REQUEST FOR PROPOSAL (RFP)

(Re-Advertisement) Provision of Online Data Collecting and Reporting System for Ninawa Governorate, Iraq

IRQ10-RFP-226/16

To all bidders	DATE: December 29, 2016
	REFERENCE: IRQ10-RFP-226/16

Dear Sir / Madam,

We kindly request you to submit your Proposal for **Provision of Online Data Collecting and Reporting System for Ninawa Governorate, Iraq.** Please be guided by the form attached hereto as Annex 2, in preparing your Proposal.

Proposals may be submitted on or before **Thursday, January 12, 2017**, not later than 16:00 hours Iraq time, following below instructions:

TECHNICAL PROPOSALS ONLY MUST be submitted to the following e-mail Address: **bids.iraq@undp.org**

FINANCIAL PROPOSALS MUST be submitted to the following e-mail Address: **bids.iraq@undp.org** *(Financial Proposals received on other e-mail address shall be rejected and shall no longer be considered for evaluation).*

Proposals sent to other UNDP e-mail addresses will not be accepted and the Purchaser will not be responsible for the confidentiality of such bids.

Proposers must take into account the following:

Proposers submitting a proposal MUST submit a separate Technical Proposal and a separate Financial with clear indication in the e-mail subject box for which services the Proposer is submitting a Proposal for.

Proposers must also indicate the RFP number in the e-mail subject box for the received Technical proposal and as follows: **RFP-226/16- Ref. TECHNICAL PROPOSAL– PART 1 OF ....**

Proposers must indicate the RFP number in the e-mail subject box for the received financial proposal and as follows:

RFP-226/16 - Ref. FINANCIAL PROPOSAL

Attachments should be in PDF files only, password protected. Offerors whose technical proposals attain the minimum required technical score, will be contacted by the Procurement Unit with request to provide the password to the file containing financial proposal.
Proposers should check the attachment formats prior to submission as the Purchaser will not be responsible if attachments are in other formats that cannot be opened without additional software.

Each e-mail message including attachments must not **exceed 5MB**. *There is no limit on the number of e-mail messages for each bid. The first message should state the total number of messages comprising the bid.*

If zip files are used, they should not include multiple lower subfolders or directories.
Proposers should avoid attempting to send proposals by email just prior to the deadline as the Purchaser cannot be held responsible for congestion or delays in transmission. The time of receipt of the last e-mail message of a proposal as recorded by the Purchaser's mail server shall constitute the time of receipt of the proposal for purpose of meeting the proposal deadline. It is the Proposers' responsibility to ensure proposals arrive before the deadline.

Your Proposal must be expressed in the English, and valid for a minimum period of three months

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

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

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

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

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

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

Please be advised that UNDP is not bound to accept any Proposal, nor award a contract or Purchase Order, nor be responsible for any costs associated with a Service Providers preparation and

submission of a Proposal, regardless of the outcome or the manner of conducting the selection process.

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

Thank you and we look forward to receiving your Proposal.

Sincerely yours,

Mohammedsiddig Mudawi

Operations Manager- Head of Operations Service Center Unit

Description of Requirements

Context of the Requirement	Local Area Development Programme (LADP)
Implementing Partner of UNDP	N/A
Brief Description of the Required Services	Provision of Online Data Collecting and Reporting System for Ninawa Governorate, Iraq
List and Description of Expected Outputs to be Delivered	Please refer to the term of Reference (ToR)
Person to Supervise the Work/Performance of the Service Provider	LADP Project Manager
Frequency of Reporting	Monthly Reporting
Progress Reporting Requirements	As above
Location of work	☒ Ninawa Governorate Headquarter, Erbil
Expected duration of work	3 Month
Target start date	15th February, 2017
Latest completion date	15th May, 2017
Travels Expected	N/A
Special Security Requirements	N/A
Facilities to be Provided by UNDP (i.e., must be excluded from Price Proposal)	N/A
Implementation Schedule indicating breakdown and timing of activities/sub-activities	☒ Required
Names and curriculum vitae of individuals who will be involved in completing the services	☒ Required:
Currency of Proposal	☒ United States Dollars
Value Added Tax on Price Proposal	☒ must be exclusive of VAT and other applicable indirect taxes
Validity Period of Proposals *(Counting for the last day of submission of quotes)*	☒ 90 days In exceptional circumstances, UNDP may request the Proposer to extend the validity of the Proposal beyond what has been initially indicated in this RFP. The Proposal shall then confirm the extension in writing, without any modification whatsoever on the Proposal.
Partial Quotes	☒ Not permitted

Payment Terms	Outputs	Percentage	Timing	Condition for Payment Release
	Provision of : (1) Work plan endorsed by UNDP; (2) Assessment report; and (3) Key personnel recruited.	20%	After 5 days from contract signing	Within thirty (30) days from the date of meeting the following conditions: a) UNDP's written acceptance (i.e., not mere receipt) of the quality of the outputs; and b) Receipt of invoice from the Service Provider.
	Provision of Online Data Collecting and Reporting System	50%	After 70 from contract signing	
	Upon finalization of the project and provision of final narrative and financial report.	20%	On or before end of contract	

Person(s) to review/inspect/ approve outputs/completed services and authorize the disbursement of payment	☒ *LADP Project Manager*
Type of Contract to be Signed	☒ Contract for Professional Services
Criteria for Contract Award	☒ Highest Combined Score (based on the 70% technical offer and 30% price weight distribution) ☒ Full acceptance of the UNDP Contract General Terms and Conditions (GTC). This is a mandatory 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.
Criteria for the Assessment of Proposal	**Technical Proposal (70%)** ☒ Expertise of the Firm 25% ☒ Methodology, Its Appropriateness to the Condition and Timeliness of the Implementation Plan 50% ☒ Management Structure and Qualification of Key Personnel 25% **Financial Proposal (30%)** To be computed as a ratio of the Proposal's offer to the lowest price among the proposals received by UNDP.
UNDP will award the contract to:	☒ Only one Service Provider
Annexes to this RFP	☒ Form for Submission of Proposal (Annex 2) ☒ General Terms and Conditions / Special Conditions (Annex 3)[1] ☒ Detailed TOR

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[1] *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.*

Contact Person for Inquiries (Written inquiries only)[2]	Siham Osman Procurement Specialist *siham.osman@undp.org* Any delay in UNDP's response shall be not used as a reason for extending the deadline for submission, unless UNDP determines that such an extension is necessary and communicates a new deadline to the Proposers.

