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# REQUEST FOR PROPOSAL

## Cloud based Application Tracking and Deployment Platform/Software

RFP No.: UNDP-CB-RFP-2019-016

Project: Cloud based Application Tracking and Deployment Platform/Software

Country: United States of America

Issued on: 20 December 2019

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## SECTION 1. LETTER OF INVITATION

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The United Nations Development Programme (UNDP) hereby invites you to submit a Proposal to this Request for Proposal (RFP) for the above-referenced subject.

This RFP includes the following documents and the General Terms and Conditions of Contract which is inserted in the Bid Data Sheet (BDS):

- Section 1: This Letter of Invitation
- Section 2: Instruction to Bidders
- Section 3: Bid Data Sheet (BDS)
- Section 4: Evaluation Criteria
- Section 5: Terms of Reference
- Section 6: Returnable Bidding Forms
  - o Form A: Technical Proposal Submission Form
  - o Form B: Bidder Information Form
  - o Form C: Joint Venture/Consortium/Association Information Form
  - o Form D: Qualification Form
  - o Form E: Format of Technical Proposal
  - o Form F: Financial Proposal Submission Form
  - o Form G: Financial Proposal Form
  - o Form H: CVs of proposed Personnel

If you are interested in submitting a Proposal in response to this RFP, please prepare your Proposal in accordance with the requirements and procedure as set out in this RFP and submit it by the Deadline for Submission of Proposals set out in Bid Data Sheet.

Please acknowledge receipt of this RFP by sending an email to [cpu.bids@undp.org](mailto:cpu.bids@undp.org) indicating whether you intend to submit a Proposal or otherwise. You may also utilize the "Accept Invitation" function in eTendering system, where applicable. This will enable you to receive amendments or updates to the RFP. Should you require further clarifications, kindly communicate with the contact person/s identified in the attached Bid Data Sheet as the focal point for queries on this RFP.

UNDP looks forward to receiving your Proposal and thank you in advance for your interest in UNDP procurement opportunities.

Issued by:



Name: Ignacio Inestal Fernandez

Title: UNDP PSU/CPU Officer

Date: 19-Dec-2019

Approved by:



Name: Ali Tahsin Jumah

Title: Chief of UNDP Central Procurement Unit

Date: 19-Dec-2019

## SECTION 2. INSTRUCTION TO BIDDERS

<b>A. GENERAL PROVISIONS</b>	
<i>1. Introduction</i>	<p><b>1.1</b> Bidders shall adhere to all the requirements of this RFP, including any amendments in writing by UNDP. This RFP is conducted in accordance with the UNDP Programme and Operations Policies and Procedures (POPP) on Contracts and Procurement which can be accessed at <a href="https://popp.undp.org/SitePages/POPPBSUnit.aspx?TermID=254a9f96-b883-476a-8ef8-e81f93a2b38d">https://popp.undp.org/SitePages/POPPBSUnit.aspx?TermID=254a9f96-b883-476a-8ef8-e81f93a2b38d</a></p> <p><b>1.2</b> Any Proposal submitted will be regarded as an offer by the Bidder and does not constitute or imply the acceptance of the Proposal by UNDP. UNDP is under no obligation to award a contract to any Bidder as a result of this RFP.</p> <p><b>1.3</b> As part of the bid, it is desired that the Bidder registers at the United Nations Global Marketplace (UNGM) website (<a href="http://www.ungm.org">www.ungm.org</a>). The Bidder may still submit a bid even if not registered with the UNGM. However, if the Bidder is selected for contract award, the Bidder must register on the UNGM prior to contract signature.</p>
<i>2. Fraud &amp; Corruption, Gifts and Hospitality</i>	<p><b>2.1</b> UNDP strictly enforces a policy of zero tolerance on proscribed practices, including fraud, corruption, collusion, unethical or unprofessional practices, and obstruction of UNDP vendors and requires all bidders/vendors observe the highest standard of ethics during the procurement process and contract implementation. UNDP's Anti-Fraud Policy can be found at <a href="http://www.undp.org/content/undp/en/home/operations/accountability/audit/office_of_audit_andinvestigation.html#anti">http://www.undp.org/content/undp/en/home/operations/accountability/audit/office_of_audit_andinvestigation.html#anti</a></p> <p><b>2.2</b> Bidders/vendors shall not offer gifts or hospitality of any kind to UNDP staff members including recreational trips to sporting or cultural events, theme parks or offers of holidays, transportation, or invitations to extravagant lunches or dinners.</p> <p><b>2.3</b> In pursuance of this policy, UNDP  (a) Shall reject a proposal if it determines that the selected bidder has engaged in any corrupt or fraudulent practices in competing for the contract in question;  (b) Shall declare a vendor ineligible, either indefinitely or for a stated period of time, to be awarded a contract if at any time it determines that the vendor has engaged in any corrupt or fraudulent practices in competing for, or in executing a UNDP contract.</p> <p><b>2.4</b> All Bidders must adhere to the UN Supplier Code of Conduct, which may be found at <a href="http://www.un.org/depts/ptd/pdf/conduct_english.pdf">http://www.un.org/depts/ptd/pdf/conduct_english.pdf</a></p>
<i>3. Eligibility</i>	<p><b>3.1</b> A vendor should not be suspended, debarred, or otherwise identified as ineligible by any UN Organization or the World Bank Group or any other international Organization. Vendors are therefore required to disclose to UNDP whether they are subject to any sanction or temporary suspension imposed by these organizations.</p> <p><b>3.2</b> It is the Bidder's responsibility to ensure that its employees, joint venture members, sub-contractors, service providers, suppliers and/or their employees meet the eligibility requirements as established by UNDP.</p>

