESPA 2 project IT team leader			
Type of Contract to be Signed	<input checked="" type="checkbox"/> Contract Face Sheet (Goods and-or Services) UNDP			
Criteria for Contract Award	<input checked="" type="checkbox"/> Highest Combined Score (based on the 70% technical offer and 30% price weight distribution), where the minimum passing score of technical proposal is 70%.			
Criteria for the Assessment of Proposal	<p><u>Technical Proposal (70%)</u></p> <p><input checked="" type="checkbox"/> <u>Expertise of the Firm - Maximum obtainable points: – 400</u></p> <ul style="list-style-type: none"> - Minimum 3 years' experience in ICT, max: 100; - Experience in web software design, installation and technical support in electronic system management, max: 100; - Proven success in the establishment of electronic web management systems in recent 2 years; max: 100; - Experience in working with modern hardware server solutions and software platforms; Experience in ensuring systems compatibility to find highly productive and reliable solutions; max: 100; <p><input checked="" type="checkbox"/> <u>Methodology, Its Appropriateness to the Condition and Timeliness of the Implementation Plan, technical capacity - Maximum obtainable points: 300</u></p> <ul style="list-style-type: none"> - The detailed description of implementation methods and organisational approaches, milestones, timeframe and detailed budget breakdown (see budget breakdown template attached)- max 300. <p><input checked="" type="checkbox"/> <u>Management Structure and Qualification of Key Personnel - Maximum obtainable points: 300</u></p> <ul style="list-style-type: none"> - Project manager (Development Team leader), an expert with a minimum 5 years and more experience in the design of electronic web management systems in the area of customs operations, max: 150 - Software Engineers 5 years and more experience in the design of electronic management systems, max: 100 - Training specialist, 3 years and more experience in the IT trainings max: 50 <p><u>Financial Proposal (30%)</u></p> <p>To be computed as a ratio of the Proposal's offer to the lowest price among the proposals received by UNDP.</p>			

UNDP will award the contract to:	<input checked="" type="checkbox"/> One and only one Service Provider
Annexes to this RFP ⁴	<input checked="" type="checkbox"/> Detailed Terms of Reference (Annex 1a) <input checked="" type="checkbox"/> Form for Submission of Proposal (Annex 2) <input checked="" type="checkbox"/> General Terms and Conditions / Special Conditions (Annex 3) ⁵
Contact Person for Inquiries (Written inquiries only) ⁶	<i>Procurement Unit, UNDP Armenia</i> procurement.armenia@undp.org Any delay in UNDP's response shall be not used as a reason for extending the deadline for submission, unless UNDP determines that such an extension is necessary and communicates a new deadline to the Proposers.
Other Information [pls. specify]	

⁴ Where the information is available in the web, a URL for the information may simply be provided.

⁵ Service Providers are alerted that non-acceptance of the terms of the General Terms and Conditions (GTC) may be grounds for disqualification from this procurement process.

⁶ This contact person and address is officially designated by UNDP. If inquiries are sent to other person/s or address/es, even if they are UNDP staff, UNDP shall have no obligation to respond nor can UNDP confirm that the query was received.

TERMS OF REFERENCE

On the Development and implementation of an automated system for inventory of voter authentication devices and registry of data operators

1. Introduction

This document describes technical requirement specifications necessary for the design, development, and implementation of an automated system for inventory of voter authentication devices and registry of data operators (hereafter a System) for the Central Electoral Commission of Armenia (CEC).

2. Background

The preparation and use of VAD for the election are a step by step process which includes the stages of the preparation in the central warehouse, territorial electoral commissions, and polling station.

The long-term storage place of the VADs is the central warehouse. The standard procedure of preparing the VAD devices for the upcoming election is performed by the special technical staff in the central warehouse. The preparation starts with checking the physical condition of the device, charge level of the batteries (If necessary, the specialist switch on the device to AC power for charging), and the availability of accessories (device, charger, power cord, stylus pen, cleaning cloth, etc.). In the next step, the specialist installs the authentication software on the device (the software should be installed each time before the election) fill in the VAD case with other necessary accessories (paper roll, seal, etc.). After completing the standard procedure, the technical staff records the identification number of each device by using the barcode reader in the special Excel file (see the Annex 1). Further, the devices are distributed to the 38 territorial electoral commission's (TEC).

In the TEC warehouse, the technical staff open the VAD boxes and inserts the special USB memory sticks received from the CEC which contain a voter database for the polling station. After inserting the USB memory, the regional technical staff performs the testing of VAD device. During the testing, the device technical person checks the date and time and correct it if necessary, verify the data on the given polling station, test the printer and MRZ reader, and finally mark the device with the corresponding polling station number. In the event of technical problems occurring during the mentioned works, the technical person reports the problem to the Help-Desk specialists via phone providing the VAD serial number and the content of the technical problem. Help-Desk specialists collect the information on the technical issues in the special Excel file (see the Annex 2) for recording encountered during the given election.

After the preparation in the TEC, the VADs are distributed to the polling stations. The information on the technical issues that occurred on the day preceding the voting day and during the voting day the VAD operator (special person operating the device during the election) communicates to the territorial support group specialist by phone, which, in its turn, informs the specialist of the Help-Desk. Technical issues revealed during this step are also logged by Helpdesk specialists in a special provided in Annex 2.

After the election, the VAD is returned to the TEC warehouse. In the **TEC Warehouse**, the specialist checks the physical condition of the device, the presence of the accessories, and then removes the USB storage containing the voters' database from the VAD devices. In case of physical injury to the device, an appropriate marking is made on the device's suitcase.

