



REQUEST FOR PROPOSAL (RFP)

NAME & ADDRESS OF FIRM	DATE: October 4, 2021
	REFERENCE: RFP/028/21 - for Training course for civil servants on UNDESA E-government Survey and Trainings for Government Chief Digital Officers on key issues of digital transformation..

Dear Sir / Madam:

We kindly request you to submit your Proposal for training course for civil servants on UNDESA E-government Survey and trainings for Government Chief Digital Officers on key issues of digital transformation..

Please be guided by the form attached hereto as **Annex 1**, in preparing your Proposal.

Proposals may be submitted on or before Thursday, October 14, 2021, not later than 18:00 (GTM +5) and via email, courier mail or fax to the address below:

United Nations Development Programme
4 Taras Shevchenko street, Tashkent 100029 Uzbekistan
UNDP Procurement UNIT
Tel.: + 998 78 120-34-50, 120-61-67; Fax: + 998 78 120-3485;

Your Proposal must be expressed in the English or Russian, and valid for a minimum period of 60 days from the date of opening of offers.

The Proposal submitted by e-mail must be no more than 15 MB, must not contain viruses and be no more than 3 e-mail messages. Proposals sent by files containing viruses and damage will be rejected. The proposal submitted by e-mail to bids.uz@undp.org¹ must have the following heading (in the absence of a heading or an incorrect heading, the proposal will not be considered!):

Subject: “RFP/028/21 – Training course for civil servants on UNDESA E-government Survey and Trainings for Government Chief Digital Officers on key issues of digital transformation”²

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. Proposals not signed or stamped may be rejected by UNDP. Proposals in sealed envelopes without proper marking (see above) may be lost and may not reach the addressee.

If you send your proposal by mail, your proposal must be in a sealed envelope with the following marking:

To: UNDP Uzbekistan

C/o: Procurement Unit

Reference: RFP/028/21 Training course for civil servants on UNDESA E-government Survey and Trainings for Government Chief Digital Officers on key issues of digital transformation

Tender participant: **[Name and address of your organization]**

Deadline for proposals: 18:00 (GMT +5), October 14, 2021

“Do not open”

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/unscoc/conduct_english.pdf

Thank you and we look forward to receiving your Proposal.

Sincerely yours,
Procurement Unit
UNDP Uzbekistan
10/4/2021

1) Bids sent to any other email addresses will not be accepted and will be rejected by email.

2) Bids that do not include a subject or a reference to the tender number in the subject line of the email or on the envelope will not be opened and will be rejected.

Description of Requirements

Context of the Requirement	<p>Advancing Digital Transformation in Uzbekistan is a UNDP Project implemented jointly with the Ministry for Development of Information Technologies and Communications (MITC). The main goal of the intervention is to support the Government of Uzbekistan in advancing the digital transformation agenda by leveraging the key pillars of UNDP's digital offer – inclusive and user-centric service delivery, data-driven and platform-based approach, and focus on innovations.</p> <p>The intervention will support the ongoing Digital Readiness Assessment of Uzbekistan, a UNDP CDO led initiative to analyze the state of the country's digital readiness and find an optimal path to its inclusive digital transformation. Moreover, it will complement and support the Uzbek government's programmes for digital transformation elaborated through its recently adopted Digital Uzbekistan 2030 Strategy, measures to improve digital governance, and Presidential decree to promote artificial intelligence technologies in Uzbekistan.</p> <p>One of the main areas of the project is to strengthen the technical and human capacity of the e- Government Project Management Center, the Ministry for the Development of Information Technology and Communications and other key stakeholders to implement inclusive and user- centered approaches to digital transformation.</p> <p>According to the annual work plan of the UNDP project for 2021, it is planned to organize trainings:</p> <ol style="list-style-type: none"> 1. For employees of the Ministry for Development of Information Technologies and Communications, INHA University, Tashkent University of Information Technologies, E- Government Project Management Center, and responsible agencies (assessed by the UN) according to the UN E-government Survey methodology and digital transformation of public services. 2. For Deputy Chief Executives for ICT (Chief Digital Officers) on key issues of digital transformation, taking into account the target audiences and subject domains of the relevant government departments.
Implementing Partner of UNDP	Ministry for Development of Information Technologies and Communications (MITC)
Brief Description of the Required Services	<p>LOT 1. Training course for civil servants on UNDESA E-government Survey</p> <p>The training course must cover the following topics:</p> <ol style="list-style-type: none"> 1. Introduction to the Electronic Government Development Index (EGDI), its objectives, methodology, and components including: telecommunications infrastructure index, online services index, human capital index. 2. E-participation as a key tool for citizen engagement and collaborative governance, including: e- information, e-consultation, e-decision making, etc. 3. Open government (open data, open budgets, open procurement, etc.). 4. Best international practices on developing e-government, using innovative approaches in digital service delivery, e-participation with focus on countries with similar development context and challenges as Uzbekistan. 5. Review the Uzbek government's weaknesses on the developing electronic government system and provide recommendations on improving the country's ranking in the UN E-Gov Survey, with specific focus on governance and institutional framework, roles and tasks of ministries and departments in building a modern digital government. <p>LOT 2. Training for Government Chief Digital Officers on key issues of digital transformation</p> <p>The training course for government Deputy Chief Executives for ICT (Chief Digital Officers) must target 3 key audiences - government agencies, state-owned enterprises, and local government authorities (regional khokimiyats) in the Republic of</p>