<p><b>4. Conflict of Interests</b></p>	<p>4.1 Bidders must strictly avoid conflicts with other assignments or their own interests, and act without consideration for future work. Bidders found to have a conflict of interest shall be disqualified. Without limitation on the generality of the above, Bidders, and any of their affiliates, shall be considered to have a conflict of interest with one or more parties in this solicitation process, if they:</p> <ul style="list-style-type: none"> <li>a) Are or have been associated in the past, with a firm or any of its affiliates which have been engaged by UNDP to provide services for the preparation of the design, specifications, Terms of Reference, cost analysis/estimation, and other documents to be used for the procurement of the goods and services in this selection process;</li> <li>b) Were involved in the preparation and/or design of the programme/project related to the services requested under this RFP; or</li> <li>c) Are found to be in conflict for any other reason, as may be established by, or at the discretion of UNDP.</li> </ul> <p>4.2 In the event of any uncertainty in the interpretation of a potential conflict of interest, Bidders must disclose to UNDP, and seek UNDP's confirmation on whether or not such a conflict exists.</p> <p>4.3 Similarly, the Bidders must disclose in their proposal their knowledge of the following:</p> <ul style="list-style-type: none"> <li>a) If the owners, part-owners, officers, directors, controlling shareholders, of the bidding entity or key personnel are family members of UNDP staff involved in the procurement functions and/or the Government of the country or any Implementing Partner receiving services under this RFP; and</li> <li>b) All other circumstances that could potentially lead to actual or perceived conflict of interest, collusion or unfair competition practices.</li> </ul> <p>Failure to disclose such an information may result in the rejection of the proposal or proposals affected by the non-disclosure.</p> <p>4.4 The eligibility of Bidders that are wholly or partly owned by the Government shall be subject to UNDP's further evaluation and review of various factors such as being registered, operated and managed as an independent business entity, the extent of Government ownership/share, receipt of subsidies, mandate and access to information in relation to this RFP, among others. Conditions that may lead to undue advantage against other Bidders may result in the eventual rejection of the Proposal.</p>
<p><b>B. PREPARATION OF PROPOSALS</b></p>	
<p><b>5. General Considerations</b></p>	<p>5.1 In preparing the Proposal, the Bidder is expected to examine the RFP in detail. Material deficiencies in providing the information requested in the RFP may result in rejection of the Proposal.</p> <p>5.2 The Bidder will not be permitted to take advantage of any errors or omissions in the RFP. Should such errors or omissions be discovered, the Bidder must notify the UNDP</p>
<p><b>6. Cost of Preparation of Proposal</b></p>	<p>6.1 The Bidder shall bear any and all costs related to the preparation and/or submission of the Proposal, regardless of whether its Proposal was selected or not. UNDP shall not be responsible or liable for those costs, regardless of the conduct or outcome of the procurement process.</p>
<p><b>7. Language</b></p>	<p>7.1 The Proposal, as well as any and all related correspondence exchanged by the Bidder and UNDP, shall be written in the language (s) specified in the BDS.</p>
<p><b>8. Documents</b></p>	<p>8.1 The Proposal shall comprise of the following documents:</p>

<i>Comprising the Proposal</i>	<ul style="list-style-type: none"> <li>a) Documents Establishing the Eligibility and Qualifications of the Bidder;</li> <li>b) Technical Proposal;</li> <li>c) Financial Proposal;</li> <li>d) Proposal Security, if required by BDS;</li> <li>e) Any attachments and/or appendices to the Proposal.</li> </ul>
<i>9. Documents Establishing the Eligibility and Qualifications of the Bidder</i>	<p>9.1 The Bidder shall furnish documentary evidence of its status as an eligible and qualified vendor, using the Forms provided under Section 6 and providing documents required in those forms. In order to award a contract to a Bidder, its qualifications must be documented to UNDP's satisfaction.</p>
<i>10. Technical Proposal Format and Content</i>	<p>10.1 The Bidder is required to submit a Technical Proposal using the Standard Forms and templates provided in Section 6 of the RFP.</p> <p>10.2 The Technical Proposal shall not include any price or financial information. A Technical Proposal containing material financial information may be declared non-responsive.</p> <p>10.3 Samples of items, when required as per Section 5, shall be provided within the time specified and unless otherwise specified by UNDP, and at no expense to UNDP</p> <p>10.4 When applicable and required as per Section 5, the Bidder shall describe the necessary training programme available for the maintenance and operation of the services and/or equipment offered as well as the cost to the UNDP. Unless otherwise specified, such training as well as training materials shall be provided in the language of the Bid as specified in the BDS.</p>
<i>11. Financial Proposals</i>	<p>11.1 The Financial Proposal shall be prepared using the Standard Form provided in Section 6 of the RFP. It shall list all major cost components associated with the services, and the detailed breakdown of such costs.</p> <p>11.2 Any output and activities described in the Technical Proposal but not priced in the Financial Proposal, shall be assumed to be included in the prices of other activities or items, as well as in the final total price.</p> <p>11.3 Prices and other financial information must not be disclosed in any other place except in the financial proposal.</p>
<i>12. Proposal Security</i>	<p>12.1 A Proposal Security, if required by BDS, shall be provided in the amount and form indicated in the BDS. The Proposal Security shall be valid up to thirty (30) days after the final date of validity of the Proposal.</p> <p>12.2 The Proposal Security shall be included along with the Technical Proposal. If Proposal Security is required by the RFP but is not found along with the Technical Proposal, the Proposal shall be rejected.</p> <p>12.3 If the Proposal Security amount or its validity period is found to be less than what is required by UNDP, UNDP shall reject the Proposal.</p> <p>12.4 In the event an electronic submission is allowed in the BDS, Bidders shall include a copy of the Bid Security in their proposal and the original of the Proposal Security must be sent via courier or hand delivery as per the instructions in BDS.</p> <p>12.5 The Proposal Security may be forfeited by UNDP, and the Proposal rejected, in the event of any one or combination, of the following conditions:</p> <ul style="list-style-type: none"> <li>a) If the Bidder withdraws its offer during the period of the Proposal Validity specified in the BDS, or;</li> <li>b) In the event that the successful Bidder fails:</li> </ul>

	<p>i. to sign the Contract after UNDP has issued an award; or</p> <p>12.6 to furnish the Performance Security, insurances, or other documents that UNDP may require as a condition precedent to the effectivity of the contract that may be awarded to the Bidder.</p>
<p>13. <i>Currencies</i></p>	<p>13.1 All prices shall be quoted in the currency or currencies indicated in the BDS. Where Proposals are quoted in different currencies, for the purposes of comparison of all Proposals:</p> <p>a) UNDP will convert the currency quoted in the Proposal into the UNDP preferred currency, in accordance with the prevailing UN operational rate of exchange on the last day of submission of Proposals; and</p> <p>b) In the event that UNDP selects a proposal for award that is quoted in a currency different from the preferred currency in the BDS, UNDP shall reserve the right to award the contract in the currency of UNDP's preference, using the conversion method specified above.</p>
<p>14. <i>Joint Venture, Consortium or Association</i></p>	<p>14.1 If the Bidder is a group of legal entities that will form or have formed a Joint Venture (JV), Consortium or Association for the Proposal, they shall confirm in their Proposal that : (i) they have designated one party to act as a lead entity, duly vested with authority to legally bind the members of the JV, Consortium or Association jointly and severally, which shall be evidenced by a duly notarized Agreement among the legal entities, and submitted with the Proposal; and (ii) if they are awarded the contract, the contract shall be entered into, by and between UNDP and the designated lead entity, who shall be acting for and on behalf of all the member entities comprising the joint venture.</p> <p>14.2 After the Deadline for Submission of Proposal, the lead entity identified to represent the JV, Consortium or Association shall not be altered without the prior written consent of UNDP.</p> <p>14.3 The lead entity and the member entities of the JV, Consortium or Association shall abide by the provisions of Clause 9 herein in respect of submitting only one proposal.</p> <p>14.4 The description of the organization of the JV, Consortium or Association must clearly define the expected role of each of the entity in the joint venture in delivering the requirements of the RFP, both in the Proposal and the JV, Consortium or Association Agreement. All entities that comprise the JV, Consortium or Association shall be subject to the eligibility and qualification assessment by UNDP.</p> <p>14.5 A JV, Consortium or Association in presenting its track record and experience should clearly differentiate between:</p> <p>a) Those that were undertaken together by the JV, Consortium or Association; and</p> <p>b) Those that were undertaken by the individual entities of the JV, Consortium or Association.</p> <p>14.6 Previous contracts completed by individual experts working privately but who are permanently or were temporarily associated with any of the member firms cannot be claimed as the experience of the JV, Consortium or Association or those of its members, but should only be claimed by the individual experts themselves in their presentation of their individual credentials.</p> <p>14.7 JV, Consortium or Associations are encouraged for high value, multi-sectoral requirements when the spectrum of expertise and resources required may not be available within one firm.</p>