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[2] *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.*

Other Information **Required Documents that must be Submitted to Establish Qualification of Proposers**	☒ Company Profile, which should not exceed fifteen (15) pages, including printed brochures and product catalogues relevant to the goods/services being procured; ☒ Certificate of Registration of the organization: must be a legally registered Company with relevant state entities with valid registration certificate/license to operate in the country; ☒ Official Letter of Appointment as local representative, if Proposer is submitting a Proposal in behalf of an entity located outside the country; ☒ Latest Audited Financial Statement (Income Statement and Balance Sheet) including Auditor's Report for one year in the past two years; ☒ The proposer should provide prove of Two current and/or most recent project examples (brief description) performed in the subject area; ☒ **C.Vs of Project key personnel wit minimum qualifications and experience:** 1. **One Team Leader:** a) Advance degree in Computer Science or relevant field of study, with 5 years of Experience; OR b) University degree in Computer Science or relevant field of study, with 8 years of Experience Management Experience Including previous experience as a (web/mobile/network/cloud) engineer participating in the design and development of web-based products; **Language:** Profession in English and Arabic 2. **One Web Design Expert:** a) Advance degree in Computer Science or relevant field of study, with 5 years of Experience; OR b) University degree in Computer Science or relevant field of study, with 8 years of Experience Including previous experience as a (web/mobile/network/cloud) engineer participating in the design and development of web-based products; Experience with modern JavaScript frameworks, libraries such as jQuery; Experience with all front-end technologies (HTML5,XHTML, CSS,CSS3, JavaScript, JQuery) and frameworks (Bootstrap, etc.);

	Experience with SQL databases (MySQL, PostgreSQL, etc.);
	Experience with Android;
	Experience with JAVA;
	Experience with Google maps;
	Experience with GPS;
	Previous 5 years' Experience with LAMP (Linux, Apache, MySQL, PHP);
	Advanced knowledge of relational database systems, Object Oriented Programming and web application development;
	Developing efficient code that that can scale across browsers, devices;
	Experience with network diagnostics, network analytics tools;
	Experience with Amazon Web Services, google cloud platform;
	Experience with web hosting and domain registration;
	Experience with wordpress;
	Photoshop, Inkscape/Design experience;
	Statistical/analytical background;
	Experience with Ethical Hacker;
	Language: Profession in English and Arabic
	3. One Trainer on the web application
	a) Advance degree in Computer Science or relevant field of study, with 5 years of Experience; OR b) University degree in Computer Science or relevant field of study, with 8 years of Experience
	Management Experience Including previous experience as a (web/mobile/network/cloud) engineer participating in the design and development of web-based products;
	Language: Profession in English and Arabic

EVALUATION CRITERIA:

Proposals will be evaluated based on the following criteria:

	Summary of Technical Proposal Evaluation Forms	Score Weight	Points Obtainable
1.	Expertise of Firm / Organization	20%	200
2.	Proposed Methodology, Approach and Implementation Plan	50%	500
3.	Management Structure and Key Personnel	30%	300
	Total		**1000**

Technical Proposal Evaluation Form 1		Points obtainable
Expertise of the Firm/Organization		
1.1	Reputation of Organization and Staff / Credibility / Reliability / Industry Standing	30
1.2	General Organizational Capability which is likely to affect implementation - Financial stability - strength of project management support - project financing capacity - project management controls	30
1.3	The proposer should provide prove of two current and/or most recent similar examples (brief description) performed in the subject area.	30
1.4	Quality assurance procedures	10
1.5	Relevance of: - Specialized Knowledge - Experience on Similar Programme / Projects - Experience on Projects in the Region Work for UNDP/ major multilateral/ or bilateral programmes	100
		200

Technical Proposal Evaluation Form 2		Points Obtainable
Proposed Methodology, Approach and Implementation Plan		
2.1	To what degree does the Proposer understand the task?	30
2.2	Have the important aspects of the task been addressed in sufficient detail?	25
2.3	Are the different components of the project adequately weighted relative to one another?	20
2.4	Is the proposal based on a survey of the project environment and was this data input properly used in the preparation of the proposal?	105

2.5	Is the conceptual framework adopted appropriate for the task?		85
2.6	Is the scope of task well defined and does it correspond to the TOR?		145
2.7	Is the presentation clear and is the sequence of activities and the planning logical, realistic and promise efficient implementation to the project?		90
			500

Technical Proposal Evaluation Form 3		Points Obtainable	
Management Structure and Key Personnel			
3.1	**Web Designer**		**100**
		Sub-Score	
	Educational Qualifications	25	
	Suitability for the Project:		
	-Years of Professional as well as Management Experience	25	
	Language Qualifications - English - Arabic	25	
	- Web Application designing and web programming experience Web programming language as requested in the RFP	25	
		100	
3.2	**Team Leader**		**100**
		Sub-Score	
	Educational Qualifications	25	
	Suitability for the Project:		
	-Years of Professional as well as Management Experience	25	
	Language Qualifications - English - Arabic	25	
	- Web Application designing and web programming experience	25	
		100	
3.3	**Trainer on the web application**		**100**
		Sub-Score	
	Education Qualification BSC in computer Sciences, or any management or related field	25	
	-Suitability for the Project		
	-Years of filed ICT experience as an ICT team [3 -years and over full marks, less 0 points]	25	
	Language Qualifications - English - Arabic	25	
	Application of web application design	25	
		100	
		300	

TERMS OF REFERENCE

Provision of Online Data Collecting and Reporting System for

Ninawa Governorate, Iraq

I. GENERAL OVERVIEW

1. **Project Summary:**

Assessment of the state of public infrastructure in Ninawa Governorate (the Governorate) needs current data to be collected in the field. Online Data Collecting and Reporting System for the Reconstruction of Ninawa Governorate should support and maintain provision of accurate data and information and also damages assessment of all industrial, social, public and other essential infrastructure in the different areas, districts and sub-districts of Ninawa Governorate

This Reporting System will facilitate gathering of information on the damages to the vital structures, services, industrial, tourism and administrative sectors of Mosul that have been destroyed during the conflict with ISIS.