In the final step, the VAD device is returned and stored in the central warehouse. In this stage, the staff collecting the VAD devices after the election does not perform the sampling and registration of serial numbers. The VADs are stored in the warehouse until the next electoral cycle.

2.1. VAD support and operation personal

The VAD device service and operation is provided by Helpdesk, Regional support groups, and VAD operators. More than 4,000 people are involved in the device service and operation process during nationwide elections.

The Help-Desk group usually includes up to 12 specialists. The specialists of the Helpdesk carry out all the preparatory works in the CEC central warehouse as well as coordinate the work of the Regional support groups.

Territorial support groups involve 2-4 specialists (depending on the complexity and geography of the TEC area). During the nationwide elections, the number of Territorial support groups is 38, which includes in a total of more than 120 specialists. Territorial support groups specialists carry out the service and delivery of equipment in TEC warehouses, as well as coordinate the actions of the operators on the previous day of voting and on the voting day.

The Operators shall carry out the service of the equipment at the polling stations on the day preceding the voting day and on the voting day. Depending on the number of voters, from one to three operators can work in the polling station.

2.2. Registration of VAD operators and organization of communication

Operators' data is recorded and maintained in a separate Excel file. At present, the data of the operator and the VAD device that he (she) operate is not interconnected.

The timely presence of VAD operators to the polling station on the voting day is checked by territorial support groups by phone or via SMS. This operation is carried out from 07:00 to 07:30 AM. The territorial support groups provide information to the Helpdesk, that summarizes it and presents the CEC responsible persons for the overall VAD operations.

Operators provide the information about the status of devices on the day before voting, the status of printing of "Zero" and "Final" reports by VADs at the beginning of the election and information about the double voting attempts to the territorial support groups by using the phones or SMS. The territorial support groups provide information to Helpdesk, that summarizes it and presents the CEC responsible person.

2.3. Shortcomings of the current system

The existing system of VAD inventory and registration of VAD operators has a number of shortcomings, in particular:

- Information about VAD devices is not consolidated in one common database;
- It is impossible to identify the VAD device "history," in particular: during the which election was used? In which polling station was used? What kind of technical problems had VAD before? When was the last time charged?
- It is impossible to identify people, who have worked with given VAD device, in particular: who has prepared the VAD in the CEC central warehouse and in the TEC warehouses? Who is served the VAD on the voting day? Who took back the device in TEC warehouse? Who repaired the VAD in the service center?
- It is difficult and time-consuming VAD device detection in CEC central warehouse by ID number;
- It is difficult and time-consuming to collect and summarize the information about the presence of operators, successful installation of devices, successful printing "Zero" and "Final" references and double voting attempts on the day before the voting day and the voting day;

- The operator data file does not contain the information about their participation in the previous elections, the data of the operator's trainer, operator's assessment of the test;
- The operator data log file is not interconnected with the VAD device registration file;

3. Purpose and general description of the System

The purpose for the introduction of a centralized, automated system for the inventory of VADs and registration of operators is to fix the shortcomings of the current processes described above, to make the VAD servicing and operation procedures more manageable and to keep the data in a centralized way. The system should also increase the level efficiency of services and allow generation of statistics and reports.

4. General description of the information system

The system shall include the following subsystems:

1. VAD inventory module
2. Data operator's registry
3. Helpdesk support module
4. Maintenance procedure's module
5. Communication module
6. Election support module
7. System management module

4.1. VAD inventory module

VAD inventory subsystem allows registering the stock of devices in the warehouse and to keep the history of the operations. This Subsystem shall include the following functions.

1. VAD registration
2. VAD management
3. VAD replacement
4. VAD inventory and checkup
5. VAD filtering and search

4.1.1 VAD registration

The registration of VADs happened during the first entry of the existing stock or after the procurement of the new devices in the future. During the registration, the system shall record the following information.

N	Field name	Field type
1	Serial number	Number
2	Power Cord	Checkbox
3	Surge protector	Checkbox
4	Stilius pen	Checkbox
5	Cover	Checkbox

6	Physical status	Checkbox
7	Description of the physical problem	Text
8	Technical status	Checkbox
9	Description of technical issue	Text
10	The level of battery charge	Text
11	Data entry person	The ID of the user performing the registration
12	Date of registration	Filled in automatically from the system time.

The system shall allow the printing of the barcode available on the device. Printed barcodes shall be printed and put on the front of the VAD case. The interface of VAD registration shall be user friendly and easy for use.

4.1.2 VAD management

VAD management function shall be used for tracking the VAD location and status during the election. VAD management performed in the central or territorial warehouses. Data collected in the central or regional warehouse includes

N	Field name	Field type
1	Election name and date	Text
2	Serial number	Number
3	Power cord	Checkbox
4	Surge protector	Checkbox
5	Stylus pen	Checkbox
6	Cover	Checkbox
7	Physical status	Checkbox
8	Description of the physical status	Text
9	Technical status	Checkbox
10	Description of the technical problem	Text
11	Charging level	Text
12	VAD preparation person	The ID of the user performing the registration

4.1.3 VAD replacement

VAD replacement happens a day before or during the election day. VAD replaced due to a physical or technical issue. The operation of VAD replacement requires filling the information provided in the table below.

N	Field name	Field type	Description
1	Polling station number	Number	keyboard
2	The serial number of old devices	Number	Barcode reader
3	Description of technical issue	Text	keyboard
4	The serial number of new devices	Number	Barcode reader
5	The number of new seals	Number	Barcode reader
6	VAD replacement person	Text or number	The ID of the user performing the registration
7	Date and time	Data and Time	Filled in automatically from the system time.

4.1.4 VAD checkup

The system shall support VAD inventory during the periodical checkup in the central warehouse. During the checkup, the following information shall be recorded in the system.