	<p>Uzbekistan. Thus the following general and specific thematic areas must be covered for relevant target audiences:</p> <p>1. General topics for each group:</p> <p>a. essential concepts of digital transformation (digitization, digitalization, e-governance, open data, innovations);</p> <p>b. role of Chief Digital Officers in achieving organization’s strategic goals;</p> <p>c. key benefits of digital transformation for the government and society.</p> <p>2. Specific topics on key issues of digital transformation for CDOs in government agencies:</p> <p>a. Digital services, digital transformation of public services;</p> <p>b. Digital competencies and skills of civil servants;</p> <p>c. Digital registries, digital platforms, interagency data exchange;</p> <p>d. Public IT procurement and digital projects management;</p> <p>e. Open government data;</p> <p>f. Digital citizen engagement.</p> <p>3. Specific topics on key issues of digital transformation for CDOs in state owned enterprises:</p> <p>a. Digital services, digital transformation of services by SOEs;</p> <p>b. Reengineering and automation of business processes.</p> <p>c. ERP, CRM and other digital solutions to reduce costs and improve efficiency of SOEs;</p> <p>d. Industry 4.0 and potential of disruptive technologies in transforming SOEs;</p> <p>e. Open data and open APIs;</p> <p>f. Private IT procurement and digital projects management.</p> <p>4. Specific topics on key issues of digital transformation for CDOs in local executive authorities (regional khokimiyats):</p> <p>a. Local digital services, digital transformation of municipal services.</p> <p>b. Regional digitalization strategies.</p> <p>c. Digital literacy of local population.</p> <p>d. Digital connectivity in the regions.</p> <p>e. Open local data.</p> <p>f. Digital tools for citizen engagement and feedback.</p>																
List and Description of Expected Outputs to be Delivered	<p>LOT 1. Training course for civil servants on UNDESA E-government Survey</p> <table><tr><th>#</th><th>Deliverable</th><th>Timeframe</th><th>Instalment in % of the total amount</th></tr><tr><td>1</td><td>Report on conducting one training course for the staff of the MITC, IUT, TUIT, E-Gov Center and other agencies assessed by UNDESA for E-government Survey</td><td>30 calendar days after signing the contract</td><td>100%</td></tr></table> <p>LOT 2. Training for Government Chief Digital Officers on key issues of digital transformation</p> <table><tr><th>#</th><th>Deliverable</th><th>Timeframe</th><th>Instalment in % of the total amount</th></tr><tr><td>1</td><td>Report on conducting one training course for CDOs in government agencies</td><td>30 calendar days after signing the contract</td><td>30%</td></tr></table>	#	Deliverable	Timeframe	Instalment in % of the total amount	1	Report on conducting one training course for the staff of the MITC, IUT, TUIT, E-Gov Center and other agencies assessed by UNDESA for E-government Survey	30 calendar days after signing the contract	100%	#	Deliverable	Timeframe	Instalment in % of the total amount	1	Report on conducting one training course for CDOs in government agencies	30 calendar days after signing the contract	30%
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	2	Report on conducting one training course for CDOs in SOEs	35 calendar days after signing the contract	30%	
	3	Report on conducting one training course for CDOs in local governments (khokimiyats)	40 calendar days after signingthe contract	40%	
Person to Supervise the Work/Performance of the Service Provider	The international consulting company/vendor will work under the general guidance of the Cluster Leader on Good Governance, Policy and Communications and under direct supervision of the Project Manager and the Ministry for Development of Information Technologies and Communications (MITC).				
Frequency of Reporting	Report on the completion of each deliverable				
Progress Reporting Requirements	As requested in TOR				
Location of work	<input checked="" type="checkbox"/> Exact Address/es Tashkent, Uzbekistan <input type="checkbox"/> At Contractor’s Location				
Expected duration of work	40 calendar days after signing the contract				
Target start date	24.10.2021				
Latest completion date	03.12.2021				
Travels Expected	Not applicable				
Special Security Requirements	Not applicable				
Facilities to be Provided by UNDP (i.e., must be excluded from Price Proposal)	<input checked="" type="checkbox"/> Office space and facilities <input type="checkbox"/> Land Transportation <input type="checkbox"/> Others [pls. specify]				
Implementation Schedule indicating breakdown and timing of activities/sub-activities	<input checked="" type="checkbox"/> Required <input type="checkbox"/> Not Required				
Names and curriculum vitae of individuals who will be involved in completing the services	<input checked="" type="checkbox"/> Required <input type="checkbox"/> Not Required The contractor should provide CVs of the proposed key specialists. CVs must be signed by respective specialists.				
Currency of Proposal	<input checked="" type="checkbox"/> United States Dollars (applicable only for bidders located outside Uzbekistan) <input type="checkbox"/> Euro <input type="checkbox"/> Local Currency				
Value Added Tax on Price Proposal	<input checked="" type="checkbox"/> must be inclusive of VAT and other applicable indirect taxes if Resident of Uzbekistan <input checked="" type="checkbox"/> must be exclusive of VAT and other applicable indirect taxes if non-resident of Uzbekistan				
Validity Period of Proposals (Counting for the last day of submission of quotes)	<input checked="" type="checkbox"/> 60 days <input 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 type="checkbox"/> Not permitted <input checked="" type="checkbox"/> Permitted. Participants must apply for one or all of the lots. Further division of lots is not allowed. Bids will be considered by lot, and UNDP reserves the right to award a contract for each lot separately or for a combination of lots based on the results of bid evaluation.																													
Payment Terms ¹	<p>LOT 1. Training course for civil servants on UNDESA E-government Survey</p> <table border="1"> <thead> <tr> <th>#</th><th>Deliverable</th><th>Timeframe</th><th>Instalment in % of the total amount</th></tr> </thead> <tbody> <tr> <td>1</td><td>Report on conducting one training course for the staff of the MITC, IUT, TUIT, E-Gov Center and other agencies assessed by UNDESA for E-government Survey</td><td>30 calendar days after signing the contract</td><td>100%</td></tr> </tbody> </table> <p>LOT 2. Training for Government Chief Digital Officers on key issues of digital transformation</p> <table border="1"> <thead> <tr> <th>#</th><th>Deliverable</th><th>Instalment in % of the total amount</th></tr> </thead> <tbody> <tr> <td>1</td><td>Report on conducting one training course for CDOs in government agencies</td><td>30%</td></tr> <tr> <td>2</td><td>Report on conducting one training course for CDOs in SOEs</td><td>30%</td></tr> <tr> <td>3</td><td>Report on conducting one training course for CDOs in local governments (khokimiyats)</td><td>40%</td></tr> <tr> <td></td><td>Total</td><td>100%</td></tr> <tr> <td></td><td>VAT (if the company is registered as a VAT payer in Uzbekistan)</td><td></td></tr> <tr> <td></td><td>Total amount including VAT</td><td></td></tr> </tbody> </table> <p>100% payment will be made after the completion of the work and after the following conditions are met:</p> <ul style="list-style-type: none"> a) Written document of UNDP acceptance of deliverables 1, 2, 3. b) Receiving an invoice from the Vendor. c) Signing by the parties of documents confirming the completion of contractual obligations and acceptance by UNDP. 	#	Deliverable	Timeframe	Instalment in % of the total amount	1	Report on conducting one training course for the staff of the MITC, IUT, TUIT, E-Gov Center and other agencies assessed by UNDESA for E-government Survey	30 calendar days after signing the contract	100%	#	Deliverable	Instalment in % of the total amount	1	Report on conducting one training course for CDOs in government agencies	30%	2	Report on conducting one training course for CDOs in SOEs	30%	3	Report on conducting one training course for CDOs in local governments (khokimiyats)	40%		Total	100%		VAT (if the company is registered as a VAT payer in Uzbekistan)			Total amount including VAT	
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Person(s) to review/inspect/ approve outputs/completed services and authorize the disbursement of payment	Cluster Leader on Good Governance, Policy and Communications and Project Manager																													
Type of Contract to be Signed	<input type="checkbox"/> Purchase Order <input type="checkbox"/> Institutional Contract <input checked="" type="checkbox"/> Contract for Professional Services																													

