



Empowered lives.  
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## REQUEST FOR PROPOSAL (RFP)

NAME & ADDRESS OF FIRM	DATE: August 13, 2014
	REFERENCE: RFP-BD-2014-045

Dear Sir / Madam:

We kindly request you to submit your Proposal for **UNDP Country Office ICT Helpdesk Management Support**.

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

Proposals may be submitted on or before **Wednesday, 27<sup>th</sup> August 2014, 4:30 pm** (Bangladesh local time) and drop in person to the address mentioned below:

**United Nations Development Programme**  
UNDP Registry, IDB Bhaban, 12th Floor, Agargaon,  
Sher-E-Bangla Nagar, Dhaka, Bangladesh.

Your Proposal must be expressed in the English language and valid for a minimum period of 90 days.

The Financial and the Technical Proposals **MUST BE SUBMITTED IN COMPLETELY SEPARATE** Envelopes and **each of them must be sealed individually** and clearly marked on the outside as either "TECHNICAL PROPOSAL" or "FINANCIAL PROPOSAL", as appropriate. Each envelope MUST clearly indicate the name of the Proposer. The outer envelopes shall bear the address (Submission location) of UNDP as mentioned above and shall include the Proposer's name and address. The outer envelope should be clearly marked with the RFP reference "**RFP-BD-2014-045**". As the evaluation will be made lot wise individually, proposers are kindly requested to submit all documents lot wise separately.

Your Proposal must be expressed in English, and valid for a minimum period of 90 days from the date fixed for opening of Proposals in the Invitation for Proposal, and it shall remain binding upon us and may be accepted at any time before the expiration of that period.

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 4.

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.

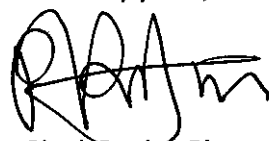
UNDP's vendor protest procedure is intended to afford an opportunity to appeal for persons or firms not awarded a Purchase Order or Contract in a competitive procurement process. In the event that you believe you have not been fairly treated, you can find detailed information about vendor protest procedures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

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](http://www.un.org/depts/ptd/pdf/conduct_english.pdf)

Thank you and we look forward to receiving your Proposal.

Sincerely yours,



Pinak Ranjan Biswas  
Procurement Analyst  
13-Aug-2014



## Description of Requirements

Context of the Requirement	UNDP Country Office ICT helpdesk Management Support
Implementing Partner of UNDP	Government of Bangladesh
Brief Description of the Required Services <sup>1</sup>	<p>UNDP Bangladesh (IDB Bhaban, E/8-A Begum Rokeya Sharani, Sher-e-Bangla Nagar, Tel: 8150088) would like to make necessary preparations for outsourcing its ICT Long Term support services on a yearly renewable basis. In this context UNDP is seeking for an ICT vendor who will be in a position to deploy technical personnel with required skills &amp; competencies to UNDP as per the following:</p> <p>The vendor shall assign three technical personnel (<b>two (02) ICT Helpdesk Support Personnel</b> and <b>one (01) Electrical-cum-IT Helper</b>) who will be deployed in UNDP on a regular basis and will maintain UNDP working hours. In the event the regular person is absent for unavoidable circumstances the vendor shall arrange backstopping support with equivalent substitute ensuring smooth continuation of service.</p> <p>On call basis the vendor shall deploy additional support personnel within 4 working hours. The service for the supplemental support will be counted on hourly basis.</p> <p>In the event of a sub-standard performance or unsatisfactory services the vendor shall arrange promptly substitute acceptable to UNDP.</p> <p>The contract is a yearly renewable contract subject to termination by either party with one-month advance notice.</p>
List and Description of Expected Outputs to be Delivered	<p><b>Scope of Work</b></p> <p><b><u>(a) ICT Helpdesk Support Personnel (2 positions):</u></b>  <i>The ICT Helpdesk Support Personnel will provide following support services Under the supervision of the ICT Manager, UNDP Bangladesh:</i></p> <p>1. Provide assistance in ensuring <b>implementation of ICT strategies and introduction/ implementation of new technologies</b>, focusing on achievement of the following results:</p> <ul style="list-style-type: none"> <li>• Compliance with corporate information management and technology standards, guidelines and procedures for the CO technology environment.</li> <li>• Participation in development and implementation of ICT annual plan and Standard Operating Procedures in ICT services.</li> </ul>

<sup>1</sup>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.