N	Field name	Field type	Description
1	Serial number	Number	The serial number should be read by the barcode reader or entering by keyboard
2	VAD items (stylus pen, cover, etc.)	Boolean	Check Box
3	Physical status	Drop-Down List	Selected from the list
4	Technical status	Drop-Down List	Selected from the list
5	Charge level	Number (3, 4, 5)	Drop-Down List describing the level of charge
6	CMOS status	Boolean	Check Box
7	VAD checkup person	Text or number	The ID of the user performing the registration
8	Date and time	Data and Time	Filled in automatically from the system time.

4.1.5 VAD search

This feature shall allow searching the VAD by using the barcode reader. After selecting the VAD in the system by the number, the user shall be able to search the device in the stock by pointing the barcode on the devices. The system shall inform when the selected number in the system matches the number read by the barcode.

4.1.6 VAD filter and extract functions

The system shall allow filtering the list of VADs by applying the various filtering criteria and extracting the filtered lists. The system shall allow extracting the filtered data to the excel, pdf, or doc formats. The filters in the system shall allow generating the following types of information.

N	Criteria	Outcome
1	Serial number	The list of the VADs including all the characteristics of the device including the serial numbers
2	The shortage of completion items	The list of the devices missing one or more items in the box. The report shall show the missing quantities per items
3	Devices with physical defects	The list of devices with physical defects
4	Devices with technical issues	The list of devices with technical defects
5	Charge level	The list of VADs needs charging (all the devices with the marked charging level less than 3)
6	CMOS battery	The list of VADs require CMOS battery replacement
7	VADs used during the elections	The list of VADs used during the selected electoral cycle

The system shall allow extracting the filtered data to the excel, pdf, or doc formats.

4.2. Data operator's registration module

The function of the operator subsystem is to manage the data of operators operating the voter authentication devices in voting stations. The module must support the following functions:

1. Data operator registration
2. Data operator assignment

3. Data operator contract generation
4. History records
5. Filtering and exporting data operator records

4.2.1 Operator Registration

The data operator registration function shall support entering and edition of operator information in the database. Data entry will mainly be done through the IT program division at the CEC. The function must allow the entry of the following data on the operators:

N	Field name	Field type	Description
1	Identification number	Number	
2	First Name	Text	
3	Last Name	Text	
4	Father's Name	Text	
5	Date of birth	Date and Time	
6	Citizenship	Drop-Down List	Republic of Armenia or Other
7	Address (marz, community)	Text	
8	Identification document data	Text	Number (serial no.), date of issue, issuing authority
9	Social services number	Text	Serial No.
10	Identification document	PDF file	Scanned document
11	Social services card	PDF file	Scanned social services card
12	Telephone number	Text	
13	E-mail address	Text	
14	Public servant	Drop-Down List	Yes or No
15	Preferred course location	Text	
16	Preferred appointment location (marz, community)	Text	
17	Election name	Text	Operator Assignment tool
18	Voting station	Number	Operator Assignment tool
19	Voting station address	Text	Operator Assignment tool

For the first time, the system shall allow the bulk insert of data by using the Excel file. Later, system users must register operators only through the system interface. It must be possible also to edit and update the information imported to the operator database. After completing the registration of an operator in the database, the system must create a login for the operator and send an email to the operator with the login details.

4.2.2 Data operator assignment

The operator assignment allows operators to be assigned to voting stations during the given election. The data for voting stations are added in the matching columns for each operator. This function shall support entering the following information:

N	Field name	Field type	Description
1	Election name	Text	Typed in by keyboard
2	Voting station	Number	Typed in by keyboard
3	Voting station address	Text	Available at CEC in another Excel file
4	Identification number	Number	Typed in by keyboard

5	Number of specialists at the voting station	Number	
---	---	--------	--

Following the data entry, the system shall autofill the following information from the database:

N	Field name
1	First name
2	Last name
4	Date, month, year of birth
5	Identification document data
6	Telephone numbers
7	E-mail address

A possible version of the operator assignment tool interface is presented below:

Data operator assignment						
Election name		<input type="text"/>				
Voting station		<input type="text"/>				Confirm
ID	First name	Last name	Date of birth	Passport	Telephone	E-mail
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
						Confirm

4.2.3 Contract Generation

The CEC signs service contracts with all operators, which consists of standard text with the following variables for each election

- The contract number,
- Date of contract signing,
- Operator personal data,
- Territorial election commission number,
- Voting station data.

The standard contract text must be an editable file in Word format.

Each contract has a serial number, which is complemented by a T/N number in case of specialists, where T is the number of the corresponding territorial election commission, and N is the serial number for the contract signed with specialists in the given territorial election commission.

Each contract also mentions the place where it was signed. The place where the contract was signed can be one of the cities where the 38 territorial election commissions are located, which comes to a total of 29 locations (10 in Yerevan, 28 in other cities).

After the data is entered and confirmed in the entry table below, the Contract Generation tool must automatically generate the contract and allow it to be printed and, if needed, downloaded.

After data is entered in the “Territorial election commission number” field, it must automatically generate the “Contract signing location” (for example, if the territorial election commission number is entered as “11”, the location where the contract is signed is automatically entered as “Masis”). The other information containing the territorial election commission number must also be automatically generated (for example,

“the services noted in point 1.2. of the contract for territorial election commission No. 11...). The Contract Generation interface must consider that the name of the community is also mentioned during local self-government elections.