The Online Data Collecting and Reporting System (The System) should be based on the ICT infrastructure, web and mobile devices applications, which will provide easy access to collect information, manage the data and publish information on internet.

All Reports contain number of elements that varies based on the type of the infrastructure and purpose of the report. These elements include pictures, lists, and other formats depending on the types of reports and evaluation information. The reporting forms may need updating or modification, therefore the application should be adjustable and modified. The report application should have the functionality to record the working location coordinates of every team, identify tracks and roads in addition to locating and access to all teams by displaying the coordinates on Google Maps.

Gathering of information and building a database will help the Governorate to use them in the process of planning the restoration of the infrastructure. The database will be the basis for the process of identifying the plans and developmental future strategies for the Governorate.

The website will contain accurate and transparent information of the infrastructure damages caused by the conflict with ISIS. Website will be a basic tool for communicating the Governorates needs in re-building essential infrastructure to the Governmental Agencies, NGOs, International Agencies, and donor countries and other stakeholders who are contributing to the reconstruction process. The web[site will also provide information to the citizens on the progress of the restoration processs.

The process of assessing the damages and compiling them in a database, do necessary analysis, classification and publishing via the website will save time and will contribute to the effective planning and decision-making of the Governorate.

The System will be based on already developed solution such as the KoBoToolbox (http://www.kobotoolbox.org). KoBoToolbox is a suite of tools for field data collection for use in challenging environments. The software is free and open source. Most of our users are people working in humanitarian crises, as well as aid professionals and researchers working in developing countries.

Quickly collecting reliable information in a humanitarian crisis – especially following a natural disaster or military conflict – is the critical link to saving the lives of the most vulnerable. Understanding the population's needs is often neglected for lack of quick means to gather and analyse this crucial information. KoBoToolbox software suite is created in coordination with the United Nations and the International Rescue Committee (IRC) to make electronic data collection more standardized, more reliable, and easier to use in

humanitarian crises. Many additional features are still being added to the software every week to make the products more useful and relevant to a growing number of people.

2. Team structure:

The original structure of the team who will use the system in the Governorate is as follows:

a- 17 monitoring (reporter) teams working on the field, collecting data and evaluating infrastructure damages. Each team will consist of 4 persons - one supervisor and three engineers or other specialists.
b- Monitoring team supervisors - 1 person;
c- Translators - 2 persons;
d- Website Editors - 2 persons;
e- Website, Database and Reporting System Administrators consist of - 1 person
f- Reporting system editors with advanced IT knowledge and programming skills - 4 persons;
g- System Administrator - 1 person;

3. Project organization:

The project includes: Elaboration of work plan; development of the reporting system; training of the teams and provision of support during the launch and operation of the System. The Governorate will nominate a committee to evaluate, review and approve the final results of the project (the Committee). During the development amendments maight be introduced to the project according to the needs and requirements of the Governorate.

4. Timeframe:

The project has to be finalized within maximum of three months (12 weeks).

During this time, the system should be developed, launched and tested. The designated teams to operate with the system should be trained.

5. Reporting:

Monthly reports on work progress should be provided reflecting the progress, identigied problems and proposals for their solution. Monthly meetings will be organized with the Commiee to discuss the monthly report.
Final report will be provided not later than 3 months after the start of the project. The approcal of the report will depend on the successful launch and testing of the System.

II. OBJECTIVES AND EXPECTED RESULTS

1. General objective:

The overall objective of the contract is to develop and implement a centralized automated information system (The System) to collect and valuate data on field for the status of the damaged public infrastructure in Ninawa Governorate. The system will support the process of managing and publishing collected information.

The System is mandatory for use by Contracting authority, authorized partners and public.

The System will provide services to customers 24 hours a day, 7 days a week.

2. Modules and functionality of the System:

System must be modular and scalable, and easy adaptation to allow introduction of changes required.

The system should include the following modules (more fully described in paragraph 3.3.):

2.1. Online Data Collecting Module

2.1.1. Kobotoolbox Server Application

This should be standard KoBoToolbox online web based server. Using KoBoTollbox Governorate should be able to create and manage survey forms, collect data from monitoring on the field, analyse and manage data, export and share data with Online Data management and Reporting module.

The module could use KoBoTollbox online platform or separate KoBoToolbox installation on Own Cloud Based Servers.

2.1.2. Kobotoolbox Monitoring Application

This app will be hosted by Mobile devices and will manage monitoring data generated during the field work. Through this app user can input survey data, take photo or video. This app will generate data for GPS locations, storage data from survey and synchronize data with KoBoToolbox Server Installation.

2.2. Online Data management and Reporting module

2.2.1. Intranet Application Cloud server based

This module is hosted on Cloud server, manager of Master data base and is responsible for management of all business processes related to task management, monitoring data review and authorization, translation, reporting, GPS reporting, initial data input, team internal communication. Through this module should be indexed data and information for different needs as user access, web site publication, translation.

2.2.2. Local server Application

This module is hosted on Local server, manager of Mirror data base located on Local Server, with same functionality as Intranet Application.

2.2.3. Back office Application

This module is hosted on Cloud Server, manager of Master database and is responsible for administration and management of all objects and business processes. It will be responsible for user registration and authorization (management the rights and roles) of the users of the System and provide a single point of access to Systems modules depending on user rights.

This module will manage synchronization of data transfer between different modules of the System, data backup and restore.

This module will allow extraction of information and generate reports and reports based on the available data.

Through this module should be granted access users defined as overseers to both the public and a part of the official information necessary for the performance of their functions.

2.2.4. Website

The Contractor shall develop website as part of the System through module to provide options for managing public accessed content, incl. reports on Arabic and English version, news and newsletter, general and contact information.

3. **Stages and terms of development and implementation:**

The system should be put into operation in three phases / stages.

The first stage is to design the System, setup and test KoboToolbox server and application and development of the the respective applications of the system.

The second stage will encompass the delivery of the hardware, installation and testing of the Software Applications for different modules

In the third stage general test of the System will be done and all teams will be trainned.

The basic functionality of the System should ensure its practical functioning, so that it can operate with one or more teams, after training provided in secthe third stage.