	<ul style="list-style-type: none"> <li>• Provision of support to the use of Atlas (UNDP's implementation of PeopleSoft based ERP system) functionality for improved business results and improved client services.</li> </ul> <p>2. Provide assistance in ensuring <b>effective functioning of the CO hardware and software packages</b>, focusing on the achievement of the following results:</p> <ul style="list-style-type: none"> <li>• Effective functioning (installation, operation and maintenance) of all UNDP ICT hardware equipment including power protection equipment and acquisition of hardware supplies.</li> <li>• Performance of specific technical functions, trouble-shooting including changing of hardware electronic components (disks, memories, network wiring, power sources, etc.) and routine repairs.</li> <li>• Installation of commercial and in-house developed software and related upgrades, anti-virus programs on a timely basis.</li> <li>• Day-to-day user support as a core function through Helpdesk including maintain Helpdesk event Register and periodic analysis</li> </ul> <p>3. Provide assistance in ensuring efficient <b>network administration</b>, focusing on achievement of the following results:</p> <ul style="list-style-type: none"> <li>• Monitoring of the network connection on a daily basis to ensure a stable and responsive network environment.</li> <li>• Trouble-shooting and monitoring of network problems. Ensure that the UNDP desktop and network resources are protected from malicious virus attacks and deploy countermeasures in the event of the attacks</li> <li>• Response to user needs and questions regarding network access.</li> <li>• Maintenance of up-to-date parameters of information for the network clients and electronic mail.</li> <li>• Implementation of backup and restoration procedures for local drives. Maintenance of backup logs.</li> <li>• Maintenance of measures in place for business continuity and disaster recovery processes and procedures.</li> <li>• LAN support to other UN agencies/projects as required in the common premises.</li> </ul> <p>4. Provide assistance in <b>web server management services</b>, focusing on achievement of the following results:</p> <ul style="list-style-type: none"> <li>• Support to end users on Intranet (SharePoint based) services</li> <li>• Support in provisioning content management and collaboration systems within Intranet</li> </ul> <p>5. Assistance in providing <b>administrative support</b>, focusing on achievement of the following results:</p> <ul style="list-style-type: none"> <li>• Provision of advice on and assistance in procurement of new ICT equipment for the CO and projects, provision of technical specifications and information on best options in both local and international markets, review of quotations and bids</li> </ul>
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	<ul style="list-style-type: none"> <li>• Maintenance of an up-to-date inventory of the software and hardware</li> <li>• Maintenance of a library of ICT related reference materials</li> <li>• Maintenance of the inventory and stock of supplies and spare parts</li> <li>• Maintenance of ICT filing system</li> <li>• Provision of ICT logistics support to key events.</li> <li>• Preparations of payment requests for various ICT products and services procured</li> </ul> <p>6. Assistance in ensuring <b>facilitation of knowledge building and knowledge sharing in the CO</b>, focusing on achievement of the following results:</p> <ul style="list-style-type: none"> <li>• Identification and promotion of different systems and applications for optimal content management, knowledge management and sharing, information provision.</li> <li>• Participation in the organization of training for the CO staff on ICT issues.</li> <li>• Maintenance of staff training profiles on ICT</li> <li>• Synthesis of lessons learned and best practices in ICT.</li> </ul> <p>Perform any other duties as assigned by the supervisor.</p> <p><b><u>(b) Electrical-cum-IT Helper (1 position):</u></b></p> <p><i>The Electrical-cum-IT Helper will provide following support services Under the supervision of UNDP ICT Associate, UNDP Bangladesh:</i></p> <p><b>IT</b></p> <ul style="list-style-type: none"> <li>• Provide support in relocation, movement, cable connection of ICT hardware</li> <li>• Assist in LAN Cabling.</li> <li>• Assist with basic ICT hardware cleaning/vacuuming</li> </ul> <p><b>Electrical:</b></p> <ul style="list-style-type: none"> <li>• Assist in basic electric wiring checking /testing and repairing</li> <li>• Replacing of light/socket/plug including accessories</li> <li>• Assist in electrical parameter checking such as amp, volt, watt etc</li> <li>• Assist in basic repair of electrical appliances</li> <li>• Assist in electrical setup for workstations</li> </ul> <p><b>Generator:</b></p> <ul style="list-style-type: none"> <li>• Provide support in overall generator cleaning</li> <li>• Assist in Generator fuel collection from fuel pump</li> <li>• Generator refueling.</li> <li>• Generator charging system checking</li> <li>• Conduct regular Generator start-up test</li> </ul> <p>Any additional relevant tasks assigned by supervising official of UNDP ICT Cluster.</p>
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Person to Supervise the Work/Performance of the Service Provider	ICT Manager, UNDP Bangladesh
Frequency of Reporting	Please refer to the TOR in Annex 5
Progress Reporting Requirements	Please refer to the TOR in Annex 5
Location of work	Please refer to the TOR in Annex 5
Expected duration of work	The initial contract will be made for one year with an option of 02 consecutive extensions for one year each based on satisfactory performance of the contractor.
Target start date	October 2014
Latest completion date	Within 12 months of commencement
Travels Expected	
Special Security Requirements	<input checked="" type="checkbox"/> Not applicable
Facilities to be Provided by UNDP (i.e., must be excluded from Price Proposal)	Please refer to the TOR in Annex 5
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
Currency of Proposal	<input checked="" type="checkbox"/> Local Currency: Bangladesh Taka (BDT) <input type="checkbox"/> Euro
Value Added Tax on Price Proposal <sup>2</sup>	<input checked="" type="checkbox"/> must be inclusive of VAT and other applicable indirect taxes <input 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 type="checkbox"/> 60 days <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

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

Payment Terms <sup>3</sup>	<ul style="list-style-type: none"> <li>At the end of each month the vendor shall produce invoice for their service charges with necessary supporting documents.</li> <li>Upon successful completion of services, UNDP will make necessary payments to the vendor after each month.</li> </ul>
Person(s) to review/inspect/ approve outputs/completed services and authorize the disbursement of payment	<b>ICT Manager, UNDP Bangladesh</b>
Type of Contract to be Signed	<input type="checkbox"/> Purchase Order <input checked="" type="checkbox"/> <b>Contract for Institutional Contract</b> <input type="checkbox"/> Contract for Professional Services <input type="checkbox"/> Long-Term Agreement <input type="checkbox"/> Other Type of Contract
Criteria for Contract Award	<input type="checkbox"/> Lowest Price Quote among technically responsive offers <input checked="" type="checkbox"/> <b>Highest Combined Score (based on the 70% technical offer and 30% price weight distribution)</b> <input checked="" type="checkbox"/> <b>Full acceptance of the UNDP Contract General Terms and Conditions(GTC). This is a mandatory criteria 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.</b>
Criteria for the Assessment of Proposal	<p>Prior to the technical evaluation all proposals will be screened based on the minimum eligibility criteria mentioned below.</p> <p><b><u>Minimum Eligibility Criteria of the firm:</u></b></p> <ul style="list-style-type: none"> <li>Profile (which should not exceed fifteen (15) pages including any printed brochure relevant to the services being procured) – describing the nature of business, field of expertise, licenses, certifications, accreditations.</li> <li>Business Licenses – Registration Papers, Tax Payment Certification, etc.</li> <li>The firm must have at least 10 years of establishment record.</li> <li>The Company must have the membership of BCS (Bangladesh Computer Samity) or any other organ as an IT vendor (certificate).</li> <li>Track Record-             <ul style="list-style-type: none"> <li>The company must have at least one similar experience to provide helpdesk (ICT) support to UN Agencies/International/National organizations.</li> </ul> </li> <li>The company must have at least 3 B. Sc. Engineers in Computer Science &amp; Engineering/similar discipline and 2 computer programmers (CVs must be attached).</li> </ul>

<sup>3</sup>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.

- Latest Audited Financial Statement – income statement and balance sheet to indicate its financial stability, liquidity, credit standing, and market reputation, etc.;
- 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.; (attached).