<p><b>15. Only One Proposal</b></p>	<p>15.1 The Bidder (including the individual members of any Joint Venture) shall submit only one Proposal, either in its own name or as part of a Joint Venture.</p> <p>15.2 Proposals submitted by two (2) or more Bidders shall all be rejected if they are found to have any of the following:</p> <ul style="list-style-type: none"> <li>a) they have at least one controlling partner, director or shareholder in common; or</li> <li>b) any one of them receive or have received any direct or indirect subsidy from the other/s; or</li> <li>c) they have the same legal representative for purposes of this RFP; or</li> <li>d) they have a relationship with each other, directly or through common third parties, that puts them in a position to have access to information about, or influence on the Proposal of, another Bidder regarding this RFP process;</li> <li>e) they are subcontractors to each other's Proposal, or a subcontractor to one Proposal also submits another Proposal under its name as lead Bidder; or</li> <li>f) some key personnel proposed to be in the team of one Bidder participates in more than one Proposal received for this RFP process. This condition relating to the personnel, does not apply to subcontractors being included in more than one Proposal.</li> </ul>
<p><b>16. Proposal Validity Period</b></p>	<p>16.1 Proposals shall remain valid for the period specified in the BDS, commencing on the Deadline for Submission of Proposals. A Proposal valid for a shorter period may be rejected by UNDP and rendered non-responsive.</p> <p>16.2 During the Proposal validity period, the Bidder shall maintain its original Proposal without any change, including the availability of the Key Personnel, the proposed rates and the total price.</p>
<p><b>17. Extension of Proposal Validity Period</b></p>	<p>17.1 In exceptional circumstances, prior to the expiration of the proposal validity period, UNDP may request Bidders to extend the period of validity of their Proposals. The request and the responses shall be made in writing, and shall be considered integral to the Proposal.</p> <p>17.2 If the Bidder agrees to extend the validity of its Proposal, it shall be done without any change in the original Proposal.</p> <p>17.3 The Bidder has the right to refuse to extend the validity of its Proposal, and in which case, such Proposal will not be further evaluated.</p>
<p><b>18. Clarification of Proposal</b></p>	<p><b>18.1</b> Bidders may request clarifications on any of the RFP documents no later than the date indicated in the BDS. Any request for clarification must be sent in writing in the manner indicated in the BDS. If inquiries are sent other than specified channel, even if they are sent to a UNDP staff member, UNDP shall have no obligation to respond or confirm that the query was officially received.</p> <p><b>18.2</b> UNDP will provide the responses to clarifications through the method specified in the BDS.</p> <p>18.3 UNDP shall endeavor to provide responses to clarifications in an expeditious manner, but any delay in such response shall not cause an obligation on the part of UNDP to extend the submission date of the Proposals, unless UNDP deems that such an extension is justified and necessary.</p>
<p><b>19. Amendment of Proposals</b></p>	<p>19.1 At any time prior to the deadline of Proposal submission, UNDP may for any reason, such as in response to a clarification requested by a Bidder, modify the RFP in the form of an amendment to the RFP. Amendments will be made available to all prospective bidders.</p>

	19.2	If the amendment is substantial, UNDP may extend the Deadline for submission of proposal to give the Bidders reasonable time to incorporate the amendment into their Proposals.
20. <i>Alternative Proposals</i>	20.1	Unless otherwise specified in the BDS, alternative proposals shall not be considered. If submission of alternative proposal is allowed by BDS, a Bidder may submit an alternative proposal, but only if it also submits a proposal conforming to the RFP requirements. UNDP shall only consider the alternative proposal offered by the Bidder whose conforming proposal ranked the highest as per the specified evaluation method. Where the conditions for its acceptance are met, or justifications are clearly established, UNDP reserves the right to award a contract based on an alternative proposal.
	20.2	If multiple/alternative proposals are being submitted, they must be clearly marked as "Main Proposal" and "Alternative Proposal"
21. <i>Pre-Bid Conference</i>	21.1	When appropriate, a Bidder's conference will be conducted at the date, time and location specified in the BDS. All Bidders are encouraged to attend. Non-attendance, however, shall not result in disqualification of an interested Bidder. Minutes of the Bidder's conference will be disseminated on the procurement website and shared by email or on the e-Tendering platform as specified in the BDS. No verbal statement made during the conference shall modify the terms and conditions of the RFP, unless specifically incorporated in the Minutes of the Bidder's Conference or issued/posted as an amendment to RFP.
<b>C. SUBMISSION AND OPENING OF PROPOSALS</b>		
22. <i>Submission</i>	22.1	The Bidder shall submit a duly signed and complete Proposal comprising the documents and forms in accordance with the requirements in the BDS. The submission shall be in the manner specified in the BDS.
	22.2	The Proposal shall be signed by the Bidder or person(s) duly authorized to commit the Bidder. The authorization shall be communicated through a document evidencing such authorization issued by the legal representative of the bidding entity, or a Power of Attorney, accompanying the Proposal.
	22.3	Bidders must be aware that the mere act of submission of a Proposal, in and of itself, implies that the Bidder fully accepts the UNDP General Contract Terms and Conditions.
<b>Hard copy (manual) submission</b>	22.4	Hard copy (manual) submission by courier or hand delivery allowed or specified in the BDS shall be governed as follows: <ul style="list-style-type: none"> <li>a) The signed Proposal shall be marked "Original", and its copies marked "Copy" as appropriate. The number of copies is indicated in the BDS. All copies shall be made from the signed original only. If there are discrepancies between the original and the copies, the original shall prevail.</li> <li>b) The Technical Proposal and the Financial Proposal envelopes MUST BE COMPLETELY SEPARATE and each of them must be submitted sealed individually and clearly marked on the outside as either "TECHNICAL PROPOSAL" or "FINANCIAL PROPOSAL", as appropriate. Each envelope SHALL clearly indicate the name of the Bidder. The outer envelopes shall: <ul style="list-style-type: none"> <li>i. Bear the name and address of the bidder;</li> <li>ii. Be addressed to UNDP as specified in the BDS</li> </ul> </li> </ul>