	Activities	Stage
1	Design of the System	I
2	Installation, Setup, Implementation and Testing of Kobotoolbox Server Application	
3	Setup, implementation and testing of Kobotoolbox Monitoring Application	I
4	Development, implementation and testing of Cloud based Intranet Application	I
5	Development, implementation and testing of Website	I
6	Development, implementation and testing of Local Server Application	I
7	Development, implementation and testing of Back Office Application	I
8	Delivery of Mobile Devices, installation of Kobotoolbox Monitoring Application and testing	II
9	Cloud Server Set up and installation, installation of KoBoTollbox, BackOffice, Intranet Application and Website, and testing	II
10	Delivery and Setup of Local server, installation of Local Intranet Application and testing	II

11	General test of the complete System as described in Chapter III p. 4.4. Testing the system.	III
10	Training	III
11	1. Provision of Hosting for the website for 12 months; and 2. Provision of Hosting for the cloud server for 12 months	III

Implementation of Stage I should be completed no later than 8 (eight) weeks from the date of signing the contract.

Implementation of Stage II should be completed no later than 8 (eight) weeks from the date of signing the contract.

Implementation of Stage III should be completed no later than 2 (two) weeks from the date of completion of Stage II.

The commissioning of the full functionality of System should be completed not later than 10 (ten) weeks from the date of signing the contract.

4. **Phases and activities in the implementation the System:**

Within the performance of the project / contract defined the following main phases:

4.1. Research and design of the System

In the first phase of execution of the contract, the Contractor shall examine in detail the current situation and all relevant to the subject of the specific contract acts to make a detailed analysis of business processes and design of software modules. Within 1 (one) week after signing the contract, the Contractor shall submit a detailed timetable for implementation of activities specified in the timelines for the implementation of project stages. In addition, the linear timetable should include at least the following activities:

a. developing the individual modules of the system (contracting authority allows this to be done by adapting the ready-made modules to the requirements specified in this Technical Specification);

b. the supply of hardware and other equipment;

c. delivery of basic system software;

d. installation of hardware, other equipment and basic system software;

e. installing and setting up the System modules and Applications on the supplied hardware and software;

f. testing System;

g. training of users and administrators of the system;

h. support of the system.

Remark: As an annex to the schedule, the Contractor shall submit a document "Detailed analysis and design of System", which includes detailed representation of the system architecture (hardware, software and networking), a description of the original structure of the database, graphical user interface full description of business processes in different types of procedures and specific techniques and tools for assigning OP scenarios for testing.

The timeline and the annex thereto shall be approved by Contracting Authority, which will monitor the correct and timely implementation of the activities.

4.2. Actual implementation of activities

In this phase, the Contractor shall perform the activities as they are stipulated in the approved schedule, which if necessary can be updated without prejudice established in the contract terms.

4.3. Adoption of activities

In this phase, implemented activities and deliveries will be accepted by the Contracting Authority as specified in the contract.

4.4. Warranty support

The period of warranty hardware maintenance, communications equipment, basic system software and application software ends after expiry of (one) year from the date of commissioning of the full functionality of System.

5. Expected Results:

As a result of performing the contract Contracting authority should:

5.1. acquire developed, installed, tested, documented and implemented System, to meet the general, functional and technical requirements specified in this technical specification

5.2. installed hardware and communications equipment necessary for the operation System and basic software equipment, providing for the operation, management and maintenance;

5.3. training for administrators and users of the system in accordance with this technical specification and coordination with the Contractor and Governorate provided;

5.4. Warranty for one year after the completion of the project as desribed in 4.5;

5.5. transferable rights for the System incl. but not only, source codes of the System are documented and provided by the Contractor.

III. SCOPE OF WORK AND SYSTEM DESCRIPTION

1. System usage

    1.1. Overview

    Database structure should be offered by the Contractor and the Contracting Authority reserves the right to agree the detailed definitions of the structure of the tables and descriptors to them. For all lists (nomenclatures) in the system must have administrative interface through which to add new and edit old items (records) from the relevant list.
    Each nomenclature system is characterized by at least a unique code (key) and name. Contracting authority may require adding and additional fields to the appropriate nomenclature.
    The System must support two main types of data:
    - structured data and documents stored in the relational database;
    - unstructured data and documents stored in different file formats - pdf, csv., as well as widespread commercial formats - doc / docx, xls / xlsx and others.
    Any infrastructure object, subject of monitoring and valuation is described in a set of common data provided for in the applicable samples so that it can be clearly identified:
    - Name;

- Address;
- GPS coordinates
- Owner;
- Profile;

All data related to a concrete infrastructure object as photo pictures, values, comments, etc. will be published in accordance with applicable regulations and must be published to the unique number of the infrastructure object.

1.2. User types

Depending on the functions of different users The System will allow:

Collecting data, monitoring, evaluation, data management, prepare statistical reports, profiles, reports view monitoring and publishing information concerning to public infrastructure selected for monitoring and valuation by Governorate.

1.2.1. Monitoring experts

Data collection in the field, in the form of pictures and videos and data input in predefined survey forms based on the expertise of the staff of Governorate.

1.2.2. Monitoring experts Supervisor
Responsible for management of concrete team working on the field.

1.2.3. Monitoring Teams Coordinators
Preparing plans for monitoring, define concrete tasks, monitoring and evaluation of execution.

1.2.4. Monitoring Data Supervisors
Reviewing, control, confirmation of monitoring data. Assigning task for edition of existing data or addition monitor of infrastructure objects from the plan.

1.2.5. Translators
Text generating and translation of contents from Arabic to English or from English to Arabic for the need of website, documentation, etc.

1.2.6. Website Editors

Create, edit and management of the content of the website.

1.2.7. System editors

Create, input, edit and management of the System

1.2.8. System Administrators

Technical and technological administration of the System. Data base management.

1.2.9. Master Users

Management of users and user's rights. Nomenclatures management. Creation and management of standard survey forms. Special reports creating. Backup and restore of System Data base.

Any User type and any concrete user should have different access and permissions to read and write data and make operations, trough the interface of The System, depending of his role and his position in administrative and functional structure in the team of Governorate.

2. Modules Functionality and Requirements

   2.1. Kobotoolbox Server Application

   KoBoToolbox online web based platform.