**Minimum Eligibility Criteria of proposed team:**

**ICT Helpdesk Support Personnel:**

- Academic Qualification: University Degree/ Diploma (4 years) in Computer Science/Engineering/Applied Physics & Electronics or equivalent discipline on ICT. Vendor certification will be considered as an additional qualification.
- Knowledge and Skills areas: TCP/IP Networking; Windows 7 and 8.1; Windows 2003/2008/2012 Servers; Microsoft Office 2007/2010/2013 specially in MS Outlook, Excel, Lync, Visio; Adobe software; PC trouble-shooting tools/utilities; trouble-shooting and maintenance of Servers, PCs, printers, UPSs, Stabilizers, Networking Devices and other peripherals; IP PBX; Various Antivirus systems
- Experience: Minimum of four years practical experience in a moderately large ICT infrastructure having LAN/WAN, Internet/Intranet services in Windows environment. Experience providing end-user support, trouble-shooting & maintenance of ICT hardware & software systems etc.

**Electrical-cum-IT Helper:**

- Minimum Class VIII pass.
- Certification on House Wiring and Electrification.
- Ten years' experience in relevant working area mentioned above

Proposers must submit necessary documents to substantiate above eligibility criteria. Proposals which shall not submit/meet above mentioned eligibility criteria will not be considered for further evaluation.

**Technical Proposal (70%)**

To qualify in the technical evaluation a proposal must score minimum 70% (or 49) of the total obtainable score of 70. Obtained score will be expressed in percentage as follows,  
(total score obtained by the offer / Max. obtainable score for technical evaluation) x 100

**☒ Expertise of the Firm**

Technical Proposal Evaluation (Form 1)		Points obtainable
Background experience/ Expertise of firm		
1.1	Membership with BCS or any other similar organizations as a IT vendor (certificate)	10
1.2	The establishment of the company is at least 10 years	10
<b>Total</b>		<b>20</b>



	<input checked="" type="checkbox"/> <b>Technical Strength / Experience of the Company</b>	
	Technical Proposal Evaluation (Form 2)	
	Points Obtainable	
	Proposed Work Plan and Approach	
	2.1	Provide support plan including electrical and ICT for around 250 users
	2.2	Detail distribution of technical staff such as Engineers, Programmers etc.
	2.3	Provide chart of categorical ICT support (Standard, Assistant and Helper/basic level) and the company organogram.
	Total	
	25	
	<input checked="" type="checkbox"/> <b>Qualifications and competence of the proposed team for the assignment</b>	
Technical Proposal Evaluation (Form 3)		
Points Obtainable		
Key Personnel		
3.1	Overall technical support of the proposed team for the similar job (CV must be attached)	
3.2	Experience/skills with the UN Systems of the proposed team members.	
Total		
25		
<b>Financial Proposal (30%)</b>		
To be computed as a ratio of the Proposal's offer to the lowest price among the proposals received as follows, (Lowest priced offer / Price of the offer being reviewed) X 100		
<b>Total combined score:</b>		
(Percentage obtained on technical proposal X 70%) + (Percentage obtained on financial proposal X 30%) = Total combined and final percentage obtained		
UNDP will award the contract to:	<input checked="" type="checkbox"/> <b>One and only one Service Provider</b> <input type="checkbox"/> One or more Service Providers, depending on the following factors	
Annexes to this RFP <sup>4</sup>	<input checked="" type="checkbox"/> <b>Form for Submission of Proposal (Annex 2)</b> <input checked="" type="checkbox"/> <b>General Terms and Conditions / Special Conditions (Annex 4)<sup>5</sup></b> <input checked="" type="checkbox"/> <b>Detailed TOR (Annex 5)</b> <input type="checkbox"/> Others	

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

<sup>5</sup> 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.

<p>Contact Person for Inquiries (Written inquiries only)<sup>6</sup></p>	<p><b>Jatan Barua</b> <u><a href="mailto:bd.procurement@undp.org">bd.procurement@undp.org</a></u></p> <p>If any potential company has any query about the RFP document, that has to be submitted to the UNDP contact person mentioned above through email ID <u><a href="mailto:bd.procurement@undp.org">bd.procurement@undp.org</a></u> within 19<sup>th</sup> August 2014 by 11.00 AM. <b><u>"Attn. Jatan Barua- Queries on RFP-BD-2014-045"</u></b></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>
<p>Other Information / Pre-Proposal Meeting</p>	<p><b>A pre-proposal meeting will be held on <u>18<sup>th</sup> August 2014 at 02:00 PM</u> at UNDP Bangladesh, IDB Bhaban, Agargaon, Dhaka, Bangladesh.</b></p>

<sup>6</sup>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.



## FORM FOR SUBMITTING SERVICE PROVIDER'S PROPOSAL<sup>7</sup>

*(This Form must be submitted only using the Service Provider's Official Letterhead/Stationery<sup>8</sup>)*

[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 (Minimum Eligibility Criteria)

*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 (which should not exceed fifteen (15) pages including any printed brochure relevant to the services being procured) – describing the nature of business, field of expertise, licenses, certifications, accreditations
- b) Business Licenses – Registration Papers, Tax Payment Certification, etc.
- c) The firm must have at least 10 years of establishment record.
- d) The Company must have the membership of BCS (Bangladesh Computer Samity) or any other organ as an IT vendor (certificate)
- e) Track Record – The company must have at least one similar experience to provide helpdesk (ICT) support to UN Agencies/International/National organizations
- f) The company must have at least 3 B. Sc. Engineers in Computer Science & Engineering/similar discipline and 2 computer programmers (CVs must be attached)
- g) Latest Audited Financial Statement – income statement and balance sheet to indicate its financial stability, liquidity, credit standing, and market reputation, etc.;
- h) 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 (attached).

#### ICT Helpdesk Support Personnel:

- i) Academic Qualification: University Degree/ Diploma (4 years) in Computer Science/Engineering/Applied Physics & Electronics or equivalent discipline on ICT. Vendor certification will be considered as an additional qualification.
- j) Knowledge and Skills areas: TCP/IP Networking; Windows 7 and 8.1; Windows 2003/2008/2012 Servers; Microsoft Office 2007/2010/2013 specially in MS Outlook, Excel, Lync, Visio; Adobe software; PC trouble-shooting tools/utilities; trouble-shooting and maintenance of Servers, PCs, printers, UPSs, Stabilizers, Networking Devices and other peripherals; IP PBX; Various Antivirus systems.
- k) Experience: Minimum of four years practical experience in a moderately large ICT infrastructure having LAN/WAN, Internet/Intranet services in Windows environment. Experience providing end-user support, trouble-shooting & maintenance of ICT hardware & software systems etc.

<sup>7</sup>This serves as a guide to the Service Provider in preparing the Proposal.