¹ UNDP preference is not to pay any amount in advance upon signing of contract.

	<input type="checkbox"/> Long-Term Agreement ² (if LTA will be signed, specify the document that will trigger the call-off. E.g., PO, etc.) <input checked="" type="checkbox"/> Other Type of Contract [pls. specify]
Criteria for Contract Award	<input checked="" type="checkbox"/> Lowest Price Quote among technically responsive offers <input checked="" type="checkbox"/> Highest Combined Score (based on the 70% technical offer and 30% price weight distribution) <input checked="" type="checkbox"/> 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	<p><u>Technical Proposal (70%)</u></p> <input checked="" type="checkbox"/> Expertise of the Firm in conducting policy advice and policy recommendations on themed bonds issuance (40 points) <input checked="" type="checkbox"/> Proposed methodology, approach and implementation plan (20 points) <input checked="" type="checkbox"/> Management Structure and Qualification of Key Personnel (40 points) At least 70 scores (out 100 scores) shall be obtained to qualify technically <p><u>Financial Proposal (30%)</u></p> 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:	<input type="checkbox"/> One and only one Service Provider <input checked="" type="checkbox"/> One or more Service Providers, depending on the following factors: Participants must apply for one or all of the lots. Further division of lots is not allowed. Bids will be considered by lot, and UNDP reserves the right to award a contract for each lot separately or for a combination of lots based on the results of bid evaluation.
Contract General Terms and Conditions	<input type="checkbox"/> General Terms and Conditions for contracts (goods and/or services) <input checked="" type="checkbox"/> 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
Hard copy submission (manual submission)	<p>Submission of document in hard copy (manual submission) by courier or in person, allowed or specified in the TENDER DOCUMENTATION, is regulated as follows:</p> <p>The signed Proposal shall be marked "Original", whereas its copies, accordingly, marked "Copy". The number of copies is indicated in the TENDER DOCUMENTATION. All copies must be made exclusively from the signed original. If there is any discrepancy between the copies and the original, the original shall prevail.</p> <p>The envelopes containing the Technical Proposal and the Financial Proposal MUST BE ABSOLUTELY SEPARATE, each of them must be individually sealed and clearly marked on the back "TECHNICAL PROPOSAL" or "FINANCIAL PROPOSAL", respectively. Each envelope MUST clearly show the name of the Offeror. On the outer envelope the following must be stated :</p> <p>Name and address of the Offeror;</p> <p>UNDP address indicated in the TENDER DOCUMENTATION</p> <p>Warning with the inscription "Do not open until the time and date of opening of Bids", as indicated in the TENDER DOCUMENTATION.</p> <p>If the envelopes and packaging with the Proposal are not sealed and signed in accordance with the requirements, UNDP shall not be liable for the temporary loss, loss or premature opening of the Proposal.</p>