N	Field name	Field type	Description
1	Contract number T	Number	Typed in by keyboard
2	Contract signing location	Text	Typed in by keyboard
3	Contract signing date	Text	Typed in by keyboard
4	Territorial electoral commission number	Number	Generated from contract number T
5	Community name (only for LSG elections)	Text	Typed in by keyboard
6	Voting station N	Number	Typed in by keyboard
7	Identification number	Number	Typed in by keyboard
8	First name	Text	Received from the system
9	Last name	Text	Received from the system
10	Father's name	Text	Received from the system
11	Identification document data (date of issue, issuing authority)	Text	Received from the system
12	Social services card	Text	Received from the system
13	Telephone number		Received from the system
14	Identification document	PDF file	Received from the system
15	Social services card	PDF file	Received from the system

4.2.4 History records

History record functionality of the system is required for the retrieval of the following information from the operator database after the entry of the operator's identification number, first name/last name, or identification document details.

N	Field name
1	Identification number
2	First name
3	Last name
5	Identification document data
6	Telephone number
7	E-mail address
8	Name of election
9	Voting station

4.2.5 Filtering and data export

There must be the options to filter and export data in the above interface, which will allow the lists to be filtered through various criteria and then to be exported in DOC, XLSX and PDF format. The table below presents the preferred search parameters.

N	Field name
1	Identification number
2	First name
3	Last name
5	Date of birth
6	Citizenship

7	Address (marz, community)
9	Social services card
10	Identification document
13	E-mail address
14	Public servant
17	Election name
18	Voting station
19	Voting station address

4.3. Voter ID Documentation

The voter ID documentation subsystem provides efficient support in cases when issues arise on the voting day upon entering voter identification document data into the VAD. The subsystem must have the following function.

1. Linking or uploading Voter's database
2. The search of the voter database
3. Report on requests

4.3.1 Linking or uploading Voter's database

Voter ID documentation must be linked or uploaded at the CEC, through the procedure set for electoral process events. The data upload tool must allow the entry of the following data.

N	Field name	Field type	Source
1	Election name	Text	Typed in by keyboard
2	Election day, month, year	Date and Time	Typed in by keyboard
3	Voter identification document database	SQL	Provided by RA Police
4	Voter social services card number		Provided by RA Police

The interface for the data upload tool is presented below. In case of linking with the CEC database, there will no need for importing the voter database.

Data upload	
Election name	<input type="text"/>
Election day, month, year	<input type="text"/>
Voter identification document database	<input type="button" value="Upload"/>
	<input type="button" value="Confirm"/>

After the data are entered and confirmed, they must be registered on the server in the voter ID database. Moreover, the data entered during each subsequent election must replace the data entered earlier, not be added to it.

4.3.2 A search of voter database

The search tool is designed to find the voter by ID or passport data in the registration database and to provide appropriate advice to the voter in case problems occur when entering voter ID documentation into the VAD at the voting station on election day. With the help of this tool, searching in the database can be conducted through the following inputted data.

N	Input data
1	First name
2	Last name
3	Data from the identification documentation presented by the voter at the voting station (series, number)

The data can be entered completely or partially (for example, only the passport number may be entered). The tool finds and retrieves the following information from the database.

N	Output data
1	First name
2	Last name
3	Passport no. presented by the voter at the voting station
4	Voting station number, where the voter can vote
5	Data from all the valid and invalid identification documentation possessed by the voter

The interface of the search tool is presented below.

Search				
Identification document	<input type="text"/>			
First name	<input type="text"/>			
Last name	<input type="text"/>			
				Search
First name, last name				
Document type	Document number	Date, month, year issued	Status	V/S
				Close

4.3.3 Report on requests

The request report tool is designed to generate a file with a brief report summarizing the quantity and nature of requests made on election day. The file must be in PDF format, and it must be possible to download and print it. The report must reflect the following information.

N	Filed name
1	Name of election
2	Election day, month, year
3	Number of requests
4	The maximum time for request processing
5	Minimum time for request processing
6	Average time for request processing
7	Voting station with most requests

The report must also include a list of requests including the first name, last name, identification document, voting station number.

4.4. Educational Materials

The educational materials subsystem is designed for individuals servicing the VADs and operators to upload various educational materials to the server. The subsystem must have the possibility of online consultation.

1. Online Consultant
2. Frequently asked questions

4.4.1 Online Consultant

The online consultant tool is designed to respond to questions submitted online by TEC support team members and operators. The responses to submitted questions must be provided by the CEC support center specialists. The interface of the online consultant tool is presented below.

Online consultant	
<div>Submit your question</div> <div></div>	
<div>Response</div> <div></div>	<div>Send</div>
	<div>Response satisfactory</div>
	<div>Additional question</div>

When the “response satisfactory” button is clicked, the consultant receives a notification that the given issue is closed. When the “additional question” button is clicked, a message is entered with a new question or a question requesting additional clarification on the originally submitted query.

4.4.2 Frequently Asked Questions

The questions asked most frequently through the online consultant tool described in point 5.4.2, along with the corresponding response, will be placed in the frequently asked questions section, which can be used by the TEC support team specialists and operators.

4.5. Events

The events subsystem is designed for the creation of various events related to the electoral process. Examples of events are courses, seminars, electoral processes, and so on. With the help of the tools in the events subsystem, it must be possible to develop the event timeline and send participants relevant notifications.

1. Creation of event
2. Creation of event timeline
3. Sending the notifications

4.5.1 Create Event

The create event tool is designed for planning various events. For example, election, course, seminar, meeting, discussion, various kinds of work activities, etc. The create event tool interface is presented below.

Create an event				
Event name		<input type="text"/>		
Event day, date month		<input type="text"/>		
Event location		<input type="text"/>		
Participants				<input type="button" value="Edit"/> <input type="button" value="Confirm"/>
Note	ID	First name	Last name	
<input type="checkbox"/>				
<input type="checkbox"/>				

4.5.2 Create Event Timeline

Each event has its preparatory period, which includes the implementation of work and activities by people or groups of peoples involved in the event. This tool is designed for creating event timelines. The create event timeline tool interface is presented below.