   • Data collecting;
   • Reporting;
   • Export data;
   • Collected data analysis';
   • GPS data analysis;
   • Sharing and synchronization data with Master Data Base through KoBoToolbox API;
   • Any Monitoring team should have one or more standard survey forms. (the standard forms will be provided by Governorate).

   2.2. Kobotoolbox Monitoring Application

   The main propose of Kobotoolbox Monitoring Application is to manage process and maintain operations of collecting data on the field The application will be installed on mobile devices.

   • Collect information and study with a survey the ability to take pictures and add it to the report.
   • Gathering information from different locations;
   • Users should input data in preliminary defined Survey Forms;
   • User should take photos as part of data of Survey;
   • Work in online and offline regime;
   • Personal Customized Access of any User;
   • Use Micro SD as a storage;
   • Easy to replace Micro SD;
   • Synchronization with KoBoToolbox server data base when application goes online;

   2.3. Intranet Cloud based Application

   The main propose of this module is to manage all processes and data from teams located in office in Governorate and partners or subcontractors' teams.

   • Keeping all the information from the KoBoToolbox that was sent in the workplace
   • User should have ability to review all collected through KoBoToolbox Monitoring Application data. They also should confirm or reject generated data after based on their quality. After confirmation data should be input in Master Data Base. After rejection, Monitoring Expert should receive notification and task to collect and generate same data again.
   • User should have ability to managed already input in Master Data Base objects and documents and assign the permissions for access and publication.
   • Task management functionality should be implemented;
   • Internal messaging and notification functionality should be implemented;
   • CMS should be implemented. User should have ability to add, edit and manage different type of document as pdf, doc, docs, xls, jpeg end other popular formats;
   • User should have ability to review GPS generated data, related with execution of the plan for collecting on the field;
   • Infrastructure profile. Initial data for infrastructure as address, ownership, descriptions, plans, pictures should be implemented.
   • The platform should be bilingual. Data and Interface should be presented and stored in two equal formats - – Arabic and English

- Different reports should be implemented;
- GPS Reports;
- Personal Customized Access of any User
- The use of open source languages JAVA, JSON, PHP, html, CSS, CSS3, JAVA script, angularJS, nodeJS and DB (MySQL, oracle, PostgreSQL)

The final design, form and applications used must work according to the specifications, need and requirements that are placed by the concerned technical team and project supervisor.

2.4. Local Server Intranet Application

The main propose of this module is to serving Local Server. The functionality should be same as Intranet Application.

- Keeping all the information from the work site that was sent in the workplace
- User should have ability to review all collected through Monitoring Application data. They also should confirm or reject generated data after based on their quality. After confirmation data should be input in Master Data Base. After rejection, Monitoring Expert should receive notification and task to collect and generate same data again.
- Task management functionality should be implemented;
- Internal messaging and notification functionality should be implemented;
- User should have ability to amend already input in Master Data Base objects and documents and assign the permissions for access and publication.
- CMS should be implemented. User should have ability to add, edit and manage different type of document as pdf, doc, docs, xls, jpeg end other popular formats;
- User should have ability to review GPS generated data, related with execution of the
- Initial data for infrastructure as address, ownership, descriptions, plans, and pictures should be implemented.
- The platform should be bilingual. Data and Interface should be presented and stored in two equal formats - – Arabic and English
- Different reports should be implemented;
- GPS Data Collected Reports;
- Personal Customized Access of any User
- Data Synchronization with Master Data Base
- The use of open source languages JAVA, JSON, PHP, html, CSS, CSS3, JAVA script, angularJS, nodeJS and DB (MySQL, oracle, PostgreSQL)

2.5. Back Office Application

The main propose of this module is to manage all forms, nomenclatures, permissions, data backup and other structural data and processes, as following:

- User Management;
- Analytical Reports;
- Data export;
- All System Applications Log keeping and review;
- All System Back Up Data Base;
- Data synchronization with Online Data Collecting Module.
- Data synchronization with Intranet Cloud Base Module.
- Data synchronization with Local Server Intranet Module.
- Data synchronization with Website.
- Master Data Base Management.

- Collecting all Coordinates and all information about the concrete device and concrete user, using this device.
- Task management functionality should be implemented;
- Internal messaging and notification functionality should be implemented;
- Local server (MySQL, oracle, PostgreSQL) with server (apache, tomcat).
- Using of open source languages JAVA, JSON, PHP, html, CSS, CSS3, JAVA script, angularJS, nodeJS and DB (MySQL, oracle, PostgreSQL)

2.6. Website

The main propose of this module is to publish some data and information about the infrastructure.

- Graphical design;
- Content Management System should be implemented;
- Multilingual support;
- SEO optimized;
- Unlimited E-mail accounts to be maintained;
- Data synchronization with Master Data Base
- Task management functionality should be implemented;
- Internal messaging and notification functionality should be implemented;
- Design, layout, section, forms, Features, SEO / Search Engine Optimization Strategy, Logo, Color Schemes, Elements, Images, Menu, Content Feeds, Content/image sliders and rotators, Profiles, Local vs. National/International, Pages, Header & Footer, languages, structure, formats and algorithm
- Using PHP, AJAX, JAVA script, JSON, XML, MySQL, Query, CSS, CSS3.
- It must work according to the specifications, needs and requirements that are placed by the concerned technical team and project supervisor.
- User should have ability to translate data in both directions – from Arabic to English and from English;

3. Hardware: specifications, quantity and delivery

3.1. Mobile device (Tablet)

3.1.1.Specifications

- OS: Android v5 or higher
- Display: minimum 9 inches LTPS LCD display with 1280 x 800 resolution, 160 ppi
- Processor: Octa-core (4x1.9 GHz Cortex-A15 & 4x1.3 GHz Cortex-A7) - 3G model
- RAM: minimum 3 GB
- On board storage: minimum 16 GB
- Expansion memory: micro SD minimum 64 GB
- Camera: minimum 8MP
- Battery: Non-removable / Removable 34.2 WHr battery
- GPS: internal GPS with A-GPS, GLONASS