Submission by e - mail	<p>E-mail submission of documents allowed or specified in the TENDER DOCUMENTATION is regulated as follows:</p> <p>Electronic files that are part of the Bid must comply with the format and requirements specified in the TENDER DOCUMENTATION;</p> <p>Files with Technical Proposal and Financial Proposal MUST BE ABSOLUTELY SEPARATE. The financial proposal must be protected by various passwords and clearly marked. These files must be sent to a special email address specified in the TENDER DOCUMENTATION.</p> <p>The password to open the Financial Proposal should only be provided upon request by UNDP. UNDP will only request a password from those Offerors whose Technical Proposals have been found to meet the technical requirements. Failure to provide the correct password may result in the rejection of the Offer.</p>
Annexes to this RFP	<p><input checked="" type="checkbox"/> Guide for Bidders (Annex 1)</p> <p><input checked="" type="checkbox"/> Form for Submission of Proposal (Annex 2)</p> <p><input checked="" type="checkbox"/> General Terms and Conditions of UNDP (Annex 3)</p> <p><input checked="" type="checkbox"/> Declaration of interest (Annex 4)</p> <p><input checked="" type="checkbox"/> Detailed TOR (Annex 5)</p>
Contact Person for Inquiries (Written inquiries only)	<p>Procurement Unit UNDP <i>E-mail: pu.uz@undp.org</i></p> <p>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.</p>
Documents to be submitted	<p><input checked="" type="checkbox"/> Duly filled in Form as provided in Annex 2, and in accordance with the list of requirements in Annex 1;</p> <p><input checked="" type="checkbox"/> Company's profile with detailed information (name of the company, address, contact details etc.) using form provided in Table 1 of Annex 2</p> <p><input checked="" type="checkbox"/> Declaration of owners' interest in other companies issued on company's letterhead duly signed and stamped (Part 1, Annex2);</p> <p><input checked="" type="checkbox"/> At least 2 successfully completed contracts signed between the Applicant and its clients, under which the Applicant has provided services for the preparation of similar works over the past 5 (five) years using the form given in Table 2, Appendix 1;</p> <p><input checked="" type="checkbox"/> Verified copy of Latest Business Registration Certificate and License;</p> <p><input checked="" type="checkbox"/> Verified copy of the page from company's Charter where the information on company founders is provided;</p> <p><input checked="" type="checkbox"/> Financial statements for the last 2 years verified by independent third party such as auditors or similar as may be applicable;</p> <p><input checked="" type="checkbox"/> Self-declaration confirming that the Company is not in the UN sanctions list 1267/1989 list, UN Procurement Division List or other UN Ineligibility List;</p> <p><input checked="" type="checkbox"/> Any information regarding any past and current litigation during the last five (5) years;</p> <p><input checked="" type="checkbox"/> CVs/Resumes of all specialists to be involved in the project. Each CV/Resume (education, qualifications and experience) must be signed by respective specialist proposed for the team (in case of attracted consultants, their copies of contract modality with duration of engagement needs to be attached and mentioned clearly in their CVs)</p>

<p>Other Information (Other requirements)</p>	<p>Offers submitted by two (2) or more Offerors shall all be rejected if they are found to have any of the following:</p> <ul style="list-style-type: none"> a) they have at least one controlling partner, director or shareholder in common; or b) any one of them receive or have received any direct or indirect subsidy from the other/s; or c) they have the same legal representative for purposes of this RFP; d) they have a relationship with each other, directly or through common third parties, that puts them in a position to have access to information about, or influence on the Offer of, another Offeror regarding this RFP process; e) they are subcontractors to each other's Offer, or a subcontractor to one Offer also submits another Proposal under its name as lead Offeror; or an expert proposed to be in the team of one Offeror participates in more than one Offer received for this RFP process. This condition does not apply to subcontractors being included in more than one Offer.
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Evaluation of proposals

UNDP shall examine the Proposal to confirm that all terms and conditions under the UNDP General Terms and Conditions and Special Conditions have been accepted by the Proposer without any deviation or reservation. The evaluation team shall review and evaluate the Technical Proposals on the basis of their responsiveness to the Terms of Reference and other documentation provided, applying the evaluation criteria, sub-criteria, and point system specified in the RFP. Each responsive Proposal will be given a technical score. A proposal shall be rendered non-responsive at this if it does not substantially respond to the RFP particularly the demands of the Terms of Reference, which also means that it fails to achieve the minimum technical score indicated in the RFP. Absolutely no changes may be made by UNDP in the criteria; sub-criteria and point system indicated in the RFP after all Proposals have been received.

Evaluation forms for technical proposal are given below:

Form 1: Expertise of the Company

Form 2: Methodology-Proposed Work Plan and Approach

Form 3: Management Structure and Key Personnel

Technical Proposal Evaluation Form 1		Points obtainable	Company / Other entity				
			A	B	C	D	E
Expertise of the Company							
1.1	Reputation of Organisation and Staff (Competence/Reliability):	30					
	<ul style="list-style-type: none">Experience in providing the required services for more than 5 years gives 8 points, each consecutive 5 years give additional 1 point, but not more than 10 points	10					
	<ul style="list-style-type: none">At least 3 recommendation and the list of corporate customers / clients who have been provided similar services / work gives 8 points, each subsequent recommendation gives additional 1 point, but not more than 10 points	10					
	<ul style="list-style-type: none">At least 3 successfully completed work to perform a similar service over the past 10 years is 8 points, each subsequent one is 1 point, but no more than 8 points	10					
1.2	Technical capacity that may affect delivery:	10					
	<ul style="list-style-type: none">At least 5 qualified employees available to perform the works	5					
	<ul style="list-style-type: none">Good financial stability, liquidity ratio not lower 1	5					
Total Part 1		40					