Create an event timeline

Select event

Activity1				
Responsible person	Implementer	Start	End	Address

Edit

Confirm

Report

When the “report” button is clicked, a brief timeline of the given event must be generated, including the name of the event, the names of all the intermediate and preparatory activities, the people responsible, implementers, start end, and the address of the activity. The generated file must be in PDF format, and it must be possible to download and print it.

4.5.3 Send Notifications

The send notifications tool is designed to send notifications and reminders to the people responsible for the event and implementers. With the help of this tool, the notifications and reminders must be sent to the mailboxes and email addresses created in the database. Moreover, a confirmation must be provided to the sender when the notifications sent to the mailboxes are viewed. The send notifications tool interface is presented below.

Send notification

Select event

Select activity

Notification text

Test of people notified

View confirmations

Send

4.6. Communication

The communication subsystem is designed to organize text and file transfers between operators, TEC support team specialists, and the CEC support center. The communication material transferred using the tool included in this subsystem must be registered in the database on the server. The use of this subsystem is particularly relevant on the day before the election and on voting day. The communication subsystem must have the following tools.

1. Communication schema
2. Chat
3. History

4.6.1 Communication Schema

The communication schema tool is designed to establish contact between people located at different levels of the hierarchic schema. After the communication schema is created, communication is automatically addressed based on the schema branches.

The person responsible for servicing the VADs is located at level I. Level II consists of the CEC support center specialists. Level III is made up of the TEC support team specialists. The operators working at the voting stations are level IV. With the help of the tool, the structure of the communication schema is defined, and each node is connected to a specific person. The communication schema interface is presented below.

Communication schema	
Number of levels	<input type="text"/>
Number of branches	<input type="text"/>
Level I	<input type="text"/>
Level II	<input type="text"/>
Level III	<input type="text"/>
Level IV	<input type="text"/>
<input type="button" value="Confirm"/>	

After confirmation, a hierarchic schema should appear on the screen (hierarchic tree) matching the entered parameters, such that each node can be connected to a specific person. Clicking on each element of the schema must allow the user to select 1-4 persons from the operator database and assign them to the given node. During this assignment, it must be possible to enter relevant comments (for example, when Levels III and IV are assigned, the TEC and VS numbers must also be entered). When the “view” button is clicked, the first name, last name, and data in the comments field should appear for the selected person.

4.6.2 Chat

The chat tool is designed to send and receive text and files. All chats must be saved for a certain time period on the chat database of the server.

When a chat message is received, the mobile app must produce a corresponding text notification and sound. In order to send a file in a message, it must be possible to use the camera of the smartphone.

Level IV messages are sent in the following way. The operator enters the message and can send it to the TEC support team specialist at Level III of the given branch (if one specialist has been assigned to Level III) or any of the specialists (if more than one specialist has been assigned). The TEC specialist or any of the specialists located at Level III can respond to the message or, if the issue raised is beyond his or her authority, it can be forwarded to the CEC support center specialist located at Level II of the given hierarchic schema. In case the message is forwarded, the operator who sent the question must automatically receive a message that says, “Your query is being processed.” The CEC support center specialist either responds to the question or forwards it to the person responsible for servicing the VADs. In case it is forwarded, the TEC support team specialist also receives a message with the text “your query is being processed.”

The response messages are sent in the opposite direction. The issue raised by the operator is considered closed once he or she receives a response and clicks on the “response satisfactory” button. If the response is not exhaustive, then the operator sends a new message.

If a message sent does not receive a response within a certain period (for example, 10 minutes from the TEC support team addressee, then it is automatically forwarded to the next TEC support team specialist or, in case one does not exist, to one level higher in the hierarchy, and so on.

Messages that have not received a response within a certain time period (for example, 10 minutes) and have been forwarded due to a lack of response must appear on the screen of the person responsible for servicing the VADs. The chat tool interface is presented below.

Chat	
<div style="border: 1px solid black; height: 200px; width: 100%;"></div>	Send
	Forward
	Additional message
	Response satisfactory
	New message
	Attach file

4.6.3 History

The history tool is designed to generate the history of any communication (the whole correspondence pertaining to the given communication) as a separate file in PDF format. It must be possible to download and print the file. The history tool interface is presented below.

History	
Sender	<input type="text"/>
Voting station	<input type="text"/>

If the inputted data matches more than one conversation, then the screen must show all the messages and allow the user to choose the relevant one.

4.7. Election support operations

The elections subsystem is designed to quickly collect and analyze the data received from operators on the eve of election day and the day of voting itself. The data collection tools must function on the mobile browsers and work on a “one-click” basis (authentication of provided data). The elections subsystem must include the following tools.

1. Operator Roll Call
2. Device Installation
3. Zero Statement
4. Double Voting Attempt
5. Final statement
6. Report

4.7.1 Operator Roll Call

The operator roll call tool must be activated two times – the first time must be on the day before the election and the second on election day. On the day before the election, the operator comes to the voting station and receives the devices, after which he or she must press the “present” button on the app and then scan the VAD serial number as the next step. The operator must do the same on election day. The operator roll call tool interface is presented below.

Data sent by all operators must be registered on the server. On election day, they shall be available from 07:00 a.m. and notification shall be sent to the operator that it has been activated.