3.1.2.Quantity: 80

3.2. Micro SD

3.2.1. Specifications

- SanDisk Extreme PRO
- Memory: minimum 32 GB

3.2.2. Quantity: 80

3.3. Local server

3.3.1. Specifications

- Processor Intel® Xeon® processor E5 2600 v4 product family or equivalent
- Operating System: Microsoft Windows Server 2012 R2
- Chipset: Intel C610 series chipset
- Memory1: Up to 1.5TB (24 DIMM slots): 4GB/8GB/16GB/32GB/64GB DDR4 up to 2400MT/s
- Supported optional hypervisors: Microsoft® Windows Server® 2008, with Hyper-V®, VMware® vSphere® ESXiTM and Citrix® XenServer®
- Storage SAS, SATA, nearline SAS, SSD, PCIe SSD: Up to 81TB with 18 x 1.8" 960GB SATA SSD = 8 x 3.5" SATA/nearline SAS HDD
- Slots: 6 Slots: PCIe Gen3 x8 (x16 connector), Dedicated RAID card
- RAID Controllers Internal and External
- Network Controller 4 x 1Gb, 2 x 10Gb
- Communications : quad-port 1Gb NIC, dual-port 1Gb NIC, dual-port 10Gb DA/SFP+ CNA, dual-port 10Gb Base-T network adapter, dual-port 1Gb server adapter, quad-port 1Gb server adapter dual-port 10GBASE-T server adapter, dual-port 10Gb Direct Attach/SFP+ server network adapter, dual-port 40Gb Direct Attach/QSFP server network adapter, single-port 8Gb Fiber Channel, dual-port 8Gb Fiber Channel, single-port 16Gb Fiber Channel HBA, dual-port 16Gb Fiber Channel, 2-port PCIe 10GbE, single-port 8Gb Optical Fiber Channel, dual-port 8Gb Optical Fiber Channel, single-port 16GB, Fibre Channel, dual-port 16GB, Fibre Channel
- Power :1100W AC, 750W AC, 500W AC
- Availability: ECC memory, Hot-plug hard drives, Hot-plug redundant cooling, Hot-plug redundant power, Internal Dual SD Module, Single Device Data Correction (SDDC), Spare Rank, Support for high availability clustering and virtualization, Proactive systems management alerts
- Chassis: H: 8.73 cm (3.44 in.) x W: 44.40 cm (17.49 in.) x D: 68.40 cm (26.92 in.)
- Management: Management solutions

3.3.2. Quantity: 1

3.4. UPS

3.4.1. Specifications

- 750VA 120V LCD UPS System, Monitoring software

3.4.2. Quantity: 1

4. Technical Requirements

4.1. Internet

4.1.1. Internet connection will be provided by Governorate as following:

- For Mobile Devices - minimum 3G;
- For Local Office – minimum 2 MB/s;

4.1.2.Cloud based hosting will be provided by Governorate as following:

- Amazon web platform or Google Cloud Platform

4.2. Hardware distribution:

The Service Provider (Contractor) shall purchase the below requested equipment as per this contract and confirm the compatibility of the purchased equipment with the on line system.

All equipment shall be delivered to UNDP Iraq, UNDP will hand over them to Ninawa Governorate.

All modules of the System must be installed on hardware equipment, which will be delivered as part of the contract, the description in table:

Hardware and equipment	Module / Application	Location / User
Mobile Devices and Micro SD	KoBoToolbox Monitoring Application OEM for Micro SD	Mobile Monitoring Teams - Monitoring experts - Monitoring experts Supervisors - Master Users
Cloud Server	Website Intranet Cloud Based Application BackOffice Application KoBoTollbox Server Application	Amazon / Google - Monitoring Teams Coordinators - Monitoring Data Supervisors - Translators - Website Editors - System Editors - System Administrators - Master Users
Local Server	Local Intranet Application	Local office Governorate - Monitoring Teams Coordinators - Monitoring Data Supervisors - Translators - Website Editors - System editors

		• System Administrators • Master Users

4.3. User Interface

The graphical user interface should meet the following requirements:

- Be intuitive and logical to follow the described workflow of completing data using all modules of the system;
- appearance and overall layout of control buttons, information fields and functional elements are in uniform and consistent style.
- The interface should be subject to common graphical Visual concept and style, valid for all components of System;
- To ensure a unified and coherent logic in the control and operation of the various modules and applications of the system;
- provide access only to the options on the menus, functionalities and data corresponding to the rights and roles of individual users;
- advising provide alternative text (tooltip) to icons and graphic elements;
- is optimized for rapid data entry;
- provide easy repealing actions;
- require mandatory validation in action with irreversible result of their application;
- maintain function copy / paste from / to the dynamic input fields of information;
- provide the ability to perform procedures import / export
- (Import / export) data arrays, structured according to specified criteria;
- be flexible for changes, if necessary by introducing new requirements;
- to provide such an arrangement of fields that limit the length of the vertical scrolling (scroll) and to lay down the possibility of excluding the appearance of horizontal scrolling (scroll);
- interface to be "responsive" (responsive) and dynamic i.e. automatically changing proportions, content and type depending on the size of the browser window, so that the system can be used by browsers on desktop stations and computers, tablets, mobile and other devices with small or non-standard screen sizes;
- contain and allow for the addition and use of additional icons and other graphical indications, easy operation and presentation of information to consumers (e.g. Icons for different characteristics of procedures, different color icon indicating the status or problem icons to perform various Electronic phases of the service sender and etc.).
- using minimal resources of the devices through which it accessed retail customers;
- be able to manage both the standard keyboard and mouse, and through screen (touch-screen);
- possess the colors and contrast relieving perception;

4.4. Testing the System

4.4.1. Verification of hardware and basic system software

Check the parameters of the supplied hardware and base software system for the three subsystems (a production, test and replacement) should be performed jointly by experts from the Employer and the Contractor.

4.4.2. Primary Test

The primary test involves checking the developed modules and functionalities. The check will be performed on the test subsystem after its installation and configuration.

4.4.3. Secondary test

Secondary test involves checking the modules and functionalities developed and implemented on a production and backup subsystems after completion of the primary test.

4.4.4.Test for load and reliability

The contractor should conduct full tests and trials of the system and the communication environment in a holistic and complete operation, demonstrating coherent operation of all the components.