Technical Proposal Evaluation Form 2		Points obtainable	Company / Other entity				
			A	B	C	D	E
Proposed Work Plan and Approach							
2.1	Is the scope of work plan well defined and does it correspond to the TOR?	4					
2.2	To what degree does the Proposer understand the task and effective method of its provision?	4					
2.3	Is the presentation clear and is the sequence of activities and the planning logical, realistic and promise efficient implementation to the project?	4					
2.4	Have the important aspects of the task been addressed in sufficient detail?	4					
2.5	Does the timing of the planned work correspond to the TOR	4					
Total Part 2		20					

Technical Proposal Evaluation Form 3		Points obtainable	Company / Other entity				
			A	B	C	D	E
Management Structure and Key Personnel							
3.1	At least two among Partners/Lawyers/Advisors/Consultants of the Contractor holding a Master's degree or equivalent in computer science, ICT, business administration, publicadministration, economics, finance, law or a related area.	10					
3.2	At least two among Partners/Lawyers/Advisors/Consultants of the Contractor having over 5 years of experience in the field of preparation and delivery of training programmes in the field of e-government and/or digital transformation.	10					
3.3	Experience in conducting research and analysis in the field of e-governance, digital transformation, digital skills and other related topics will be considered an asset.	10					
3.4	Language: fluency in Russian language.	10					
Total Part 3		40					
Total Parts 1,2, And 3		100					

The overall evaluation score will be based on a combination of the technical score and the lower price quote. The evaluation method that applies for this RFP shall be indicated in the RFP.

At the second stage, for further evaluation, only the financial proposals of those Applicants who received a minimum technical rating (minimum 49 points from the available maximum technical rating of 70) will be taken into account. The overall assessment will be a combination of a technical assessment and the lowest bid price (the valuation method is indicated in this RFP (Highest Combined Score (based on the 70% technical offer and 30% price weight distribution.

FORM FOR SUBMITTING SERVICE PROVIDER'S PROPOSAL³

(This Form must be submitted only using the Service Provider's Official Letterhead/Stationery⁴)

[insert: Location].

[insert: Date]

Reference: RFP/028/21

To: Procurement Unit

We, the undersigned, hereby offer UNDP the following services in accordance with the requirements specified in RFP/028/21 and all its annexes, as well as the General Terms and Provisions of UNDP contracts. We confirm that we have read, understood and accept the requirements and terms of the terms of reference describing our duties and responsibilities under this RFP, as well as the general UNDP terms and conditions under the contract.

We agree to abide by the terms of this commercial offer within **60 calendar** days from the deadline specified in the request for the submission of the offer; it remains binding and can be accepted at any time before the expiration of this period. We hereby declare that:

- (a) All information and statements presented in this tender offer are true, and we agree that any incorrect information contained in it may lead to our disqualification;
- (b) At present, we are not included in the UN register which includes companies that are not entitled to supply, and other similar lists of other UN agencies, and we are in no way connected with any companies or persons included in the UN Security Council Committee Consolidated List 1267/1989.
- (c) We are not at the stage of unfinished bankruptcy and we have no lawsuits or claims that could adversely affect our work as an operating enterprise;
- (d) We do not employ people who work or have recently worked for the UN or UNDP, and we do not plan to hire such persons.

We are aware that your organization reserves the right to accept or reject any of the proposals received, is not responsible for such actions and does not undertake to inform the supplier of their reasons without a request from us:

A. Qualifications of the Service Provider

<i>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:</i>
<i>a) Profile – describing the nature of business, information about the company (10 pages max.) confirming the field of expertise, practical experience of the Offeror in the required area as well as the presence of at least 3 specialists with basic higher education in the required field with practical experience of at least 5 years.</i>
<i>b) The company's charter should include the right and other permits to provide the service, Registration Papers, Tax Payment Certification, etc.</i>
<i>c) Track Record – list of clients for similar services as those required by UNDP, indicating description of contract scope, contract duration, contract value, contact references;</i>
<i>d) A copy of Latest Business Registration Certificate and License verified by signature of authorized person and stamp (if it is required by local legislation)</i>
<i>e) Latest Audited Financial Statement – income statement and balance sheet to indicate its financial stability, liquidity, credit standing, and market reputation, etc. ;</i>
<i>f) Certificates and Accreditation – including Quality Certificates, Patent Registrations, Environmental Sustainability Certificates, etc.</i>

B. Proposed Methodology for the Completion of Services

<i>The service provider should provide a step-by-step concept and implementation scheme for the tasks/methodology with a work schedule, describe how it will meet the RFP requirements with a detailed description of the main performance characteristics of the work, reporting mechanisms and quality assurance, and rationale for the proposed methods in the context of local conditions and the type of work.</i>

C. Qualifications of Key Personnel

³ This serves as a guide to the Service Provider in preparing the Proposal.

⁴ Official Letterhead/Stationery must indicate contact details – addresses, email, phone and fax numbers – for verification purposes

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 and signed by the CV owner must be submitted*
- c) Written confirmation from each personnel that they are available for the entire duration of the contract.*
- d) Copy of diplomas, certificates, as required by UNDP.*

D. Cost Breakdown per Deliverable*

Outputs	Activity/Output	Cost structure	Price ____ (indicate currency)
	Total amount	100%	

**This shall be the basis of the payment tranches, whether there are discrepancies between the total amount specified in tables D and E, in that case the price rate indicated in table (D) will be prevalent. In the case of submitting bids for several lots, table E (breakdown of expenses) should be provided for each lot separately.*