<i>Proposals</i>	<p>Proposal by sending a written notice to UNDP, duly signed by an authorized representative, and shall include a copy of the authorization (or a Power of Attorney). The corresponding substitution or modification of the Proposal, if any, must accompany the respective written notice. All notices must be submitted in the same manner as specified for submission of proposals, by clearly marking them as "WITHDRAWAL," "SUBSTITUTION," or "MODIFICATION"</p> <p>24.3 eTendering: A Bidder may withdraw, substitute or modify its Proposal by Canceling, Editing, and re-submitting the proposal directly in the system. It is the responsibility of the Bidder to properly follow the system instructions, duly edit and submit a substitution or modification of the Proposal as needed. Detailed instructions on how to cancel or modify a Proposal directly in the system are provided in Bidder User Guide and Instructional videos.</p> <p>24.4 Proposals requested to be withdrawn shall be returned unopened to the Bidders (only for manual submissions), except if the bid is withdrawn after the bid has been opened</p>
25. <i>Proposal Opening</i>	<p>25.1 There is no public bid opening for RFPs. UNDP shall open the Proposals in the presence of an ad-hoc committee formed by UNDP, consisting of at least two (2) members. In the case of e-Tendering submission, bidders will receive an automatic notification once their proposal is opened.</p>
<b>D. EVALUATION OF PROPOSALS</b>	
26. <i>Confidentiality</i>	<p>26.1 Information relating to the examination, evaluation, and comparison of Proposals, and the recommendation of contract award, shall not be disclosed to Bidders or any other persons not officially concerned with such process, even after publication of the contract award.</p> <p>26.2 Any effort by a Bidder or anyone on behalf of the Bidder to influence UNDP in the examination, evaluation and comparison of the Proposals or contract award decisions may, at UNDP's decision, result in the rejection of its Proposal and may be subject to the application of prevailing UNDP's vendor sanctions procedures.</p>
27. <i>Evaluation of Proposals</i>	<p>27.1 The Bidder is not permitted to alter or modify its Proposal in any way after the proposal submission deadline except as permitted under Clause 24 of this RFP. UNDP will conduct the evaluation solely on the basis of the submitted Technical and Financial Proposals.</p> <p>27.2 Evaluation of proposals is made of the following steps:</p> <ol style="list-style-type: none"> <li>Preliminary Examination</li> <li>Minimum Eligibility and Qualification (if pre-qualification is not done)</li> <li>Evaluation of Technical Proposals</li> <li>Evaluation of Financial Proposals</li> </ol>
28. <i>Preliminary Examination</i>	<p>28.1 UNDP shall examine the Proposals to determine whether they are complete with respect to minimum documentary requirements, whether the documents have been properly signed, and whether the Proposals are generally in order, among other indicators that may be used at this stage. UNDP reserves the right to reject any Proposal at this stage.</p>
29. <i>Evaluation of Eligibility and Qualification</i>	<p>29.1 Eligibility and Qualification of the Bidder will be evaluated against the Minimum Eligibility/Qualification requirements specified in the Section 4 (Evaluation Criteria).</p> <p>29.2 In general terms, vendors that meet the following criteria may be considered qualified:</p> <ol style="list-style-type: none"> <li>They are not included in the UN Security Council 1267/1989 Committee's</li> </ol>

	<p>list of terrorists and terrorist financiers, and in UNDP's ineligible vendors' list;</p> <ul style="list-style-type: none"> <li>b) They have a good financial standing and have access to adequate financial resources to perform the contract and all existing commercial commitments,</li> <li>c) They have the necessary similar experience, technical expertise, production capacity where applicable, quality certifications, quality assurance procedures and other resources applicable to the provision of the services required;</li> <li>d) They are able to comply fully with UNDP General Terms and Conditions of Contract;</li> <li>e) They do not have a consistent history of court/arbitral award decisions against the Bidder; and</li> <li>f) They have a record of timely and satisfactory performance with their clients.</li> </ul>
<p><b>30. Evaluation of Technical and Financial Proposals</b></p>	<p>30.1 The evaluation team shall review and evaluate the Technical Proposals on the basis of their responsiveness to the Terms of Reference and other RFP documents, applying the evaluation criteria, sub-criteria, and point system specified in the Section 4 (Evaluation Criteria). A Proposal shall be rendered non-responsive at the technical evaluation stage if it fails to achieve the minimum technical score indicated in the BDS. When necessary and if stated in the BDS, UNDP may invite technically responsive bidders for a presentation related to their technical proposals. The conditions for the presentation shall be provided in the bid document where required.</p> <p>30.2 In the second stage, only the Financial Proposals of those Bidders who achieve the minimum technical score will be opened for evaluation. The Financial Proposals corresponding to Technical Proposals that were rendered non-responsive shall remain unopened, and, in the case of manual submission, be returned to the Bidder unopened. For emailed Proposals and e-tendering submissions, UNDP will not request for the password of the Financial Proposals of bidders whose Technical Proposal were found not responsive.</p> <p>30.3 The evaluation method that applies for this RFP shall be as indicated in the BDS, which may be either of two (2) possible methods, as follows: (a) the lowest priced method which selects the lowest evaluated financial proposal of the technically responsive Bidders; or (b) the combined scoring method which will be based on a combination of the technical and financial score.</p> <p>30.4 When the BDS specifies a combined scoring method, the formula for the rating of the Proposals will be as follows:</p> <div style="border: 1px solid black; padding: 10px; margin-top: 10px;"> <p><u>Rating the Technical Proposal (TP):</u></p> <p style="text-align: center;"><b>TP Rating</b> = (Total Score Obtained by the Offer / Max. Obtainable Score for TP) x 100</p> <p><u>Rating the Financial Proposal (FP):</u></p> <p style="text-align: center;"><b>FP Rating</b> = (Lowest Priced Offer / Price of the Offer Being Reviewed) x 100</p> <p><u>Total Combined Score:</u></p> <p style="text-align: center;"><b>Combined Score</b> = (TP Rating) x (Weight of TP, e.g. 70%) + (FP Rating) x (Weight of FP, e.g., 30%)</p> </div>

<p>31. <i>Due Diligence</i></p>	<p>31.1 UNDP reserves the right to undertake a due diligence exercise, also called post qualification, aimed at determining to its satisfaction, the validity of the information provided by the Bidder. Such exercise shall be fully documented and may include, but need not be limited to, all or any combination of the following:</p> <ul style="list-style-type: none"> <li>a) Verification of accuracy, correctness and authenticity of information provided by the Bidder;</li> <li>b) Validation of extent of compliance to the RFP requirements and evaluation criteria based on what has so far been found by the evaluation team;</li> <li>c) Inquiry and reference checking with Government entities with jurisdiction on the Bidder, or with previous clients, or any other entity that may have done business with the Bidder;</li> <li>d) Inquiry and reference checking with previous clients on the performance on on-going or contracts completed, including physical inspections of previous works, as necessary;</li> <li>e) Physical inspection of the Bidder's offices, branches or other places where business transpires, with or without notice to the Bidder;</li> <li>f) Other means that UNDP may deem appropriate, at any stage within the selection process, prior to awarding the contract.</li> </ul>
<p>32. <i>Clarification of Proposals</i></p>	<p>32.1 To assist in the examination, evaluation and comparison of Proposals, UNDP may, at its discretion, ask any Bidder for a clarification of its Proposal.</p> <p>32.2 UNDP's request for clarification and the response shall be in writing and no change in the prices or substance of the Proposal shall be sought, offered, or permitted, except to provide clarification, and confirm the correction of any arithmetic errors discovered by UNDP in the evaluation of the Proposals, in accordance with RFP.</p> <p>32.3 Any unsolicited clarification submitted by a Bidder in respect to its Proposal, which is not a response to a request by UNDP, shall not be considered during the review and evaluation of the Proposals.</p>
<p>33. <i>Responsiveness of Proposal</i></p>	<p>33.1 UNDP's determination of a Proposal's responsiveness will be based on the contents of the Proposal itself. A substantially responsive Proposal is one that conforms to all the terms, conditions, TOR and other requirements of the RFP without material deviation, reservation, or omission.</p> <p>33.2 If a Proposal is not substantially responsive, it shall be rejected by UNDP and may not subsequently be made responsive by the Bidder by correction of the material deviation, reservation, or omission.</p>
<p>34. <i>Nonconformities, Reparable Errors and Omissions</i></p>	<p>34.1 Provided that a Proposal is substantially responsive, UNDP may waive any non-conformities or omissions in the Proposal that, in the opinion of UNDP, do not constitute a material deviation.</p> <p>34.2 UNDP may request the Bidder to submit the necessary information or documentation, within a reasonable period of time, to rectify nonmaterial nonconformities or omissions in the Proposal related to documentation requirements. Such omission shall not be related to any aspect of the price of the Proposal. Failure of the Bidder to comply with the request may result in the rejection of its Proposal.</p> <p>34.3 For Financial Proposal that has been opened, UNDP shall check and correct arithmetical errors as follows:</p> <ul style="list-style-type: none"> <li>a) if there is a discrepancy between the unit price and the line item total that is obtained by multiplying the unit price by the quantity, the unit price shall prevail and the line item total shall be corrected, unless in the opinion</li> </ul>

