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**REQUEST FOR PROPOSAL (FOR LESS THAN USD 150,000.00)**

**INSTRUCTIONS TO USERS OF THIS DOCUMENT**

1. This document is UNDP’s standard for Request for Proposal (RFP) to be used when UNDP solicits Proposals for the procurement of a broad range of **relatively low-valued services**, i.e., when the expected **contract value will NOT exceed USD 150,000.00.**
2. In lieu of writing a full Terms of Reference (TOR), the Requisitioner may simply fill out the appropriate sections of Annex 1 (***Description of Requirements)***. If the information requested by a specific row in the data table in Annex 1 is not relevant to the required services or are already clearly stated in a comprehensive TOR provided by the Requisitioner, then the said row may be deleted.
3. Only UNDP staff who are familiar with UNDP’s procurement principles, policies and procedures, specifically Procurement Officers, must finalize this RFP, after the Requisitioner has defined their requirements. In the unlikely event that a non-procurement staff will be tasked to finalize this RFP, he/she must be guided by a Procurement Officer knowledgeable on the UNDP procurement principles, policies and procedures.
4. UNDP staff preparing this RFP must fill up the spaces and table cells provided with the necessary and correct information, indicating “N/A” if not applicable to the RFP. Where there are choices listed, the appropriate choice must be checked/ticked, and the non-applicable options deleted from the list. Additional information may be provided as and when the circumstances and the nature of the services and arrangements require.
5. It is important that the General Terms and Conditions (Annex 3) be attached at all times to any and all RFPs of this nature to be released by UNDP.
6. Other instructions pertaining to specific pages and sections of the RFP have been indicated as footnotes on that same page. UNDP staff who will be tasked to finalize this RFP are requested to pay close attention to them and be guided accordingly.
7. For any questions regarding the use of this RFP, Procurement Officers may send an email to [pso.info@undp.org](mailto:pso.info@undp.org)

**This first page of the document is intended for UNDP staff only. UNDP staff preparing the final RFP must ensure that this page is not included in the RFP that will be transmitted to Prospective Service Providers**



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**REQUEST FOR PROPOSAL (RFP)**

**(For Low-Valued Services)**

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| --- | --- |
| NAME & ADDRESS OF FIRM | DATE: October 25, 2019 |
| REFERENCE: |

Dear Sir / Madam:

We kindly request you to submit your Proposal for **Review the Business Processes employed by the National Regulator for Compulsory Specifications (NRCS) when issuing a Letter of Authority for Health, Safety and Energy Efficiency for Residential Appliances**.

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

Proposals may be submitted on or before ***[indicate the deadline for submission]***and via email, courier mail or fax to the address below:

**United Nations Development Programme**

***351 Francis Baard Street, Metropark, Pretoria***

***procurement.za@undp.org***

Your Proposal must be expressed in the English, and valid for a minimum period of **90 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/business/protest-and-sanctions.html>

**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 : <https://www.un.org/Depts/ptd/sites/www.un.org.Depts.ptd/files/files/attachment/page/pdf/unscc/conduct_english.pdf>