E. Cost Breakdown by Cost Component:

Description of Activity	Remuneration per unit of time	Total Period of engagement	No. of personnel	Total Rate
I. Personnel Services (please include all team members that will be engaged in the implementation of the project)				
a. Team leader				
b. Specialist 1				
c. Specialist 2				
d. Specialist 3				
II. Travel expenses				
a. Travel Costs (tickets)				
b. Daily Allowance including accommodation				
III. Other Direct Related Costs (translation, printing and other)				
IV. Overhead expenses (no more 3,5%)				

Name and signature of authorized person]

[Position]

[Date]

Stamp of the company]

Table 1: COMPANY PROFILE

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

[Name and signature of authorized person]
[Position]
[Date]

Table 2- PERFORMANCE OF SIMILAR CONTRACTS

Name of delivered goods or services	Terms of the contract (year, month)	Cost of work	Customer (Company name, full name of the contact person, telephone)

Name and signature of authorized person]

[Position]

[Date]

Part 2: DECLARATION OF INTEREST

Dear Sir/Madam,

We/I, _____ (Name and Title), as Director/Founder of _____ Company, declare that:

(a) Have no financial and other interests in, association or relationship with, are not employed and do not have relatives (i.e. spouse, parents, children or siblings) employed by the United Nations Development Programme (UNDP) or the Government of Uzbekistan that announced the tender; and do not have access to information about, or influence on the selection process for this tender;

(b) Have no common controlling partner, director, shareholder, legal representative for the purposes of this tender with any other entity submitting its Quotation under this tender; are not subcontracting or are subcontractors to other entities for the purposes of this tender; and that the experts proposed in the team do not participate in more than one Quotation for this tender;

(c) Are not involved in activities that could have an impact on the objectivity and independence of the Contractor's team in carrying out its duties under the contract or can affect the image of the United Nations and the Government of Uzbekistan.

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

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


We declare that we are not in the UN Security Council 1267/1989 List, UN Procurement Division List or other UN Ineligibility List.

Name and signature of authorized person]

[Position]

[Date]

TERMS OF REFERENCE

 UNITED NATIONS DEVELOPMENT PROGRAMME TERMS OF REFERENCE / INDIVIDUAL CONTRACT	
Task description:	Training course for civil servants on UNDESA E-government Survey, Trainings for Government Chief Digital Officers on key issues of digital transformation.
Project:	Advancing Digital Transformation in Uzbekistan
Duration:	October - December 2021
Reports to:	Project Manager

TERMS OF REFERENCE

1. Background

Advancing Digital Transformation in Uzbekistan is a UNDP Project implemented jointly with the Ministry for Development of Information Technologies and Communications (MITC). The main goal of the intervention is to support the Government of Uzbekistan in advancing the digital transformation agenda by leveraging the key pillars of UNDP's digital offer – inclusive and user-centric service delivery, data-driven and platform-based approach, and focus on innovations.

The intervention will support the ongoing Digital Readiness Assessment of Uzbekistan, a UNDP CDO led initiative to analyze the state of the country's digital readiness and find an optimal path to its inclusive digital transformation. Moreover, it will complement and support the Uzbek government's programmes for digital transformation elaborated through its recently adopted Digital Uzbekistan 2030 Strategy, measures to improve digital governance, and Presidential decree to promote artificial intelligence technologies in Uzbekistan.

One of the main areas of the project is to strengthen the technical and human capacity of the e- Government Project Management Center, the Ministry for the Development of Information Technology and Communications and other key stakeholders to implement inclusive and user- centered approaches to digital transformation.

According to the annual work plan of the UNDP project for 2021, it is planned to organize trainings:

1. For employees of the Ministry for Development of Information Technologies and Communications, INHA University, Tashkent University of Information Technologies, E-Government Project Management Center, and responsible agencies (assessed by the UN) according to the UN E-government Survey methodology and digital transformation of public services.
2. For Deputy Chief Executives for ICT (Chief Digital Officers) on key issues of digital transformation, taking into account the target audiences and subject domains of the relevant government departments.

2. Objective

The main objective of the assignment is to strengthen the technical and human capacity of the project's national partners and key stakeholders on understanding and implementing inclusive and user-centered approaches to digital transformation through a tailored training program.

The contractor is expected to design and deliver trainings for the staff of the Ministry for Development of Information Technologies and Communications of the Republic of Uzbekistan, INHA University, Tashkent University of Information Technologies, E-Government Project Management Center and responsible agencies assessed by the UN according to the UNDESA E-Government Survey methodology and digital transformation of public services, as well as for the CDO in government agencies and departments of Uzbekistan on key issues of digital transformation, taking into account their target audiences.

Venue

The services will be conducted in person in Tashkent, Uzbekistan.

Language

The training courses will be conducted in Russian language to avoid interpretation challenges.

3. Training Topics, Beneficiaries, and Outputs

LOT 1. Training course for civil servants on UNDESA E-government Survey

Topics

The training course must cover the following topics:

1. Introduction to the Electronic Government Development Index (EGDI), its objectives, methodology, and components including: telecommunications infrastructure index, online services index, human capital index.
2. E-participation as a key tool for citizen engagement and collaborative governance, including: e-information, e-consultation, e-decision making, etc.
3. Open government (open data, open budgets, open procurement, etc.).
4. Best international practices on developing e-government, using innovative approaches in digital service delivery, e-participation with focus on countries with similar development context and challenges as Uzbekistan.
5. Review the Uzbek government's weaknesses on the developing electronic government system and provide recommendations on improving the country's ranking in the UN E-Gov Survey, with specific focus on governance and institutional framework, roles and tasks of ministries and departments in building a modern digital government.