	<p>of UNDP there is an obvious misplacement of the decimal point in the unit price; in which case the line item total as quoted shall govern and the unit price shall be corrected;</p> <p>b) if there is an error in a total corresponding to the addition or subtraction of subtotals, the subtotals shall prevail and the total shall be corrected; and</p> <p>c) if there is a discrepancy between words and figures, the amount in words shall prevail, unless the amount expressed in words is related to an arithmetic error, in which case the amount in figures shall prevail.</p> <p>34.4 If the Bidder does not accept the correction of errors made by UNDP, its Proposal shall be rejected.</p>
<b>E. AWARD OF CONTRACT</b>	
35. <i>Right to Accept, Reject, Any or All Proposals</i>	35.1 UNDP reserves the right to accept or reject any Proposal, to render any or all of the Proposals as non-responsive, and to reject all Proposals at any time prior to award of contract, without incurring any liability, or obligation to inform the affected Bidder(s) of the grounds for UNDP's action. UNDP shall not be obliged to award the contract to the lowest priced offer.
36. <i>Award Criteria</i>	36.1 Prior to expiration of the proposal validity, UNDP shall award the contract to the qualified Bidder based on the award criteria indicated in the BDS.
37. <i>Debriefing</i>	37.1 In the event that a Bidder is unsuccessful, the Bidder may request a debriefing from UNDP. The purpose of the debriefing is to discuss the strengths and weaknesses of the Bidder's submission, in order to assist the Bidder in improving its future proposals for UNDP procurement opportunities. The content of other proposals and how they compare to the Bidder's submission shall not be discussed.
38. <i>Right to Vary Requirements at the Time of Award</i>	38.1 At the time of award of Contract, UNDP reserves the right to vary 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.
39. <i>Contract Signature</i>	39.1 Within fifteen (15) days from the date of receipt of the Contract, the successful Bidder shall sign and date the Contract and return it to UNDP. Failure to do so may constitute sufficient grounds for the annulment of the award, and forfeiture of the Proposal Security, if any, and on which event, UNDP may award the Contract to the Second Ranked Bidder or call for new Proposals.
40. <i>Contract Type and General Terms and Conditions</i>	40.1 The types of Contract to be signed and the applicable UNDP Contract General Terms and Conditions, as specified in BDS, can be accessed at <a href="http://www.undp.org/content/undp/en/home/procurement/business/how-we-buy.html">http://www.undp.org/content/undp/en/home/procurement/business/how-we-buy.html</a>
41. <i>Performance Security</i>	41.1 40.1 A performance security, if required in BDS, shall be provided in the amount specified in BDS and form available at <a href="https://popp.undp.org/_layouts/15/WopiFrame.aspx?sourcedoc=/UNDP_POPP_DOCUMENT_LIBRARY/Public/PSU_Solicitation_Performance%20Guarantee%20Form.docx&amp;action=default">https://popp.undp.org/_layouts/15/WopiFrame.aspx?sourcedoc=/UNDP_POPP_DOCUMENT_LIBRARY/Public/PSU_Solicitation_Performance%20Guarantee%20Form.docx&amp;action=default</a> within fifteen (15) days of the contract signature by both parties. Where a performance security is required, the receipt of the performance security by UNDP shall be a condition for rendering the contract



	effective.
42. <i>Bank Guarantee for Advanced Payment</i>	42.1 Except when the interests of UNDP so require, it is UNDP's preference to make no advance payment(s) (i.e., payments without having received any outputs). If an advance payment is allowed as per BDS, and exceeds 20% of the total contract price, or USD 30,000, whichever is less, the Bidder shall submit a Bank Guarantee in the full amount of the advance payment in the form available at <a href="https://popp.undp.org/_layouts/15/WopiFrame.aspx?sourcedoc=/UNDP_POPP_DOCUMENT_LIBRARY/Public/PSU_Contract%20Management%20Payment%20and%20Taxes_Advanced%20Payment%20Guarantee%20Form.docx&amp;action=default">https://popp.undp.org/_layouts/15/WopiFrame.aspx?sourcedoc=/UNDP_POPP_DOCUMENT_LIBRARY/Public/PSU_Contract%20Management%20Payment%20and%20Taxes_Advanced%20Payment%20Guarantee%20Form.docx&amp;action=default</a>
43. <i>Liquidated Damages</i>	43.1 If specified in BDS, UNDP shall apply Liquidated Damages resulting from the Contractor's delays or breach of its obligations as per the Contract.
44. <i>Payment Provisions</i>	44.1 Payment will be made only upon UNDP's acceptance of the work performed. The terms of payment shall be within thirty (30) days, after receipt of invoice and certification of acceptance of work issued by the proper authority in UNDP with direct supervision of the Contractor. Payment will be effected by bank transfer in the currency of contract.
45. <i>Vendor Protest</i>	45.1 UNDP's vendor protest procedure provides an opportunity for appeal to those persons or firms not awarded a contract through a competitive procurement process. In the event that a Bidder believes that it was not treated fairly, the following link provides further details regarding UNDP vendor protest procedures: <a href="http://www.undp.org/content/undp/en/home/operations/procurement/business/protest-and-sanctions.html">http://www.undp.org/content/undp/en/home/operations/procurement/business/protest-and-sanctions.html</a>
46. <i>Other Provisions</i>	<p>46.1 In the event that the Bidder offers a lower price to the host Government (e.g. General Services Administration (GSA) of the federal government of the United States of America) for similar services, UNDP shall be entitled to same lower price. The UNDP General Terms and Conditions shall have precedence.</p> <p>46.2 UNDP is entitled to receive the same pricing offered by the same Contractor in contracts with the United Nations and/or its Agencies. The UNDP General Terms and Conditions shall have precedence.</p> <p>46.3 The United Nations has established restrictions on employment of (former) UN staff who have been involved in the procurement process as per bulletin ST/SGB/2006/15 <a href="http://www.un.org/en/ga/search/view_doc.asp?symbol=ST/SGB/2006/15&amp;referer">http://www.un.org/en/ga/search/view_doc.asp?symbol=ST/SGB/2006/15&amp;referer</a></p>



## SECTION 3. BID DATA SHEET

The following data for the services to be procured shall complement, supplement, or amend the provisions in the Request for Proposals. In the case of a conflict between the Instructions to Bidders, the Data Sheet, and other annexes or references attached to the Data Sheet, the provisions in the Data Sheet shall prevail.