Testing The System over all stages of order execution should end with the signing of a protocol by which both sides must certify the successful completion of all planned tests

4.5. Warrantee support requirements

Conditions for warranty include continuous maintenance of normal operation of the system (7x24).

Requests for problems must be able to communicate by phone and sent by e-mail.

The problems are divided into two groups depending on their priority:
- Priority 1: as a result of the problem there are outages system that affect the general public; observable failures or disturbances in communications; Important features of the regular activities cannot be served or sold. The problem requires immediate attention to prevent deterioration and its effect on critical activities and systems.
- Priority 2: the problem does not affect the core functionality of the system, i.e. no business risk. Affected are the efficiency and / or speed of execution.

Escalate issues are determined by the Company depending on their impact on system performance.

Time to restore normal operation of the system from the time of notification of the support team Contractor of the problem is as follows:
- downtime Priority 1 - no more than 8 working hours' emergency;
- downtime Priority 2 - no more than 24 working hours' emergency.

The minimum range of support includes:
- Auditing and reporting of reasons for every problem;
- Removal of defects found in software and hardware systems that are developed and / or delivered under the contract;
- Solve problems and restore systems and data in the event of failures or reduced performance of the System;
- Solving problems related to information security system;

Warranty support must be able to be performed remotely via VPN access.

5. Training and documentation

   5.1. Training requirements

   Making sure all teams and stakeholders involved in this project to receive necessary training on the activities previously mentioned, well trained, acquired excellent knowledge of the mechanisms of reporting, use of applications, maintenance and full understanding of the project.

   The Contractor should prepare plan for training for the teams and to conduct training which includes listed and all other necessary skills:

   5.1.1. KoBoToollbox Monitoring Module / Application (theory and practice):

   The Contractor shall provide a training course on modern technologies for the web, mobile devices and tablet applications.
   The contractor must explain KoBoToolbox Application with all the details of work to the field teams, in office teams and relevant entities to the project. In addition, during these training courses, contractor to clarify situations and problems encountered by the working teams, terms of use in detail, trouble shooting and the necessary instructions to work with this application accordingly. Furthermore, explanation of languages used in the application, interfaces, reports, how to fill in the data and forms.

   5.1.2. Intranet Module (Cloud-Based Server and Local Server) Training (theory and practice):

   The contractor to provide training to explain the way to use interface to use data, generate reports, monitoring collected data, input initial data, use forms for translations.

   5.1.3. Back Office Module Training

   The contractor to provide training to explain the way to manage settings, data synchronization with modules and applications. Also, the Contractor shall provide training on how to generate reports, backup and restore data.

   5.1.4. Website Training (theory and practice):

   Main principles and explanation of the programming languages used in the design of website. Explain the content of management system, content management of pages, articles and reporting, order of pages and articles and the use of features. The contractor demonstrates, and explains ways to enter the site in Arabic and English, establish level of work permits for the managers, users and publishers. Furthermore, to provide detailed training on the website, control panel, upload of files, data and information from the main server. Finally, provision of training on system security, and mechanisms related to maintenance of files.

   5.1.5. Security Training (Ethical Hacker):

   Explain the basic principles of hackers and their morals, periodic checks of network servers and location at all phases of the project. Provide a workshop on management of cases and problems teams may face and how to deal with the firewall, tools relevant, screening process, hacking of networks and websites, secure browsing, instruments used for protection, cases of hacking and how to contact security and browsing security. Finally, conditions of hacking, instructions and essential tips to prevent hacking.

   Contractor must provide documents, files, instructions and notes on the form (Pdf - ppt - word,

DVD)

5.2. Training plan

Contractor shall create plan and conduct training for all type of users as following:

5.2.1. Monitoring experts and Monitoring Experts Supervisor
Within minimum 4 days for all teams, for the following Modules:

- KoBoToolbox Monitoring Application
- KoBoToolbox web based platform
- Local Server Application

5.2.2. Monitoring Teams Coordinators, Monitoring Data Supervisors, System editors

Within minimum 1 day for all teams, for the following Modules:

- KoBoToolbox web based platform
- Intranet Cloud Server Application
- Local Server Application

5.2.3. Translators and Website Editors

Within minimum 1 day for all teams, for the following Modules:

- Intranet Cloud Server Application
- Local server Application
- Website

5.2.4. System Administrators

Within minimum 2 days, for the following Modules:

- KoBoToolbox Monitoring Application
- KoBoToolbox web based Server and Platform
- Intranet Cloud Server Application
- Local server Application
- Back Office Application
- Website

5.2.5. Master Users

Within minimum 2 days, for the following Modules:

- KoBoToolbox Monitoring Application
- KoBoToolbox web based Server and Platform
- Intranet Cloud Server Application
- Local server Application
- Back Office Application
- Website

5.3. Manuals

Contractor must provide all manuals for users in digital format in two language version (Arabic and English), as following:

- Wiki file system
- Q&A
- User manuals in PDF
- User manuals in DOC

5.4. Technical Documentation

Contractor must provide all technical documentation, instructions, technical specifications, installation procedures, maintenance procedures, back up procedures, source code and other manuals needed for system administration users in digital format, in two language version (Arabic and English), as following:
- PDF
- DOC

Other requirements for the Company:

- The service provider should be supported by people with English Kurdish and Arabic language skills.
- The service provider should demonstrate integrity by modeling the UN's values and ethical standards;
- The service provider should display cultural, gender, religion, race, nationality and age sensitivity and adaptability;
- Previous experience working with UN Agencies/Programmes.
- Capacity to mobilize resources in order to be available to start the implementation within a short time.

FORM FOR SUBMITTING SERVICE PROVIDER'S PROPOSAL[3]

(This Form must be submitted only using the Service Provider's Official Letterhead/Stationery[4])

[insert: *Location*].
[insert: *Date]*

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

Dear Sir/Madam:

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

A.   **Qualifications of the Service Provider**

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

B.   **Proposed Methodology for the Completion of Services**

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

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[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*

Qualifications of Key Personnel

3.1 <u>Management Structure</u>: Describe the overall management approach toward planning and implementing this activity. Include an organization chart for the management of the project describing the relationship of key positions and designations.