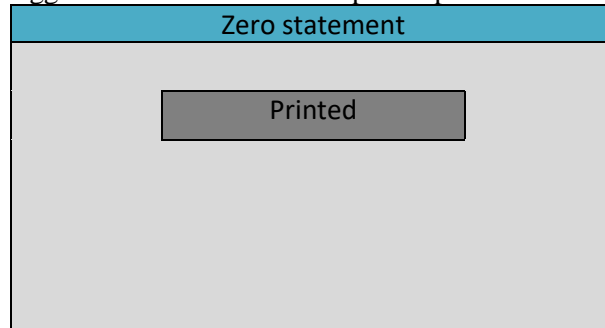
4.7.2 Device Installation

The device installation tool is designed for the operator to provide quick information about successful device installation on the day before the election. The device installation tool interface is presented below. Data sent using this tool must also be registered on the server.



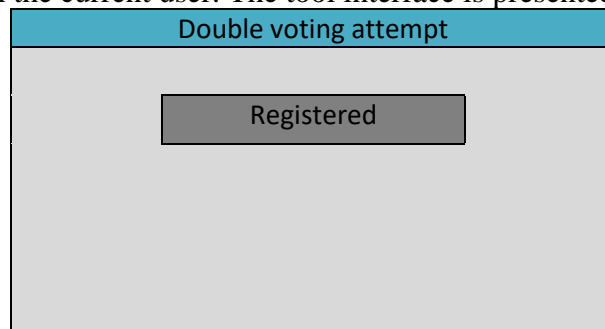
4.7.3 Zero Statement

The zero-statement tool is designed to be used on election day to provide quick information that the zero statements have been successfully printed. The zero-statement tool interface is presented below. The system shall identify the user logged in and link the button press operation with the current user.



4.7.4 Double Voting Attempt

The double voting attempt tool must be used in cases when a double voting attempt has been registered at the voting station. The system shall identify the user logged in and link the button press operation with the current user. The tool interface is presented below.



4.7.5 Final statement

The final statement tool is designed to be used on election day to provide quick information that the final statement has been successfully printed. The tool interface is presented below.



4.7.6 Report

The reporting tool is designed to be used by the CEC support center specialists in order to generate data summarizing the information sent by operators. The tool must summarize and display the following information on the screen.

N	Filed name
1	VAD installation
2	Operator presence
3	Number of commission members
4	8:00 a.m. voting station opening (can be combined with zero statements)
5	Zero statement printing
6	Double voting attempts
7	Final statement printing

4.8. System users

System users must have Admin, Super User, and User levels for accessibility and functionality. Admin level users should be able to input and edit data on databases of operators, VAD devices, voter identification documents, and training materials. Users of this level should be CEC responsible persons, and CEC authorized specialists (if necessary). Super User level users should be able to fill in the database of operators and VAD devices within the given electoral process. Users of this level should be the Helpdesk and the regional support groups specialists. User level users must be operators who must perform their functions within the framework of the given electoral process.

When the administrator first creates a user in the system, the confirmation email shall be sent to the user. The email shall contain the activation link and the temporary password for the user. User must activate the account via the link and change password after the first login. The function of confirmation email shall be optional and configurable through the system management interface. The user management module shall allow the performance of the following actions:

N	Function	Description
1	User login	The System shall have a front page for the user login. The front page shall contain the email and password fields, as well as the links for the, forgot password action described below.
2	User forgot password	Through this action, the user can request a password change. The system shall provide a separate window where the user shall enter his email address. If the email exists in the system, the user will receive an email with the password reset link.
3	User Reset password	With the password reset link described above, the user shall enter the web page where he/she can provide and confirm a new password. The password shall have minimum length and complexity requirements.
4	List and search users	The System shall provide the interface for the administrator to list all the users of the system, to search the user(s) by name, contact details, employment place, and position.
5	Register user	Any user of The System with administrative privileges can register a user from the system. This administrator shall enter the user related information as described in the table for the user attributes. After filling in all the required fields, the system shall create a user and send the activation email to the user with the email entered by the administrator.
6	Assign permission	The administrator of The System shall be able to grant and revoke permission to the user of the system. The permission assignment and revoke details should be stored in the database for audit purposes

7	Block/suspend user	The administrator shall have the possibility to temporarily block/suspend the users of the system. In which case, the user will not be able to enter into the system. On the other hand, the user record will not be deleted from the system.
8	Unblock/reinstate user	With this function, the administrator shall be able to unblock the user who was blocked/suspended before. After unblocking the user, this user will regain the ability to enter the system and perform the actions authorized by the administrator. The user must reset the password once reinstated by the administrator.
9	Deactivate user	Administrator shall be able to deactivate a user from the system. By this action, all access and operational rights of the user will be withdrawn. The user should not be able to login or request a password reset. The system should prevent deletion of the user if the user has an active asset custody record.
10	Audit user actions	The System shall provide an interface for the administrator to view the user activity log. This means that the system shall record all the actions performed by the user and store these in a special table.

5. Technical specifications

The technical characteristics of the system include:

5.1. General requirements

1. The system shall have a bi-lingual user interface - English and Armenian.
2. The system shall support the UNICODE standard.
3. The system shall be accessible for the users only through the HTTPS protocol.
4. The system shall preferable based on the existing off the shelf platform, which has a modular structure.
5. The system shall be accessible for modern browsers, particularly Google Chrome or Chromium based browsers.
6. The system shall be user friendly with access through desktop computers, tablet devices, and smartphones (responsive UI).
7. The system shall allow the use of barcode readers to scan the 2D and 3D barcodes.