BDS No.	Ref. to Section.2	Data	Specific Instructions / Requirements
1	7	Language of the Proposal	English
2		Submitting Proposals for Parts or sub-parts of the TOR (partial bids)	Not Allowed
3	20	Alternative Proposals	Shall not be considered
4	21	Pre-proposal conference	Will not be conducted
5	10	Proposal Validity Period	90 days
6	14	Bid Security	Not Required
7	41	Advanced Payment upon signing of contract	Not Allowed
8	42	Liquidated Damages	Will not be imposed
9	40	Performance Security	Not Required
10	18	Currency of Proposal	United States Dollar
11	31	Deadline for submitting requests for clarifications/ questions	7 days before the submission deadline  Clarifications will be provided on rolling basis and last request for questions/clarifications should be submitted to UNDP no later than 7 days before the submission date.
12	31	Contact Details for submitting clarifications/questions	Focal Person in UNDP: Ignacio Inestal Fernandez Address: UNDP DC1, One UN Plaza, New York E-mail address: Ignacio.inestal@undp.org

13	18, 19 and 21	Manner of Disseminating Supplemental Information to the RFP and responses/clarifications to queries	Posted directly to eTendering
14	23	Deadline for Submission	10 <sup>th</sup> January 2020 For eTendering submission - as indicated in eTendering system. Note that system time zone is in EST/EDT (New York) time zone.
14	22	Allowable Manner of Submitting Proposals	– e-Tendering
15	22	Proposal Submission Address	<a href="https://etendering.partneragencies.org">https://etendering.partneragencies.org</a> <u>BU Code: UNDP1 Event ID CPUP19 -016</u>
16	22	Electronic submission (email or eTendering) requirements	<ul style="list-style-type: none"> <li>▪ Format: PDF files only</li> <li>▪ File names must be maximum 60 characters long and must not contain any letter or special character other than from Latin alphabet/keyboard.</li> <li>▪ All files must be free of viruses and not corrupted.</li> <li>▪ Password for technical proposal <u>must</u> not be provided to UNDP until the date as indicated in No. 14 (<i>for email submission only</i>)</li> <li>▪ Password for financial proposal <u>must</u> not be provided to UNDP until requested by UNDP</li> </ul>
17	27 36	Evaluation Method for the Award of Contract	Combined Scoring Method, using the 70%-30% distribution for technical and financial proposals respectively  The minimum technical score required to pass is 70%.
18		Expected date for commencement of Contract	<i>February 3, 2020</i>
19		Maximum expected duration of contract	Deadline: 31 December 2022
20	35	UNDP will award the contract to:	One Proposer Only
21	39	Type of Contract	Contract for Goods and Services  <a href="http://www.undp.org/content/undp/en/home/procurement/business/how-we-buy.html">http://www.undp.org/content/undp/en/home/procurement/business/how-we-buy.html</a>

22	39	UNDP Contract Terms and Conditions that will apply	UNDP General Terms and Conditions for Mixed Goods and Services <a href="http://www.undp.org/content/undp/en/home/procurement/business/how-we-buy.html">http://www.undp.org/content/undp/en/home/procurement/business/how-we-buy.html</a>
23		Other Information Related to the RFP	N/A

## SECTION 4. EVALUATION CRITERIA

### Preliminary Examination Criteria

Proposals will be examined to determine whether they are complete and submitted in accordance with RFP requirements as per below criteria on a Yes/No basis:

- Appropriate signatures
- Power of Attorney
- Minimum documents provided
- Technical and Financial Proposals submitted separately
- Bid Validity

### Minimum Eligibility and Qualification Criteria

Eligibility and Qualification will be evaluated on Pass/Fail basis.

If the Proposal is submitted as a Joint Venture/Consortium/Association, each member should meet minimum criteria, unless otherwise specified in the criterion.

Subject	Criteria	Document Submission requirement
<b>ELIGIBILITY</b>		
<b>Legal Status</b>	Vendor is a legally registered entity.	Form B: Bidder Information Form
<b>Eligibility</b>	Vendor is not suspended, nor debarred, nor otherwise identified as ineligible by any UN Organization or the World Bank Group or any other international Organization in accordance with RFP clause 3.	Form A: Technical Proposal Submission Form
<b>Conflict of Interest</b>	No conflicts of interest in accordance with RFP clause 4.	Form A: Technical Proposal Submission Form
<b>Bankruptcy</b>	Not declared bankruptcy, not involved in bankruptcy or receivership proceedings, and there is no judgment or pending legal action against the vendor that could impair its operations in the foreseeable future.	Form A: Technical Proposal Submission Form
<b>QUALIFICATION</b>		
<b>History of Non-Performing Contracts<sup>1</sup></b>	Non-performance of a contract did not occur as a result of contractor default for the last 3 years.	Form D: Qualification Form
<b>Litigation History</b>	No consistent history of court/arbitral award decisions against the Bidder for the last 3 years.	Form D: Qualification Form

<sup>1</sup> Non-performance, as decided by UNDP, shall include all contracts where (a) non-performance was not challenged by the contractor, including through referral to the dispute resolution mechanism under the respective contract, and (b) contracts that were so challenged but fully settled against the contractor. Non-performance shall not include contracts where Employers decision was overruled by the dispute resolution mechanism. Non-performance must be based on all information on fully settled disputes or litigation, i.e. dispute or litigation that has been resolved in accordance with the dispute resolution mechanism under the respective contract and where all appeal instances available to the Bidder have been exhausted.