Beneficiaries

The training course will be targeted to the relevant staff of the following organizations:

- Ministry for Development of Information Technologies and Communications of the Republic of Uzbekistan (MITC)
- E-Government Project Management Center (E-Gov center);
- Government institutions assessed by UNDESA as part of E-government Survey (Ministry of Public Education, Ministry of Preschool Education, Ministry of Higher and Secondary Special Education, Ministry of Employment and Labor Relations, Ministry of Health, Ministry of Finance, State Tax Committee, Ministry of Justice, State Customs Committee, State Committee for Ecology and Environmental Protection, Ministry of Economic Development and Poverty Reduction);
- Inha University in Tashkent (IUT), Tashkent University of Information Technologies

(TUIT); Total number of training participants – 45.

Expected Results, Timeframe and Payment

#	Deliverable	Timeframe	Instalment in % of the total amount
1	Report on conducting one training course for the staff of the MITC, IUT, TUIT, E-Gov Center and other agencies assessed by UNDESA for E-government Survey	30 calendar days after signing the contract	100%

A no-cost extension of the implementation timeframe of the contract can be done based on a reasoned written request from the contractor and the approval of the UNDP.

LOT 2. Training for Government Chief Digital Officers on key issues of digital transformation

Topics

The training course for government Deputy Chief Executives for ICT (Chief Digital Officers) must target 3 key audiences - government agencies, state-owned enterprises, and local government authorities (regional khokimiyats) in the Republic of Uzbekistan. Thus the following general and specific thematic areas must be covered for relevant target audiences:

1. General topics for each group:
 - a. essential concepts of digital transformation (digitization, digitalization, e-governance, open data, innovations);
 - b. role of Chief Digital Officers in achieving organization's strategic goals;
 - c. key benefits of digital transformation for the government and society.
2. Specific topics on key issues of digital transformation for CDOs in government agencies:
 - a. Digital services, digital transformation of public services;
 - b. Digital competencies and skills of civil servants;
 - c. Digital registries, digital platforms, interagency data exchange;
 - d. Public IT procurement and digital projects management;
 - e. Open government data;
 - f. Digital citizen engagement.

3. Specific topics on key issues of digital transformation for CDOs in state owned enterprises:
 - a. Digital services, digital transformation of services by SOEs;
 - b. Reengineering and automation of business processes.
 - c. ERP, CRM and other digital solutions to reduce costs and improve efficiency of SOEs;
 - d. Industry 4.0 and potential of disruptive technologies in transforming SOEs;
 - e. Open data and open APIs;
 - f. Private IT procurement and digital projects management.
4. Specific topics on key issues of digital transformation for CDOs in local executive authorities(regional khokimiyats):
 - a. Local digital services, digital transformation of municipal services.
 - b. Regional digitalization strategies.
 - c. Digital literacy of local population.
 - d. Digital connectivity in the regions.
 - e. Open local data.
 - f. Digital tools for citizen engagement and feedback.

Beneficiaries

The training course will be targeted to the relevant staff of the following organizations:

- Deputy Chief Executives for ICT (CDO) in government agencies.
- Deputy Chief Executives for ICT (CDO) in state-owned enterprises (SOEs);
- Deputy Chief Executives for ICT (CDO) in regional administrations

(khokimiyats).Total number of training participants – 148.

Expected Results, Execution time and Payment

#	Deliverable	Timeframe	Instalment in % of the total amount
1	Report on conducting one training course for CDOs in government agencies	30 calendar days after signing the contract	30%
2	Report on conducting one training course for CDOs in SOEs	35 calendar days after signing the contract	30%
3	Report on conducting one training course for CDOs in local governments(khokimiyats)	40 calendar days after signing the contract	40%

A no-cost extension of the implementation timeframe of the contract can be done based on a reasoned written request from the contractor and the approval of the UNDP.

4. Basic requirements for designing, planning, and conducting training courses

Training content design requirements

Each training course shall contain at least the following components:

1. Training course concept with description of the training objectives, modules, topics, duration, format, and expected outcomes.

2. Before and after training assessment (survey/questionnaire forms);
3. Training course modules, including:
 - a. introduction to training topic.
 - b. theoretical part (not more than 20% of the total training content);
 - c. practical part with examples (cases) from the activities of similar organizations in foreign countries (not less than 80% of the total training content);
 - d. video / audio materials (if necessary);
 - e. handouts for practical sessions.
 - f. reading materials.
4. Certificates of completion (design to be agreed with UNDP);

The training materials must be submitted in Russian in Microsoft Word format and presentations in PPT format. The reading and handout materials can be provided in pdf format. Documents submitted in other formats are not accepted.

Planning training course(s)

Within a week after signing the contract, the winning company must provide a detailed plan / schedule for the implementation of the contract.

The implementation plan must include but not limited to the following actions:

1. Creation of a working group consisting of employees of the company, UNDP project and other interested organizations to discuss and agree on the logistics of the training.
2. Developing the training concept, modules, and materials.
3. Developing pre- and post-training assessment tools.
4. Designing training course completion certificates and sharing with UNDP for clearance.
5. Finalizing the date and venue of conducting the training in coordination with UNDP.
6. Inviting the training participants, which will be organized by the UNDP project.
7. Conducting the training course(s) including pre and post-training assessment
8. Preparing final report on the conducted training course (including lessons learned and recommended follow-up actions)

Conducting the training course(s)

1. A week before the start of each training course, invite the participants and send materials for self-reading (the list of participants will be provided by the UNDP project).
2. Comply with the quarantine requirements (COVID-19) - the presence of antiseptics, masks, adherence to social distance (antiseptics and masks will be provided by the UNDP project).
3. The minimum duration of one training course is 1 day (8 hours).
4. Providing participants with stationery and other accessories (pens, notebooks, flip charts, markers, equipment for slide demonstration, etc.) necessary for the training (provided by the UNDP project separately).