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

**Electrical-cum-IT Helper:**

- l) Minimum Class VIII pass
- m) Certification on House Wiring and Electrification
- n) Ten years' experience in relevant working area mentioned above

**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.*

**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\***

	<b>Deliverables</b> <i>[list them as referred to in the RFP]</i>	<b>Percentage of Total Price</b> <i>(Weight for payment)</i>	<b>Price</b> <i>(Lump Sum, All Inclusive)</i>
1	Deliverable 1		
2	Deliverable 2		
3	....		
	<b>Total</b>	100%	

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

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

<b>Description of Activity</b>	<b>Remuneration per Unit of Time</b>	<b>Total Period of Engagement</b>	<b>No. of Personnel</b>	<b>Total Rate</b>
<b>I. Personnel Services</b>				
1. ICT Helpdesk Support Personnel	Month		2	
2. Electrical-cum-IT Helper	Month		1	
<b>II. Personnel Services (on call basis)</b>				
1. ICT Helpdesk Support Personnel	Hour			
2. Electrical-cum-IT Helper	Hour			
<b>TOTAL Amount in BDT</b>				

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

## **Declaration**

Date:

**United Nations Development Programme**  
UNDP Registry, IDB Bhaban, Agargaon  
Sher-E-Bangla Nagar, Dhaka, Bangladesh

**Assignment:** "The Study on Key Rights and Entitlements for Poor and Disadvantaged Citizens where the RTI Act can be Effective".

**Reference:** RFP-BD-2014-045

Dear Sir,

I declare that ..... is not in the UN Security Council 1267/1989 List, UN Procurement Division List or Other UN Ineligibility List.

Yours Sincerely,



### ***General Terms and Conditions for Services***

**1.0 LEGAL STATUS:**

The Contractor shall be considered as having the legal status of an independent contractor vis-à-vis the United Nations Development Programme (UNDP). The Contractor's personnel and sub-contractors shall not be considered in any respect as being the employees or agents of UNDP or the United Nations.

**2.0 SOURCE OF INSTRUCTIONS:**

The Contractor shall neither seek nor accept instructions from any authority external to UNDP in connection with the performance of its services under this Contract. The Contractor shall refrain from any action that may adversely affect UNDP or the United Nations and shall fulfill its commitments with the fullest regard to the interests of UNDP.

**3.0 CONTRACTOR'S RESPONSIBILITY FOR EMPLOYEES:**

The Contractor shall be responsible for the professional and technical competence of its employees and will select, for work under this Contract, reliable individuals who will perform effectively in the implementation of this Contract, respect the local customs, and conform to a high standard of moral and ethical conduct.

**4.0 ASSIGNMENT:**

The Contractor shall not assign, transfer, pledge or make other disposition of this Contract or any part thereof, or any of the Contractor's rights, claims or obligations under this Contract except with the prior written consent of UNDP.

**5.0 SUB-CONTRACTING:**

In the event the Contractor requires the services of sub-contractors, the Contractor shall obtain the prior written approval and clearance of UNDP for all sub-contractors. The approval of UNDP of a sub-contractor shall not relieve the Contractor of any of its obligations under this Contract. The terms of any sub-contract shall be subject to and conform to the provisions of this Contract.

**6.0 OFFICIALS NOT TO BENEFIT:**

The Contractor warrants that no official of UNDP or the United Nations has received or will be offered by the Contractor any direct or indirect benefit arising from this Contract or the award thereof. The Contractor agrees that breach of this provision is a breach of an essential term of this Contract.

**7.0 INDEMNIFICATION:**

The Contractor shall indemnify, hold and save harmless, and defend, at its own expense, UNDP, its officials, agents, servants and employees from and against all suits, claims, demands, and liability of any nature or kind, including their costs and expenses, arising out of acts or omissions of the Contractor, or the Contractor's employees, officers, agents or sub-contractors, in the performance of this Contract. This provision shall extend, inter alia, to claims and liability in the nature of workmen's compensation, products liability and liability arising out of the use of patented inventions or devices, copyrighted material or other intellectual property by the Contractor, its employees, officers, agents, servants or sub-contractors. The obligations under this Article do not lapse upon termination of this Contract.



**8.0 INSURANCE AND LIABILITIES TO THIRD PARTIES:**

- 8.1** The Contractor shall provide and thereafter maintain insurance against all risks in respect of its property and any equipment used for the execution of this Contract.
- 8.2** The Contractor shall provide and thereafter maintain all appropriate workmen's compensation insurance, or the equivalent, with respect to its employees to cover claims for personal injury or death in connection with this Contract.
- 8.3** The Contractor shall also provide and thereafter maintain liability insurance in an adequate amount to cover third party claims for death or bodily injury, or loss of or damage to property, arising from or in connection with the provision of services under this Contract or the operation of any vehicles, boats, airplanes or other equipment owned or leased by the Contractor or its agents, servants, employees or sub-contractors performing work or services in connection with this Contract.
- 8.4** Except for the workmen's compensation insurance, the insurance policies under this Article shall:
  - 8.4.1** Name UNDP as additional insured;
  - 8.4.2** Include a waiver of subrogation of the Contractor's rights to the insurance carrier against the UNDP;
  - 8.4.3** Provide that the UNDP shall receive thirty (30) days written notice from the insurers prior to any cancellation or change of coverage.
- 8.5** The Contractor shall, upon request, provide the UNDP with satisfactory evidence of the insurance required under this Article.

**9.0 ENCUMBRANCES/LIENS:**

The Contractor shall not cause or permit any lien, attachment or other encumbrance by any person to be placed on file or to remain on file in any public office or on file with the UNDP against any monies due or to become due for any work done or materials furnished under this Contract, or by reason of any other claim or demand against the Contractor.

**10.0 TITLE TO EQUIPMENT:**

Title to any equipment and supplies that may be furnished by UNDP shall rest with UNDP and any such equipment shall be returned to UNDP at the conclusion of this Contract or when no longer needed by the Contractor. Such equipment, when returned to UNDP, shall be in the same condition as when delivered to the Contractor, subject to normal wear and tear. The Contractor shall be liable to compensate UNDP for equipment determined to be damaged or degraded beyond normal wear and tear.

**11.0 COPYRIGHT, PATENTS AND OTHER PROPRIETARY RIGHTS:**

- 11.1** Except as is otherwise expressly provided in writing in the Contract, the UNDP shall be entitled to all intellectual property and other proprietary rights including, but not limited to, patents, copyrights, and trademarks, with regard to products, processes, inventions, ideas, know-how, or documents and other materials which the Contractor has developed for the UNDP under the Contract and which bear a direct relation to or are produced or prepared or collected in consequence of, or during the course of, the performance of the Contract, and the Contractor acknowledges and agrees that such products, documents and other materials constitute works made for hire for the UNDP.