<b>Previous Experience</b>	<p>The company must present:</p> <ul style="list-style-type: none"> <li>- At least 2 years as SaaS software company</li> <li>- At least 3 years in building technology and operating a recruitment service</li> <li>- Minimum 3 contracts of similar value, nature and complexity implemented over the last 3 years.</li> </ul> <p>Personnel must present:</p> <ul style="list-style-type: none"> <li>- At least Bachelor's degree in fields relevant to the 'list of experiences' such as software engineering, management, communications (or similar), data science, required.</li> <li>- All personnel must present at least of 5 years of experience in recruitment/recruitment technology, software development, product development or similar areas, required.</li> <li>- The core team of experts is not to exceed 5 people though other expertise within the vendor's company can be used for technical support.</li> </ul> <p><i>(For JV/Consortium/Association, all Parties cumulatively should meet requirement).</i></p>	Form D: Qualification Form
<b>Financial Standing</b>	<p>Minimum average annual turnover of USD 60,000.00 for the last 3 years.</p> <p><i>(For JV/Consortium/Association, all Parties cumulatively should meet requirement).</i></p>	Form D: Qualification Form
	<p>Bidder must demonstrate the current soundness of its financial standing and indicate its prospective long-term profitability.</p> <p><i>(For JV/Consortium/Association, all Parties cumulatively should meet requirement).</i></p>	Form D: Qualification Form

## Technical Evaluation Criteria

Summary of Technical Proposal Evaluation Forms		Points Obtainable
1.	Bidder's qualification and experience	250
2.	Proposed Methodology, Approach and Implementation Plan	500
3.	Management Structure and Key Personnel	250
	<b>Total</b>	<b>1000</b>

Section 1. Bidder's qualification, capacity and experience		Points obtainable
1.1	Reputation of Organization and Staff Credibility / Reliability / Industry Standing	75
1.2	General Organizational Capability which is likely to affect implementation: management structure, financial stability and project financing capacity, project management controls, extent to which any work would be subcontracted	50
1.3	Relevance of specialized knowledge and experience on similar engagements  (Experience with Automation, Scheduling, Human resources, Technology, Artificial Intelligence, Machine learning, AI, Enterprise and Staffing will be given advantage, additional relevant experience that exceeds the minimum requirements for SaaS and Recruitment will be considered)	50
1.4	Quality assurance procedures and risk mitigation measures	50
1.5	Organizational Commitment to Sustainability -Organization is compliant with ISO 14001 or ISO 14064 or equivalent – 10 points -Organization is a member of the UN Global Compact -10 points -Organization demonstrates significant commitment to sustainability through some other means- 5 points (for example internal company policy documents on women empowerment, renewable energies or membership of trade institutions promoting such issues)	25
<b>Total Section 1</b>		<b>250</b>

Section 2. Proposed Methodology, Approach and Implementation Plan			Points obtainable
2.1	Understanding of the requirement: Have the important aspects of the task been addressed in sufficient detail? Are the different components of the project adequately weighted relative to one another?		150
2.2	Description of the Offeror's approach and methodology for meeting or exceeding the requirements of the Terms of Reference		150
2.3	Details on how the different service elements shall be organized, controlled and delivered		50
2.4	Description of available performance monitoring and evaluation mechanisms and tools; how they shall be adopted and used for a specific requirement		50
2.5	Assessment of the implementation plan proposed including whether the activities are properly sequenced and if these are logical and realistic		50
2.6	Demonstration of ability to plan, integrate and effectively implement sustainability measures in the execution of the contract		50
Total Section 2			500

Section 3. Management Structure and Key Personnel			Points obtainable
3.1	Composition and structure of the team proposed. Are the proposed roles of the management and the team of key personnel suitable for the provision of the necessary services?		150
3.2	Qualifications of key personnel proposed (CVs must be submitted in the technical proposal). *		100
3.2.1	<i>Educational Background (please refer to the TOR for the minimum educational requirements, bidders exceeding the minimum requirements will be granted advantage based on their additional set of skills/ knowledge on the refereed areas)</i>	50	
3.2.2	<i>Professional (please refer to the TOR for the minimum personnel expertise requirements, bidders exceeding the minimum requirements will be granted advantage based on their additional set of skills/ knowledge on the refereed areas)</i>	50	
Total Section 3			250

\* For evaluation purposes, if more than one CV is provided for a particular personnel type, the average score of CVs will be used.

## SECTION 5. TERMS OF REFERENCE

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### **Cloud based Application Tracking and Deployment Platform/Software**

#### **1. BACKGROUND**

The Crisis Bureau (CB) is responsible for UNDP's corporate crisis response strategy and capability. It develops and drives UNDP's vision and priorities for crisis response, coordinates and facilitates UNDP's crisis response with a whole-of-UNDP approach, provides oversight for all UNDP crisis response actions and ensures high quality engagement of the organization in crisis in general.

One of CB's key functions is the deployment of technical and operations experts through the SURGE (UNDP Staff), ExpRes (Consultants), and Standby Partnerships mechanisms are a key component of UNDP's response to the immediate crisis and technical support to Country Offices. The Experts Roster for Rapid Response (ExpRes) is a consultant (external contractors/freelancers) recruitment and deployment mechanism which maintains pre-vetted consultants on a roster and contracts them quickly for country office support. The primary purpose of this roster has been to deploy Crisis Prevention and Recovery (CPR) technical experts to UNDP Country Offices on short notice in the aftermath of a crisis and for CPR Programming. With the creation of the Global Policy Network (GPN), the organization decided to consolidate Regional Bureau, BPPS (Bureau for Programme and Policy Support) and Crisis Bureaus rosters (crisis and non-crisis) under the umbrella of the ExpRes Deployment Mechanism, renamed as the GPN Deployment Mechanism.

The Crisis Bureau is responsible for this 'Consolidation'. The process of consolidation of UNDP rosters the ExpRes Platform has been organically taking place since 2014. Whilst ExpRes focused primarily on crisis response, recovery and preparedness profiles, the GPN/ExpRes Deployment Mechanism will aim to provide deployment support across all UNDP thematic areas. **The ExpRes roster (managed by the 'Deployments Team', under CB Country Support Management Team) has a database of approximately 2,900 experts (external consultants) across 22 profiles and 85 sub-profiles.** Starting with the deployment of 40 experts in 2009, the total number of ExpRes consultants deployed in 2019 is expected to be approx. 400, to over 80 UNDP Country Offices.

Within the Crisis Bureau, the Deployments Team (under the umbrella of the Country Support Management Team - CSMT) is responsible for creating and maintaining expert deployment mechanisms. These mechanisms serve the organization as a whole cover all the technical areas of the GPN.

To implement the consolidation of rosters, a Digital Lighthouse Initiative (DLI) was initiated in September 2019 as is seen as **Phase 1** of the consolidation and has the following objectives:

1. Development of a roster consolidation framework and strategy
2. Finalization of roster mapping across GPN
3. **Procurement, development and customization of an integrated roster software**
4. Initiation of the roster consolidation, targeting the GEF, Amman Regional Hub and Panama Regional Hub rosters

**Phase 2** will then involve the following objectives:

1. Consolidating further technical rosters
2. Further customization/optimization of the software
3. Development of a mobile application



4. Launch of a global talent search for new expertise
5. Continued outreach initiatives
6. Development of a cost recovery model

This contract will focus on 'objective 3' of Phase 1 of the Consolidation of Rosters' initiative. Though the remaining objectives in Phases 1 and 2 are outside of the scope of the work defined in the ToR, the 'procured' platform will support their implementation.

## **2. SCOPE OF WORK**

This 'project' will support UNDP's initiative on the consolidation of rosters by delivering a Unified Deployments Platform, where several business functions can be performed together or through Application Programming Interfaces (APIs).

The Platform will allow UNDP to manage the deployment of consultants to its offices. The Platform is expected to be similar to the concept of an Application Tracking System (ATS) but with several additional functionalities which are described in detailed in the 'Platform Requirements' section. It expected to serve as a sourcing tool whereby UNDP can source expertise externally, have this expertise vetted by UNDP technical experts, allow consultants to create and manage their profiles (including communicate their availability), allow for UNDP offices to submit requests for deployments, provide a powerful searchable database (ideally powered by AI) to quickly identify candidates for assignments and allow for an end to end tracking of deployments.