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

**Sincerely yours,**

*Yahya Ba*

*Deputy Country Director -Operations*

**Annex 1**

**Description of Requirements**

|  |  |
| --- | --- |
| Context of the Requirement | The Department of Energy and NRCS recognizing that the regulated industry has raised concerns about the LOA processing times, identified a need for an improved product registration system and database for the S&L program. To this end, an ICT service provider was contracted and is building a new registration database and reporting system which is due to be tested during November 2019. During User Acceptance Testing (UAT) it has become evident that the difference between the new and old database is considerable, largely due to a significant increase in the functionality of the new system which eliminates large amounts of manual inputs and paperwork. Adopting the ‘as is’ processes raises the risk that any inherent inefficiencies are likely to retained, compromising the objectives of the investment made to upgrade the system. |
| Implementing Partner of UNDP | Department Of Energy |
| Brief Description of the Required Services[[1]](#footnote-2) | **Consultancy to Review the Business Processes employed by the National Regulator for Compulsory Specifications (NRCS) when issuing a Letter of Authority for Health, Safety and Energy Efficiency for Residential Appliances** |
| List and Description of Expected Outputs to be Delivered | * Draw on work already done in this area to avoid duplication; * Ensure familiarity with the NRCS LoA registration process and engage with the external ICT service provider developing the new database; * Engage with the project team and industry; * Report to the PM and to the Project Management Team (PMT) on completion of each deliverable for discussion and validation. Meetings will be held with the PMT at the end of each deliverable where the next steps of the programme will be agreed; * Treat project details and information with confidentiality, as required; * Must demonstrate experience and competence as detailed in the scope of work above; and * Submit an all-inclusive fixed price proposal |
| Person to Supervise the Work/Performance of the Service Provider | The service provider will report and be monitored by the project management team which includes the project manager, the Department of Energy and the NRCS. |
| Frequency of Reporting | *[Monthly* |
| Progress Reporting Requirements | Reports for each deliverable will be submitted to the project management team, project manager, the Department of Energy and the NRCS for approval |
| Location of work | Exact Address/es *[pls. specify]*  At Contractor’s Location |
| Expected duration of work | 4 months |
| Target start date | 15th November 2019 |
| Latest completion date | February 2020 |
| Travels Expected | |  |  |  |  | | --- | --- | --- | --- | | **Destination/s** | **Estimated Duration** | **Brief Description of Purpose of the Travel** | **Target Date/s** | |  |  |  |  | |  |  |  |  | |  |  |  |  | |
| Special Security Requirements | Security Clearance from UN prior to travelling  Completion of UN’s Basic and Advanced Security Training  Comprehensive Travel Insurance  Others the contractor will take responsibility of its insurance cover |
| Facilities to be Provided by UNDP (i.e., must be excluded from Price Proposal) | Office space and facilities  Land Transportation  Others **N/A** |
| Implementation Schedule indicating breakdown and timing of activities/sub-activities | Required  Not Required |
| Names and curriculum vitae of individuals who will be involved in completing the services | Required  Not Required |
| Currency of Proposal | United States Dollars  Euro  **Local Currency - ZAR** |
| Value Added Tax on Price Proposal[[2]](#footnote-3) | must be inclusive of VAT and other applicable indirect taxes  must be exclusive of VAT and other applicable indirect taxes |
| Validity Period of Proposals *(Counting for the last day of submission of quotes)* | 60 days  90 days  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 | Not permitted  Permitted *[pls. provide conditions for partial quotes, and ensure that requirements are properly listed to allow partial quotes (e.g., in lots, etc.)]* |
| Payment Terms[[3]](#footnote-4) | * Following the inception meeting, a summary of the work output with timelines (10% of fee within 2 weeks of appointment) * Presentation of ‘as is’ processes with recommendations which are accepted by all stakeholders (40% within 2 months of appointment) * Implementation and documentation of new process (40% no later than four months of appointment) * Project sign off and final report (10%) |
| Person(s) to review/inspect/ approve outputs/completed services and authorize the disbursement of payment | Project management team which includes the project manager, the Department of Energy, UNDP Project/Programme Manager and the NRCS |
| Type of Contract to be Signed | Purchase Order  Institutional Contract  Contract for Professional Services  Long-Term Agreement[[4]](#footnote-5) *(if LTA will be signed, specify the document that will trigger the call-off. E.g., PO, etc.)*  Other Type of Contract *[pls. specify]* |
| Criteria for Contract Award | Lowest Price Quote among technically responsive offers  Highest Combined Score (based on the 70% technical offer and 30% price weight distribution)  Full acceptance of the UNDP Contract General Terms and Conditions (GTC). This is a mandatory criterion and cannot be deleted regardless of the nature of services required. Non-acceptance of the GTC may be grounds for the rejection of the Proposal. |
| Criteria for the Assessment of Proposal | **Technical Proposal (70%)**  Expertise of the Firm 20 points  Methodology, Its Appropriateness to the Condition and Timeliness of the Implementation Plan 30 points  Management Structure and Qualification of Key Personnel 50 points  **Financial Proposal (30%)**  To be computed as a ratio of the Proposal’s offer to the lowest price among the proposals received by UNDP. |
| UNDP will award the contract to: | One and only one Service Provider  One or more Service Providers, depending on the following factors: *[Clarify fully how and why will this be achieved. Please do not choose this option without indicating the parameters for awarding to multiple Service Providers]* |
| Contract General Terms and Conditions[[5]](#footnote-6) | General Terms and Conditions for contracts (goods and/or services)  General Terms and Conditions for de minimis contracts (services only, less than $50,000)  Applicable Terms and Conditions are available at:  <http://www.undp.org/content/undp/en/home/procurement/business/how-we-buy.html> |
| Annexes to this RFP[[6]](#footnote-7) | Form for Submission of Proposal (Annex 2)  Detailed TOR *[optional if this form has been accomplished comprehensively]*  Others[[7]](#footnote-8) *[pls. specify]* |
| Contact Person for Inquiries  (Written inquiries only)[[8]](#footnote-9) | *Procurement Unit*  *[Designation]*  *procurement.enquiries@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]* |  |