- 11.2** To the extent that any such intellectual property or other proprietary rights consist of any intellectual property or other proprietary rights of the Contractor: (i) that pre-existed the performance by the Contractor of its obligations under the Contract, or (ii) that the Contractor may develop or acquire, or may have developed or acquired, independently of the performance of its obligations under the Contract, the UNDP does not and shall not claim any ownership interest thereto, and the Contractor grants to the UNDP a perpetual license to use such intellectual property or other proprietary right solely for the purposes of and in accordance with the requirements of the Contract.
- 11.3** At the request of the UNDP; the Contractor shall take all necessary steps, execute all necessary documents and generally assist in securing such proprietary rights and transferring or licensing them to the UNDP in compliance with the requirements of the applicable law and of the Contract.
- 11.4** Subject to the foregoing provisions, all maps, drawings, photographs, mosaics, plans, reports, estimates, recommendations, documents, and all other data compiled by or received by the Contractor under the Contract shall be the property of the UNDP, shall be made available for use or inspection by the UNDP at reasonable times and in reasonable places, shall be treated as confidential, and shall be delivered only to UNDP authorized officials on completion of work under the Contract.

**12.0 USE OF NAME, EMBLEM OR OFFICIAL SEAL OF UNDP OR THE UNITED NATIONS:**

The Contractor shall not advertise or otherwise make public the fact that it is a Contractor with UNDP, nor shall the Contractor, in any manner whatsoever use the name, emblem or official seal of UNDP or THE United Nations, or any abbreviation of the name of UNDP or United Nations in connection with its business or otherwise.

**13.0 CONFIDENTIAL NATURE OF DOCUMENTS AND INFORMATION:**

Information and data that is considered proprietary by either Party and that is delivered or disclosed by one Party ("Discloser") to the other Party ("Recipient") during the course of performance of the Contract, and that is designated as confidential ("Information"), shall be held in confidence by that Party and shall be handled as follows:

- 13.1** The recipient ("Recipient") of such information shall:
- 13.1.1** use the same care and discretion to avoid disclosure, publication or dissemination of the Discloser's Information as it uses with its own similar information that it does not wish to disclose, publish or disseminate; and,
  - 13.1.2** use the Discloser's Information solely for the purpose for which it was disclosed.
- 13.2** Provided that the Recipient has a written agreement with the following persons or entities requiring them to treat the Information confidential in accordance with the Contract and this Article 13, the Recipient may disclose Information to:
- 13.2.1** any other party with the Discloser's prior written consent; and,
  - 13.2.2** the Recipient's employees, officials, representatives and agents who have a need to know such Information for purposes of performing obligations under the Contract, and employees officials, representatives and agents of any legal entity that it controls controls it, or with which it is under common control, who have a need to know such Information for purposes of performing obligations under the Contract, provided that, for these purposes a controlled legal entity means:





- 13.2.2.1a** corporate entity in which the Party owns or otherwise controls, whether directly or indirectly, over fifty percent (50%) of voting shares thereof; or,  
**13.2.2.2** any entity over which the Party exercises effective managerial control; or,  
**13.2.2.3** for the UNDP, an affiliated Fund such as UNCDF, UNIFEM and UNV.

- 13.3** The Contractor may disclose Information to the extent required by law, provided that, subject to and without any waiver of the privileges and immunities of the United Nations, the Contractor will give the UNDP sufficient prior notice of a request for the disclosure of Information in order to allow the UNDP to have a reasonable opportunity to take protective measures or such other action as may be appropriate before any such disclosure is made.
- 13.4** The UNDP may disclose Information to the extent as required pursuant to the Charter of the UN, resolutions or regulations of the General Assembly, or rules promulgated by the Secretary-General.
- 13.5** The Recipient shall not be precluded from disclosing Information that is obtained by the Recipient from a third party without restriction, is disclosed by the Discloser to a third party without any obligation of confidentiality, is previously known by the Recipient, or at any time is developed by the Recipient completely independently of any disclosures hereunder.
- 13.6** These obligations and restrictions of confidentiality shall be effective during the term of the Contract, including any extension thereof, and, unless otherwise provided in the Contract, shall remain effective following any termination of the Contract.

#### **14.0 FORCE MAJEURE; OTHER CHANGES IN CONDITIONS**

- 14.1** In the event of and as soon as possible after the occurrence of any cause constituting force majeure, the Contractor shall give notice and full particulars in writing to the UNDP, of such occurrence or change if the Contractor is thereby rendered unable, wholly or in part, to perform its obligations and meet its responsibilities under this Contract. The Contractor shall also notify the UNDP of any other changes in conditions or the occurrence of any event that interferes or threatens to interfere with its performance of this Contract. On receipt of the notice required under this Article, the UNDP shall take such action as, in its sole discretion; it considers to be appropriate or necessary in the circumstances, including the granting to the Contractor of a reasonable extension of time in which to perform its obligations under this Contract.
- 14.2** If the Contractor is rendered permanently unable, wholly, or in part, by reason of force majeure to perform its obligations and meet its responsibilities under this Contract, the UNDP shall have the right to suspend or terminate this Contract on the same terms and conditions as are provided for in Article 15, "Termination", except that the period of notice shall be seven (7) days instead of thirty (30) days.
- 14.3** Force majeure as used in this Article means acts of God, war (whether declared or not), invasion, revolution, insurrection, or other acts of a similar nature or force.
- 14.4** The Contractor acknowledges and agrees that, with respect to any obligations under the Contract that the Contractor must perform in or for any areas in which the UNDP is engaged in, preparing to engage in, or disengaging from any peacekeeping, humanitarian or similar operations, any delays or failure to perform such obligations arising from or relating to harsh conditions within such areas or to any incidents of civil unrest occurring in such areas shall not, in and of itself, constitute force majeure under the Contract..