5. The UNDP project provides all participants with bottled mineral water in individual glass containers, coffee breaks and lunches during the training.

5. Qualification requirements for bidders

The bids will be evaluated based on the following criteria:

5.1. Company requirements

5.1.1. The company must have at least 5 years of experience in the field of preparation and delivery of training programmes in the field of e-government and/or digital transformation. Evidence may include but not limited to excerpts from public registries about the company and area of business, company website, registration certificates.

5.1.2. The number of trainings conducted - at least 2 times in the past 12 months. Evidence - contact details of at least two previous contractors on conducting training on similar topics.

5.1.3. Experience in conducting research and analysis in the field of e-governance, digital transformation, digital skills and other related topics will be considered an asset. Evidence - links to publications, articles, references.

5.1.4. The company must have at least 2 professional trainers experienced in the training topics described in this TOR. The company has the right to involve experts and trainers from other organizations. Evidence - CVs of the relevant company staff.

5.2. Trainer requirements

LOT 1. Training course for civil servants on UNDESA E-government Survey

The trainer must meet the following criteria:

Education: Master's degree or equivalent in computer science, ICT, business administration, public administration, economics, finance, law or a related area.

Experience:

- Solid understanding of e-government development assessment frameworks.
- Excellent knowledge of the UNDESA E-Government Survey methodology and assessment criteria.
- Good understanding of open government, e-participation.

Other criteria: Excellent communication skills, leadership, teamwork.

Language: fluency in Russian language.

Evidence - CV of the trainer including references.

LOT 2. Training for Government Chief Digital Officers on key issues of digital transformation

The trainer(s) must meet the following criteria:

Education: Master's degree or equivalent in computer science, ICT, business administration, public administration, economics, finance, law or a related area.

Experience:

- Solid understanding and knowledge of the role and mission of Chief Digital Officers;

- Solid understanding and knowledge of digital transformation in the public sector (digital services, digital skills, public IT procurement, open data);
- Solid understanding and knowledge of digital transformation in the private sector (BPR, disruptive technologies, etc.);
- Solid understanding and knowledge of regional digitalization (digital literacy, digital connectivity, citizen engagement, etc.).

Other criteria: Excellent communication skills, leadership, teamwork.

Language: fluency in Russian language.

The trainer experience requirements for this lot could be met by providing additional trainers on specific topics to deliver one or more training courses (modules).

Evidence - CVs of the trainers including references.

5.3. Information about training course

The bidders are expected to submit a proposal on the implementation of one or two lots, describing:

- the structure and summary of each training course;
- strategy to meet learning needs of the beneficiaries in accordance with this TOR;
- capacity of the company to deliver the assignment;
- originality of the training content.

5.4. Budget

The budget of the assignment may include the following costs:

- Trainer/expert/coach fees;
- Transportation costs, daily subsistence allowance (including accommodation);
- Miscellaneous costs.

LOT 1. Training course for civil servants on UNDESA E-government Survey

A. Breakdown of budget by deliverables:

#	Deliverable	Instalment in % of the total amount	Total cost, in USD
1	Report on conducting one training course for the staff of the MITC, IUT, TUIT, E-Gov Center and other agencies assessed by UNDESA for E-government Survey	100%	
	VAT (if the company is registered as a VAT payer in Uzbekistan)		
	Total amount including VAT		

100% payment will be made after the completion of the work and after the following conditions are met:
Written document of UNDP acceptance of deliverable 1.

- Receiving an invoice from the Vendor.
- Signing by the parties of documents confirming the completion of contractual obligations and acceptance by UNDP.

B. Breakdown of budget by costs:

Description of activities	Units (pax,days)	Cost per unit	Qty.	Total
I. Training related services				
II. Travel expenses				
Travel costs				
Daily allowance, incl. accommodation				
III. Misc. costs				
(Translation, printing, etc.)				
IV. Overhead costs (no more than 3.5%)				
V. VAT (if the company is registered as a VAT payer in Uzbekistan)				
Total amount				

LOT 2. Training for Government Chief Digital Officers on key issues of digital transformation

A. Breakdown of budget by deliverables:

#	Deliverable	Instalment in % of the total amount	Total cost, in USD
1	Report on conducting one training course for CDOs in government agencies	30%	
2	Report on conducting one training course for CDOs in SOEs	30%	
3	Report on conducting one training course for CDOs in local governments (khokimiyats)	40%	
	Total	100%	
	VAT (if the company is registered as a VAT payer in Uzbekistan)		
	Total amount including VAT		

100% payment will be made after the completion of the work and after the following conditions are met:

- d) Written document of UNDP acceptance of deliverables 1, 2, 3.
- e) Receiving an invoice from the Vendor.
- f) Signing by the parties of documents confirming the completion of contractual obligations and acceptance by UNDP.

B. Breakdown of budget by costs:

Description of activities	Units (pax,days)	Cost per unit	Qty.	Total
I. Training related services				
II. Travel expenses				
Travel costs				
Daily allowance, incl. accommodation				
III. Misc. costs				
(Translation, printing, etc.)				
IV. Overhead costs (no more than 3.5%)				
V. VAT (if the company is registered as a VAT payer in Uzbekistan)				
Total amount				

Note: Participants must apply for one or all of the lots. Further division of lots is not allowed. Bids will be considered by lot, and UNDP reserves the right to award a contract for each lot separately or for a combination of lots based on the results of bid evaluation.