5.2. Documentation requirements

The Supplier shall develop the following documents and submit to UNDP as a component of the scope of this assignment:

1. **User's manual:** the content of the user's manual should be explicit and understandable in the presentation of all the processes available to the users. In particular, the logic of data entry and report generation should be explained on a perceivable and step-by-step basis for each of the modules. The manual shall contain screen shots of important steps/operations.
2. **Administrator's manual:** this document will offer all the guidelines and instructions necessary for the management of the system. The content shall include system and data storage; restoration of the system and database; launch and disconnection of the system; security management of the users and data; minutes of data communication and applicable procedures; and maintenance of the log table.
3. **Technical design documents and source codes:** this document should present The System in an extensive manner that the programmer/analyst possessing the relevant knowledge shall be able to use it and the software codes to recreate the system from scratch. It incorporates user operation diagrams; program process logics; table description; all data components; description of data; and interface specifications (input and output). The source code shall be available in one of the public source code repositories like GitHub, Bitbucket, Azure DevOps, etc. with detailed code documentation/description.
4. **Guidelines** on system installation and system maintenance (backup, restore) management.

User's manuals should be presented in Armenian and English versions. Technical guidelines should be compiled in English. The manuals must be submitted as a deliverable in both printed and electronic versions. Electronic versions should be open to modification in cases when there is a need to revise system environment, functional properties, and operational properties.

5.3. Training requirements

The supplier shall organize training courses for the users and system administrators. The training will be done at CEC. The supplier shall prepare the presentation materials and other documents for the training. There is a need for two types of trainings.

1. **Administrator training.** During this training, the Supplier shall perform a one-day training course for the CEC IT Department to transfer the ownership of the system administration. The topics of this training shall include the installation, operation, and maintenance of the system. This training shall be counted for up to 4 users. As part of the training, a copy of the source code with code explanation should be provided to the CEC IT department.
2. **User training.** During this training, the Supplier shall train the end users for the use of the system (1 day). The user manual shall be used as a primary source for the training. The training shall be done at CEC premises and count for the up to 4 participants.

The organization and the delivery schedule of the training shall be endorsed by UNDP/CEC in advance.

5.4. Testing Requirements

During the preparation stage, the Supplier shall develop a **system testing and acceptance plan** and submit the same for UNDP approval. Testing and acceptance plan shall include testing scenarios and testing environment.

Supplier shall install the testing environment available for the use by the UNDP and CEC staff. The testing environment shall be available during the design, development, testing, and post-implementation stages. The testing environment shall use a separate database and separate endpoint. Supplier shall provide all the necessary credentials for the UNDP to perform all the operations on the testing environment.

User Acceptance Testing (UAT) of the system shall be conducted at the UNDP/CEC. This shall be organized by the UNDP with the Supplier's support. During the UAT, all the final functional requirements shall be tested with feed-back to the Supplier. To conduct the UAT, the Supplier shall develop functional requirement checklists for UAT in agreement with the UNDP/CEC. The UNDP/CEC staff shall be trained on the use of these checklists to fill them during the testing. UAT shall be conducted in cycles. After each testing cycle, the filled checklists from the Client staff shall be collected and analysed by the Supplier. In the case of revealed discrepancy between functional requirements specifications and UAT testing, the Supplier shall identify the revealed bugs and appropriately fix them. In the following cycle, the revealed bugs need to be re-tested by the UNDP/CEC, and the next cycle checklist will be provided to the Supplier. This process shall go on until all the requirements in the checklists are tested and identified as correct by the UNDP/CEC and approved in compliance with the final functional requirements.

5.5. Hardware requirements

The contractor shall develop and discuss the hardware requirements for the system. During the preparatory stage (described later) detailed hardware specifications of the hardware components (server, barcode readers, printers, etc.) shall be developed and provided to UNDP for approval. The contractor jointly with UNDP shall configure the hardware in CEC data center (server equipment) and train the CEC how to use the peripheral hardware components such as barcode readers.

5.6. Technical Support

After the official handover of the software, the Supplier shall provide 6-month technical support for the System. Within this support, the software updates and software releases should be provided to correct the errors and bugs of the system.

Support ticket submission system shall be available for the System users. This system allows users to submit tickets to report problems or get support on special issues. Users can set the status, priority, and category of each ticket.

In addition to the use of support tickets, CEC can report all the revealed error cases and bugs to the Supplier in written form (email), thoroughly describing the nature and timing of the encountered inconsistency.

Technical support terms need to be considered during the servicing periods include:

- The technical support for the software is valid only when the System is installed and implemented in the hardware with required technical specifications of the system in agreement both with the UNDP and the Supplier.
- Errors are software defects which cause incorrect functions of the software package. The types of errors described including but not limited to:
- Not all entered data is saved in the database.
- Database calculation fields do not provide the precise value due errors in calculation formula.
- Not all operations are processed in a single transaction
- Reports do not expose the expected results
- Software package generates messages of unsolvable problems and exits without user commands
- The response of the request is delayed, and this delay is not connected with the database operations.
- Bugs are those system operation conditions which do not cause data completeness defects or reports calculation errors

Technical support service conditions consist of the following provisions:

- If the revealed errors and bugs impact the main functions of the software (it is impossible to enter data, or data entry is done with errors, reports are not generated correctly or received within the reporting period), then the problem should be solved within 48hours after the CEC's notification is received.
- All the errors and bugs which are revealed as non-critical in significance by the CEC should be collected in a new software release and submitted to the CEC within 5 working days.

6. Schedule and deliverables

6.1. Implementation Schedule

The total duration of the implemented works should not exceed 6 months. The development and implementation work should be implemented in 3 phases.

- Preparatory stage
- Design and development
- Testing and implementation

The schedule of the main phases is presented in the table below:

Phases	Months					
	1	2	3	4	5	6
The first phase (preparatory works)						
The second phase (system development)						
The third phase (system introduction and final operation)						

The preparatory work should last one month during which all the functional requirements should be thoroughly studied, and a detailed work plan is implemented and agreed with UNDP/CEC. The proposed platform shall be selected and agreed with UNDP/CEC. The testing and training plans shall be developed and shared with the UNDP/CEC for approval.