## 15.0 TERMINATION

- 15.1 Either party may terminate this Contract for cause, in whole or in part, upon thirty (30) days notice, in writing, to the other party. The initiation of arbitral proceedings in accordance with Article 16.2 ("Arbitration"), below, shall not be deemed a termination of this Contract.
- 15.2 UNDP reserves the right to terminate without cause this Contract at any time upon 15 days prior written notice to the Contractor, in which case UNDP shall reimburse the Contractor for all reasonable costs incurred by the Contractor prior to receipt of the notice of termination.
- 15.3 In the event of any termination by UNDP under this Article, no payment shall be due from UNDP to the Contractor except for work and services satisfactorily performed in conformity with the express terms of this Contract.
- 15.4 Should the Contractor be adjudged bankrupt, or be liquidated or become insolvent, or should the Contractor make an assignment for the benefit of its creditors, or should a Receiver be appointed on account of the insolvency of the Contractor, the UNDP may, without prejudice to any other right or remedy it may have under the terms of these conditions, terminate this Contract forthwith. The Contractor shall immediately inform the UNDP of the occurrence of any of the above events.

## 16.0 SETTLEMENT OF DISPUTES

- 16.1 **Amicable Settlement:** The Parties shall use their best efforts to settle amicably any dispute, controversy or claim arising out of this Contract or the breach, termination or invalidity thereof. Where the parties wish to seek such an amicable settlement through conciliation, the conciliation shall take place in accordance with the UNCITRAL Conciliation Rules then obtaining, or according to such other procedure as may be agreed between the parties.
- 16.2 **Arbitration:** Any dispute, controversy, or claim between the Parties arising out of the Contract or the breach, termination, or invalidity thereof, unless settled amicably under Article 16.1, above, within sixty (60) days after receipt by one Party of the other Party's written request for such amicable settlement, shall be referred by either Party to arbitration in accordance with the UNCITRAL Arbitration Rules then obtaining. The decisions of the arbitral tribunal shall be based on general principles of international commercial law. For all evidentiary questions, the arbitral tribunal shall be guided by the Supplementary Rules Governing the Presentation and Reception of Evidence in International Commercial Arbitration of the International Bar Association, 28 May 1983 edition. The arbitral tribunal shall be empowered to order the return or destruction of goods or any property, whether tangible or intangible, or of any confidential information provided under the Contract, order the termination of the Contract, or order that any other protective measures be taken with respect to the goods, services or any other property, whether tangible or intangible, or of any confidential information provided under the Contract, as appropriate, all in accordance with the authority of the arbitral tribunal pursuant to Article 26 ("Interim Measures of Protection") and Article 32 ("Form and Effect of the Award") of the UNCITRAL Arbitration Rules. The arbitral tribunal shall have no authority to award punitive damages. In addition, unless otherwise expressly provided in the Contract, the arbitral tribunal shall have no authority to award interest in excess of the London Inter-Bank Offered Rate ("LIBOR") then prevailing, and any such interest shall be simple interest only. The Parties shall be bound by any arbitration award rendered as a result of such arbitration as the final adjudication of any such dispute, controversy, or claim.

## **17.0 PRIVILEGES AND IMMUNITIES:**

Nothing in or relating to this Contract shall be deemed a waiver, express or implied, of any of the privileges and immunities of the United Nations, including its subsidiary organs.

## **18.0 TAX EXEMPTION**

**18.1** Section 7 of the Convention on the Privileges and Immunities of the United Nations provides, inter-alia that the United Nations, including its subsidiary organs, is exempt from all direct taxes, except charges for public utility services, and is exempt from customs duties and charges of a similar nature in respect of articles imported or exported for its official use. In the event any governmental authority refuses to recognize the United Nations exemption from such taxes, duties or charges, the Contractor shall immediately consult with the UNDP to determine a mutually acceptable procedure.

**18.2** Accordingly, the Contractor authorizes UNDP to deduct from the Contractor's invoice any amount representing such taxes, duties or charges, unless the Contractor has consulted with the UNDP before the payment thereof and the UNDP has, in each instance, specifically authorized the Contractor to pay such taxes, duties or charges under protest. In that event, the Contractor shall provide the UNDP with written evidence that payment of such taxes, duties or charges has been made and appropriately authorized.

## **19.0 CHILD LABOUR**

**19.1** The Contractor represents and warrants that neither it, nor any of its suppliers is engaged in any practice inconsistent with the rights set forth in the Convention on the Rights of the Child, including Article 32 thereof, which, inter alia, requires that a child shall be protected from performing any work that is likely to be hazardous or to interfere with the child's education, or to be harmful to the child's health or physical mental, spiritual, moral or social development.

**19.2** Any breach of this representation and warranty shall entitle UNDP to terminate this Contract immediately upon notice to the Contractor, at no cost to UNDP.

## **20.0 MINES:**

**20.1** The Contractor represents and warrants that neither it nor any of its suppliers is actively and directly engaged in patent activities, development, assembly, production, trade or manufacture of mines or in such activities in respect of components primarily utilized in the manufacture of Mines. The term "Mines" means those devices defined in Article 2, Paragraphs 1, 4 and 5 of Protocol II annexed to the Convention on Prohibitions and Restrictions on the Use of Certain Conventional Weapons Which May Be Deemed to Be Excessively Injurious or to Have Indiscriminate Effects of 1980.

**20.2** Any breach of this representation and warranty shall entitle UNDP to terminate this Contract immediately upon notice to the Contractor, without any liability for termination charges or any other liability of any kind of UNDP.

**21.0 OBSERVANCE OF THE LAW:**

The Contractor shall comply with all laws, ordinances, rules, and regulations bearing upon the performance of its obligations under the terms of this Contract.

**22.0 SEXUAL EXPLOITATION:**

**22.1** The Contractor shall take all appropriate measures to prevent sexual exploitation or abuse of anyone by it or by any of its employees or any other persons who may be engaged by the Contractor to perform any services under the Contract. For these purposes, sexual activity with any person less than eighteen years of age, regardless of any laws relating to consent, shall constitute the sexual exploitation and abuse of such person. In addition, the Contractor shall refrain from, and shall take all appropriate measures to prohibit its employees or other persons engaged by it from, exchanging any money, goods, services, offers of employment or other things of value, for sexual favors or activities, or from engaging in any sexual activities that are exploitive or degrading to any person. The Contractor acknowledges and agrees that the provisions hereof constitute an essential term of the Contract and that any breach of this representation and warranty shall entitle UNDP to terminate the Contract immediately upon notice to the Contractor, without any liability for termination charges or any other liability of any kind.

**22.2** The UNDP shall not apply the foregoing standard relating to age in any case in which the Contractor's personnel or any other person who may be engaged by the Contractor to perform any services under the Contract is married to the person less than the age of eighteen years with whom sexual activity has occurred and in which such marriage is recognized as valid under the laws of the country of citizenship of such Contractor's personnel or such other person who may be engaged by the Contractor to perform any services under the Contract.