**Annex 2**

**FORM FOR SUBMITTING SERVICE PROVIDER’S PROPOSAL[[9]](#footnote-10)**

***(This Form must be submitted only using the Service Provider’s Official Letterhead/Stationery[[10]](#footnote-11))***

[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 :

1. **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 :*

1. *Profile – describing the nature of business, field of expertise, licenses, certifications, accreditations;*
2. *Business Licenses – Registration Papers, Tax Payment Certification, etc.*
3. *Latest Audited Financial Statement – income statement and balance sheet to indicate Its financial stability, liquidity, credit standing, and market reputation, etc. ;*
4. *Track Record – list of clients for similar services as those required by UNDP, indicating description of contract scope, contract duration, contract value, contact references;*
5. *Certificates and Accreditation – including Quality Certificates, Patent Registrations, Environmental Sustainability Certificates, etc.*
6. *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.*
7. **Proposed Methodology for the Completion of Services**

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| --- |
| *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.* |

1. **Qualifications of Key Personnel**

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

1. *Names and qualifications of the key personnel that will perform the services indicating who is Team Leader, who are supporting, etc.;*
2. *CVs demonstrating qualifications must be submitted if required by the RFP; and*
3. *Written confirmation from each personnel that they are available for the entire duration of the contract.*
4. **Cost Breakdown per Deliverable\***

|  |  |  |  |
| --- | --- | --- | --- |
|  | **Deliverables**  ***[list them as referred to in the RFP]*** | **Percentage of Total Price *(Weight for payment)*** | **Price**  ***(Lump Sum, All Inclusive)*** |
| 1 | Deliverable 1 |  |  |
| 2 | Deliverable 2 |  |  |
| 3 | …. |  |  |
|  | Total | 100% |  |

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

1. **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]*

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.* [↑](#footnote-ref-2)
2. *VAT exemption status varies from one country to another. Pls. check whatever is applicable to the UNDP CO/BU requiring the service.* [↑](#footnote-ref-3)
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.* [↑](#footnote-ref-4)
4. *Minimum of one (1) year period and may be extended up to a maximum of three (3) years subject to satisfactory performance evaluation. This RFP may be used for LTAs if the annual purchases will not exceed $150,000.00.* [↑](#footnote-ref-5)
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.*  [↑](#footnote-ref-6)
6. *Where the information is available in the web, a URL for the information may simply be provided.* [↑](#footnote-ref-7)
7. *A more detailed Terms of Reference in addition to the contents of this RFP may be attached hereto.* [↑](#footnote-ref-8)
8. *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.* [↑](#footnote-ref-9)
9. *This serves as a guide to the Service Provider in preparing the Proposal.*  [↑](#footnote-ref-10)
10. *Official Letterhead/Stationery must indicate contact details – addresses, email, phone and fax numbers – for verification purposes*  [↑](#footnote-ref-11)