3.2 <u>Staff Time Allocation</u>: Provide a spreadsheet will be included to show the activities of each staff member and the time allocated for his/her involvement. (Note: This *spreadsheet is crucial and no substitution of personnel will be tolerated once the contract has been awarded except in extreme circumstances and with the written approval of the UNDP. If substitution is unavoidable it will be with a person who, in the opinion of the UNDP project manager, is at least as experienced as the person being replaced, and subject to the approval of UNDP. No increase in costs will be considered as a result of any substitution.)*

3.3 <u>Qualifications of Key Personnel.</u> Provide the CVs for key personnel (Team Leader, Managerial and general staff) that will be provided to support the implementation of this project. CVs should demonstrate qualifications in areas relevant to the Scope of Services. Please use the format below:

Name:	
Position for this Contract:	
Nationality:	
Contact information:	
Countries of Work Experience:	
Language Skills:	
Educational and other Qualifications:	
Summary of Experience: *Highlight experience in the region and on similar projects.*	
Relevant Experience (From most recent):	

Period: From – To	Name of activity/ Project/ funding organisation, if applicable:	Job Title and Activities undertaken/Description of actual role performed:
e.g. June 2004-January 2005		
Etc.		
Etc.		

References no.1 (minimum of 3):	*Name* *Designation* *Organization* *Contact Information – Address; Phone; Email; etc.*
Reference no.2	*Name* *Designation* *Organization* *Contact Information – Address; Phone; Email; etc.*
Reference no.3	*Name* *Designation* *Organization* *Contact Information – Address; Phone; Email; etc.*
Declaration:	

I confirm my intention to serve in the stated position and present availability to serve for the term of the proposed contract. I also understand that any wilful misstatement described above may lead to my disqualification, before or during my engagement.

_____
_____
Signature of the Nominated Team Leader/Member   Date Signed

C) Price Proposal *[This is only an Example]***:**

Component 1:

Description of Activity	Qty	Unit Price US$	Total Price US$
1. Personnel Services:			
1. Remuneration of Experts to be assigned under the scope of this project			
1.1 One Team Leader			
1.2 One Web Design Expert			
1.3 One Trainer on the web application			
1.4 Others……(please specify)			
2. Out of Pocket Expenses			
2.1 Communications			
2.2 Production and Reports			
3. Hosting Services:			
3.1 Provision of Hosting for the website for 12 months			
3.2 Provision of Hosting for the cloud server for 12 months			
4.Other Related Costs (please specify)			
Sub Total Cost (Component 1) US$			

Component 2:

1. The Service Provider (Contractor) shall purchase the below requested equipment as per this contract and confirm the compatibility of the purchased equipment with the on line system;

2. All equipment shall be delivered to UNDP Iraq, UNDP will hand over them to Ninawa Governorate;

3. Incoterm: DDP, Address: UNDP Office, Erbil/Iraq; and

4. Provision of warranty 12 months for all equipment.

3. Hardware: specifications, quantity	Qty	Unit Price US$	Total Price US$
3.1 **Mobile device (Tablet):** **Specifications:** • OS: Android v5 or higher • Display: minimum 9 inches LTPS LCD display with 1280 x 800 resolution, 160 ppi • Processor: Octa-core (4x1.9 GHz Cortex-A15 & 4x1.3 GHz Cortex-A7) - 3G model • RAM: minimum 3 GB • On board storage: minimum 16 GB • Expansion memory: micro SD minimum 64 GB • Camera: minimum 8MP • Battery: Non-removable / Removable 34.2 WHr battery • GPS: internal GPS with A-GPS, GLONASS	80		

3.2	**Micro SD:**	80		
	Specifcations:			
	• SanDisk Extreme PRO			
	• Memory: minimum 32 GB			
3.3	**Local server:**	1		
	Specifications:			
	• Processor Intel® Xeon® processor E5 2600 v4 product family or equivalent			
	• Operating System: Microsoft Windows Server 2012 R2			
	• Chipset: Intel C610 series chipset			
	• Memory1: Up to 1.5TB (24 DIMM slots): 4GB/8GB/16GB/32GB/64GB DDR4 up to 2400MT/s			
	• Supported optional hypervisors: Microsoft® Windows Server® 2008, with Hyper-V®, VMware® vSphere® ESXiTM and Citrix® XenServer®			
	• Storage SAS, SATA, nearline SAS, SSD, PCIe SSD: Up to 81TB with 18 x 1.8" 960GB SATA SSD = 8 x 3.5" SATA/nearline SAS HDD			
	• Slots: 6 Slots: PCIe Gen3 x8 (x16 connector), Dedicated RAID card			
	• RAID Controllers Internal and External			
	• Network Controller 4 x 1Gb, 2 x 10Gb			
	• Communications : quad-port 1Gb NIC, dual-port 1Gb NIC, dual-port 10Gb DA/SFP+ CNA, dual-port 10Gb Base-T network adapter, dual-port 1Gb server adapter, quad-port 1Gb server adapter dual-port 10GBASE-T server adapter, dual-port 10Gb Direct Attach/SFP+ server network adapter, dual-port 40Gb Direct Attach/QSFP server network adapter, single-port 8Gb Fiber Channel, dual-port 8Gb Fiber Channel, single-port 16Gb Fiber Channel HBA, dual-port 16Gb Fiber Channel, 2-port PCIe 10GbE, single-port 8Gb Optical Fiber Channel, dual-port 8Gb Optical Fiber Channel, single-port 16GB, Fibre Channel, dual-port 16GB, Fibre Channel			
	• Power :1100W AC, 750W AC, 500W AC			
	• Availability: ECC memory, Hot-plug hard drives, Hot-plug			

	redundant cooling, Hot-plug redundant power, Internal Dual SD Module, Single Device Data Correction (SDDC), Spare Rank, Support for high availability clustering and virtualization, Proactive systems management alerts • Chassis: H: 8.73 cm (3.44 in.) x W: 44.40 cm (17.49 in.) x D: 68.40 cm (26.92 in.) • Management: Management solutions.			
3.4	**UPS:** **Specifications:** • 750VA 120V LCD UPS System, Monitoring software	1		
	Sub Total Cost (Component 2) US$			

Total of the financial offer

Component	Total Price *(All Inclusive)*
Total Cost of (Component 1) US$	
Total Cost of (Component 2): US$	
Grand Total US$	

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

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 or 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 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:

13.2.2.1 a 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.