**23.0 AUTHORITY TO MODIFY:**

Pursuant to the Financial Regulations and Rules of UNDP, only the UNDP Authorized Official possesses the authority to agree on behalf of UNDP to any modification of or change in this Contract, to a waiver of any of its provisions or to any additional contractual relationship of any kind with the Contractor. Accordingly, no modification or change in this Contract shall be valid and enforceable against UNDP unless provided by an amendment to this Contract signed by the Contractor and jointly by the UNDP Authorized Official.



**TERMS OF REFERENCE**  
**for**  
**UNDP Country Office ICT helpdesk management support**

**A. Project Title:**

UNDP Bangladesh

**B. Background :**

UNDP Bangladesh (IDB Bhaban, E/8-A Begum Rokeya Sharani, Sher-e-Bangla Nagar, Tel: 8150088) would like to make necessary preparations for outsourcing its ICT Long Term support services on a yearly renewable basis. In this context UNDP is seeking for an ICT vendor who will be in a position to deploy technical personnel with required skills & competencies to UNDP as per the following:

The vendor shall assign three technical personnel (**two (02) ICT Helpdesk Support Personnel and one (01) Electrical-cum-IT Helper**) who will be deployed in UNDP on a regular basis and will maintain UNDP working hours. In the event the regular person is absent for unavoidable circumstances the vendor shall arrange backstopping support with equivalent substitute ensuring smooth continuation of service.

On call basis the vendor shall deploy additional support personnel within 4 working hours. The service for the supplemental support will be counted on hourly basis.

In the event of a sub-standard performance or unsatisfactory services the vendor shall arrange promptly substitute acceptable to UNDP.

The contract is a yearly renewable contract subject to termination by either party with one-month advance notice.

**C. Scope of work*****(a) ICT Helpdesk Support Personnel (2 positions):***

*The ICT Helpdesk Support Personnel will provide following support services Under the supervision of the ICT Manager, UNDP Bangladesh:*

1. Provide assistance in ensuring **implementation of ICT strategies and introduction/ implementation of new technologies**, focusing on achievement of the following results:
  - Compliance with corporate information management and technology standards, guidelines and procedures for the CO technology environment.
  - Participation in development and implementation of ICT annual plan and Standard Operating Procedures in ICT services.
  - Provision of support to the use of Atlas (UNDP's implementation of PeopleSoft based ERP system) functionality for improved business results and improved client services.
2. Provide assistance in ensuring **effective functioning of the CO hardware and software packages**, focusing on the achievement of the following results:
  - Effective functioning (installation, operation and maintenance) of all UNDP ICT hardware equipment including power protection equipment and acquisition of hardware supplies.

- Performance of specific technical functions, trouble-shooting including changing of hardware electronic components (disks, memories, network wiring, power sources, etc.) and routine repairs.
- Installation of commercial and in-house developed software and related upgrades, anti-virus programs on a timely basis.
- Day-to-day user support as a core function through Helpdesk including maintain Helpdesk event Register and periodic analysis

3. Provide assistance in ensuring efficient **network administration**, focusing on achievement of the following results:

- Monitoring of the network connection on a daily basis to ensure a stable and responsive network environment.
- Trouble-shooting and monitoring of network problems. Ensure that the UNDP desktop and network resources are protected from malicious virus attacks and deploy countermeasures in the event of the attacks
- Response to user needs and questions regarding network access.
- Maintenance of up-to-date parameters of information for the network clients and electronic mail.
- Implementation of backup and restoration procedures for local drives. Maintenance of backup logs.
- Maintenance of measures in place for business continuity and disaster recovery processes and procedures.
- LAN support to other UN agencies/projects as required in the common premises.

4. Provide assistance in **web server management services**, focusing on achievement of the following results:

- Support to end users on Intranet (SharePoint based) services
- Support in provisioning content management and collaboration systems within Intranet

5. Assistance in providing **administrative support**, focusing on achievement of the following results:

- Provision of advice on and assistance in procurement of new ICT equipment for the CO and projects, provision of technical specifications and information on best options in both local and international markets, review of quotations and bids
- Maintenance of an up-to-date inventory of the software and hardware
- Maintenance of a library of ICT related reference materials
- Maintenance of the inventory and stock of supplies and spare parts
- Maintenance of ICT filing system
- Provision of ICT logistics support to key events.
- Preparations of payment requests for various ICT products and services procured

6. Assistance in ensuring **facilitation of knowledge building and knowledge sharing in the CO**, focusing on achievement of the following results:

- Identification and promotion of different systems and applications for optimal content management, knowledge management and sharing, information provision.
- Participation in the organization of training for the CO staff on ICT issues.
- Maintenance of staff training profiles on ICT
- Synthesis of lessons learned and best practices in ICT.

Perform any other duties as assigned by the supervisor.



**Required Qualifications and Experience:**

- Academic Qualification: University Degree/ Diploma (4 years) in Computer Science/Engineering/Applied Physics & Electronics or equivalent discipline on ICT. Vendor certification will be considered as an additional qualification.
- Knowledge and Skills areas: TCP/IP Networking; Windows 7 and 8.1; Windows 2003/2008/2012 Servers; Microsoft Office 2007/2010/2013 specially in MS Outlook, Excel, Lync, Visio; Adobe software; PC trouble-shooting tools/utilities; trouble-shooting and maintenance of Servers, PCs, printers, UPSs, Stabilizers, Networking Devices and other peripherals; IP PBX; Various Antivirus systems
- Experience: Minimum of four years practical experience in a moderately large ICT infrastructure having LAN/WAN, Internet/Intranet services in Windows environment. Experience providing end-user support, trouble-shooting & maintenance of ICT hardware & software systems etc. Prior experience and familiarity with the UN in the relevant area will be preferred.
- Language requirements: Fluency both in written and oral English is essential.

**(b) Electrical-cum-IT Helper (1 position):**

*The Electrical-cum-IT Helper will provide following support services Under the supervision of UNDP ICT Associate, UNDP Bangladesh:*

**IT**

- Provide support in relocation, movement, cable connection of ICT hardware
- Assist in LAN Cabling.
- Assist with basic ICT hardware cleaning/vacuuming

**Electrical:**

- Assist in basic electric wiring checking /testing and repairing
- Replacing of light/socket/plug including accessories
- Assist in electrical parameter checking such as amp, volt, watt etc
- Assist in basic repair of electrical appliances
- Assist in electrical setup for workstations

**Generator**

- Provide support in overall generator cleaning
- Assist in Generator fuel collection from fuel pump
- Generator refueling.
- Generator charging system checking
- Conduct regular Generator start-up test

Any additional relevant tasks assigned by supervising official of UNDP ICT Cluster.