The design, programming, and interface development works shall be completed during the design and development phase of The System. During the final third phase, testing should be implemented, development of the necessary documents, as well as the pilot and final introduction of the system.

6.2. Deliverables

During the bidding stage, the Supplier shall submit an initial plan of the Project Implementation within its proposal outlining the requirements. After signing the contract, the Supplier, within the first phase (1 month) of the implementation, shall develop an action plan based upon the initial plan outlining all the

phases of the implementation. The Plan shall include the following documents to be approved by the UNDP/CEC:

- Detailed implementation schedule and activity plan
- Testing and acceptance plan
- Installation and implementation plan
- Training plan
- Support and warranty plan.

During the project, the Supplier shall submit the documents and performance acts listed in the table below:

	Name of Performance Act	Dates
1	<ul style="list-style-type: none"> ▪ Detailed implementation schedule and activity plan ▪ Testing and acceptance plan ▪ Installation and implementation plan ▪ Training plan ▪ Support plan ▪ Hardware requirements 	1st month
3	<ul style="list-style-type: none"> ▪ Complete system software package (version ready for testing) including all source codes 	3 rd month
6	<ul style="list-style-type: none"> ▪ User's manual, administrator manual and other documentation as described in the documentation requirements ▪ Relevant training of users and administrators 	4 th month
7	<ul style="list-style-type: none"> ▪ The final version of the System software package (including all source codes), all sub-systems, installer packages, configuration files and all those components which are necessary for the system installation and operation (final tested and corrected version). 	6 th month
9	<ul style="list-style-type: none"> ▪ Maintenance of the system (warranty, which lasts 6 months) 	12 th month

6.3. Reporting

The supervision of the contract will be provided by the technical experts from UNDP project and CEC. The Contractor is expected to liaise/interact/collaborate with the technical staff of the UNDP project and CEC for the enquiry of any required information and everyday communication.

The contractor shall provide weekly progress reports during the development stage (six months from the beginning of the contract). The Contractor shall provide the means for the IT Expert and UNDP to be able to access and evaluate the results of the work progress (nightly builds, source codes, testing environment). For the remaining period, the contractor shall provide the progress reports on a monthly basis.

6.4. Contractor Qualifications

- Minimum 3 years' experience in ICT
- Experience in multifunctional software design, installation and technical support in electronic web system management;
- Proven success in the establishment of electronic management systems in recent 3 years;
- Experience in working with modern hardware server solutions and software platforms;
- Experience in ensuring systems compatibility to find highly productive and reliable solutions;
- Workforce with related qualifications including at least 1 expert with a minimum 5 years' experience in the design of electronic management systems.

Key staff qualifications requirements:

- Project manager (Development Team leader), an expert with a minimum 5 years and more experience in the design of electronic web management systems in the area of customs operations,
- Software Engineers 5 years and more experience in the design of electronic management systems,
- Training specialist, 3 years and more experience in the IT trainings.

FORM FOR SUBMITTING SERVICE PROVIDER'S PROPOSAL⁷

(This Form must be submitted only using the Service Provider's Official Letterhead/Stationery⁸)

[insert: Location].

[insert: Date]

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

Dear Sir/Madam:

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

A. Qualifications of the Service Provider

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

- a) *Profile – describing the nature of business, field of expertise, licenses, certifications, accreditations;*
- b) *Business Licenses – Registration Papers, Tax Payment Certification, etc.*
- c) *Latest Audited Financial Statement – income statement and balance sheet to indicate its financial stability, liquidity, credit standing, and market reputation, etc.;*
- d) *Track Record – list of clients for similar services as those required by UNDP, indicating description of contract scope, contract duration, contract value, contact references;*
- e) *Certificates and Accreditation – including Quality Certificates, Patent Registrations, Environmental Sustainability Certificates, licenses, etc.*
- f) *Written Self-Declaration that the company is not in the UN Security Council 1267/1989 List, UN Procurement Division List or Other UN Ineligibility List.*

B. Proposed Methodology for the Completion of Services

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

⁷ This serves as a guide to the Service Provider in preparing the Proposal.

⁸ Official Letterhead/Stationery must indicate contact details – addresses, email, phone and fax numbers – for verification purposes

C. **Qualifications of Key Personnel**

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

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

D. **Cost Breakdown per Deliverable***

	Deliverables <i>[list them as referred to in the RFP]</i>	Percentage of Total Price <i>(Weight for payment)</i>	Price <i>(Lump Sum, All Inclusive),</i> <i>currency</i>
1	A detailed technical specification which will serve as a basis for the Contractor to carry out the System's programming activities	20%	
2	The System which is tested and rolled out	50%	
3	Final introduction of the system, and documentation and trainings	20%	
	Warranty services	10%	
	Total	100%	

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

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

Description of Activity	Remuneration per Unit of Time	Total Period of Engagement	No. of Personnel	Total Rate
I. Personnel Services				
1. Services from Home Office				
a. Expertise 1				
b. Expertise 2				
2. Services from Field Offices				
a . Expertise 1				
b. Expertise 2				
3. Services from Overseas				
a. Expertise 1				
b. Expertise 2				
II. Out of Pocket Expenses				
1. Travel Costs				
2. Daily Allowance				
3. Communications				

4. Reproduction				
5. Equipment Lease				
6. Others				
III. Other Related Costs				

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

[Designation]

[Date]

Annex 3

(Attached separately)

General Terms and Conditions