**Qualification and Experience:**

- Minimum Class VIII pass.
- Certification on House Wiring and Electrification.
- Ten years' experience in relevant working area mentioned above.

**(b) Duration of the Work:**

The initial contract will be made for one year with an option of 02 consecutive extensions for one year each based on satisfactory performance of the contractor.

**(c) Duty Station**

The principal working location (duty station) is Dhaka, with possible limited travel to other parts of the country as required by the assignment.

**(d) Qualification of the successful contractor****Minimum Eligibility Criteria of the firm:**

- Profile (which should not exceed fifteen (15) pages including any printed brochure relevant to the services being procured) – describing the nature of business, field of expertise, licenses, certifications, accreditations.
- Business Licenses – Registration Papers, Tax Payment Certification, etc.
- The firm must have at least 10 years of establishment record.
- The Company must have the membership of BCS (Bangladesh Computer Samity) or any other organ as an IT vendor (certificate).
- Track Record-
  - The company must have at least one similar experience to provide helpdesk (ICT) support to UN Agencies/International/National organizations.
- The company must have at least 3 B. Sc. Engineers in Computer Science & Engineering/similar discipline and 2 computer programmers (CVs must be attached).
- Latest Audited Financial Statement – income statement and balance sheet to indicate its financial stability, liquidity, credit standing, and market reputation, etc.;
- 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.; (attached).

**Minimum Eligibility Criteria of proposed team:****ICT Helpdesk Support Personnel:**

- Academic Qualification: University Degree/ Diploma (4 years) in Computer Science/Engineering/Applied Physics & Electronics or equivalent discipline on ICT. Vendor certification will be considered as an additional qualification.
- Knowledge and Skills areas: TCP/IP Networking; Windows 7 and 8.1; Windows 2003/2008/2012 Servers; Microsoft Office 2007/2010/2013 specially in MS Outlook, Excel, Lync, Visio; Adobe software; PC trouble-shooting tools/utilities; trouble-shooting and maintenance of Servers, PCs, printers, UPSs, Stabilizers, Networking Devices and other peripherals; IP PBX; Various Antivirus systems
- Experience: Minimum of four years practical experience in a moderately large ICT infrastructure having LAN/WAN, Internet/Intranet services in Windows environment. Experience providing end-user support, trouble-shooting & maintenance of ICT hardware & software systems etc.

**Electrical-cum-IT Helper:**

- Minimum Class VIII pass.
- Certification on House Wiring and Electrification.
- Ten years' experience in relevant working area mentioned above.

**Note:** All prospective bidders must submit photocopies of evidences to substantiate the above eligibility criteria. Failure to do so shall result in disqualification and the proposal will be considered non-responsive.



• **Evaluation**

**A. Evaluation Method:**

A cumulative analysis weighted-scoring method will be applied to evaluate the firm. The award of the contract will be made to the tenderer whose offer has been evaluated and determined as:

- a) Responsive/ compliant/ acceptable with reference to this ToR, and;
- b) Having received the highest score out of a pre-determined set of weighted technical and financial criteria specific to the solicitation, with the ratio set at 70: 30 respectively (this is to reflect the high level skills mix required).

Only firms obtaining a minimum of 70% of maxim achievable score (i.e. 49 points) in the technical Analysis would be considered for financial appraisal, and ultimately therefore, for contracting.

**B. Basis of Evaluation:**

**Technical eligible Criteria**

Background experience/ Expertise of firm		Score weight
1.1	Membership with BCS or any other similar organizations as a IT vendor (certificate)	10
1.2	The establishment of the company is at least 10 years	10
	<b>Sub-total</b>	<b>20</b>

Proposed Work Plan and Approach		Score weight
2.1	Provide support plan including electrical and ICT for around 250 users	8
2.2	Detail distribution of technical staff such as Engineers, Programmers etc.	7
2.3	Provide chart of categorical ICT support (Standard, Assistant and Helper/basic level) and the company organogram.	10
	<b>Sub-total</b>	<b>25</b>

Key Personnel		Score weight
3.1	Overall technical support of the proposed team for the similar job (CV must be attached)	10
3.2	Experience/skills with the UN Systems of the proposed team members.	15
	<b>Sub-total</b>	<b>25</b>

• **Schedule of Payments**

- At the end of each month the vendor shall produce invoice for their service charges with necessary supporting documents.
- Upon successful completion of services, UNDP will make necessary payments to the vendor after each month.

## ● Recommended Presentation of Proposal

Interested firms must submit the following: a detailed proposal made up of documentation to demonstrate

the qualifications of the prospective firm, to enable appraisal of competing bids. This should include technical and financial proposals, details of which are listed below:

### 1. Technical Proposal

- (1) Name of Firm and details of registration, address and bank account; business registration certificate and corporate documents (Articles of Association or other founding authority); description of present activities and most recent annual report (including audited financial statements);
- (2) Description of experience in projects of a comparable nature, with specific description of technical specialization of the Firm in the required area;
- (3) List of current and past assignments of the Firm;  
Methods and approaches to be adopted in delivering this assignment, including implementation timelines;
- (4) CVs of the proposed team to be included within the team. Please note that proposing firms will be expected to deploy the consultants listed within the proposal;
- (5) Substitutions will only be accepted with the prior consent of UNDP.

### 2. Financial Proposal (including fee, travel cost, DSA, and other relevant expenses)

- (i) The financial proposal shall specify a total delivery amount (BDT) including consultancy fees and all associated costs) i.e. travel cost, subsistence per diems, consultation workshop costs and overhead recharges.
- (ii) In order to assist UNDP in the comparison of financial proposals, the financial proposal will include a breakdown of this amount, disclosing the key assumption employed in costing the working. This must at least specify: the daily rates and number of anticipated working days (for each professional team member), any travel costs and overhead recharges. Payments will be based upon output, i.e. upon delivery of the services specified in the ToR (Para-J of this ToR).

The cost of preparing a proposal and of negotiating a contract, including any related travel, is not reimbursable as a direct cost of the assignment