It is also expected to **automate communication functions among users** (defined in platform requirements section) that will allow UNDP to manage large volumes of deployments simultaneously and with minimal need for 'human' involvement.

Finally, the platform is also expected to be able to **generate analytics and generate reports** (either within the platform or through APIs) that will allow UNDP to track its deployments, map its capacities of consultants globally and understand the capacity gaps on its rosters.

The work will be delivered on site on UNDP's premises in **New York premises and remotely** from the location of the vendor. Please refer to the table below for further details.

### **Deliverables and Schedules**

UNDP/CB will assign the project and tasks to the vendor who will provide time/amount estimates. UNDP/CB will review and approve/discuss the estimates. Once approved, the vendor will implement the tasks in UNDP/CB's New York Office or remotely under the supervision of the Programme Specialist, Deployments and overall supervision by the Chief of CSMT. Cloud solution, including APIs should have uptime of minimum 99.9% exclusive of agreed-upon maintenance time windows.

The scope of the work will be for split into 4 components:

- 1) Initial procurement and setting up of the cloud-based system (March 2020)
- 2) Customization and BETA testing (April 2020)
- 3) Launch and initial troubleshooting (May 2020)
- 4) 3 years of subscription and relevant technical support (end of 2022)

The above represent how the work is expected to be divided during the course of the contract and the major milestones.

## Deliverables

<u>Deliverable</u>	<u>Where</u>	<u>Duration of Work (estimated dates)</u>	<u>Projected Completion Date</u>
Cloud based system covering all the business requirements identified in the Annex (including the required customization, BETA testing and launch). This includes its ability to source expertise, allow experts to manage their profiles, manage expertise info on a powerful searchable database, automate business processes, provide deployment tracking and provide analytics and reporting functions.	<u>Offshore</u>	<u>3<sup>rd</sup> March 2020 – 29<sup>th</sup> May</u>	<u>29<sup>th</sup> May 2020</u>
All data transferred from the existing systems to the new system (knowledge transfer). Data will be transferred and organized in the 'new' platform database from the Crisis Bureau's ExpRes platform and other UNDP rosters. Data currently sits among a mix of older generation ATS', SharePoint applications, excel sheets.	<u>Offshore</u>	<u>1<sup>st</sup> April – 17<sup>th</sup> April 2020</u>	<u>17<sup>th</sup> April 2020</u>
Provide with training to key personnel (platform users) who will be the day to day users of the platform. The deployments team and their counterparts in the regional hubs will need to be trained in the functioning of the system. User guides will also have to be created for all other users.	<u>UNDP New York and Hubs (up to 2 missions each to Bangkok, Addis, Panama, Istanbul and Amman. 2 experts to travel for 3 days each (up to 12 missions in total). Reimbursement will be made based on actual missions.</u>	<u>1<sup>st</sup> April – 31<sup>st</sup> Dec 2020</u>	<u>1<sup>st</sup> Jan 2021</u>
Provide AI/Machine Learning services on 24/7 basis directly or over APIs. The Platform will need to apply AI to identify candidates for assignments and use machine learning to parse CVs of new candidates.	<u>Offshore</u>	<u>Ongoing from when platform is launched till final subscription date</u>	<u>31<sup>st</sup> Dec 2022</u>
Subscription to the system. It is expected that there will be approx. 10 – 15 core users of the system, who the subscription should be relevant to. There needs to be some flexibility on this.	<u>Offshore</u>	<u>20<sup>th</sup> Jan 2020 – 31<sup>st</sup> Dec 2022</u>	<u>31<sup>st</sup> Dec 2022</u>
Relevant technical/maintenance support till the end of 2022. This includes backend support for troubleshooting, customization and ideas for further development such as a mobile application.	<u>Offshore</u>	<u>Ongoing from when platform is procured</u>	<u>31<sup>st</sup> Dec 2022</u>

### **3. MINIMUM TECHNICAL QUALIFICATIONS**

Please note that Technical Proposals that do not meet the minimum requirements indicated below will be directly disqualified.

#### **2.1 Company requirements**

- At least 2 years of proven relevant experience in SaaS (Software as a service), **required**.
- At least 3 years of proven relevant experience building technology and operating a recruitment service **required**.
- Minimum 3 contracts of similar nature and complexity implemented over the last 3 years is **required**.

#### **Platform Requirements**

The system (and subsequent customization and testing) will need to deliver on the key features, with detailed business requirements outlined in Annex 1, **required**.

The selected vendor will be able to provide API services 24/7 remotely, **required**.

The Platform will be used (with varying degrees of access) by a number of personas such as UNDP Country Offices **worldwide**, HQ, Deployments Team, UNDP technical teams, consultants and applicants. Users will be based in multiple locations and will use various devices to access it. Hence, the platform should be accessible by people with disabilities, on mobile devices, from any locations (some of which may have slow or limited internet access) and last, but not least follow all applicable application and data security standards.

##### **A. Languages:**

The external-facing user interface language will be English. At the same time, the platform should permit inputting content (e.g. fill out forms, CVs, etc.) in the six official UN languages (English, French, Spanish, Russian, Arabic, Chinese) plus Portuguese.

##### **B. Dashboard concept**

The user interface for all platform users should be of the 'dashboard' type, where the primary organization/grouping logic and the styling of elements are responding to the 'what are my actionable items' question.

##### **C. Powerful and searchable database**

The Platform will need to have database where expertise information can be searched using AI/Machine reading capabilities to identify candidate for assignments. The platform should also be able to parse CVs and organize them into the database.

##### **D. Custom workflows**

It should be possible to have custom workflows and accompanying templates to cover for the certain business logic differences between external workforce (consultants) and internal workforce (staff – SURGE/SURGE+) modalities.

#### E. User communication & push notifications

All communication between users of the platform should be done via the user interface. A mobile version of the platform should be implemented as a hybrid app mode permitting users to perform every action that the desktop version permits as well as to accommodate for push notifications. *It is possible that this aspect will be undertaken in Phase 2 of the consolidation.*

#### F. Users and User Roles

The following personas (groups of people) will need to have access to the platform, requiring different levels of access to the platform. However, only the ones highlighted in **bold** below should be considered as 'users'. Access level below is ranked.

Personas	Role of Personas	Internal/external facing
<b>Roster Management Team</b>	<b>Meet UNDP offices requests for expertise.</b>	<b>Internal</b>
<b>(Regional/Thematic) Deployment Coordinator</b>	<b>Meet UNDP offices requests for expertise.</b>	<b>Internal</b>
Technical Team Member	Ensure that best qualified candidates are recommended for assignments.	Internal
Vetting Committee Member	Ensure the quality of candidates on the roster.	Internal
Country Office, Central and Regional Bureau Staff	Submit requests to the system for technical and operational short-term expertise needs	Internal
Consultant	Provide the expertise, skills and knowledge to country offices, central and regional bureaus. Have their profile on the system which they can amend.	External
Candidate	Have the expertise, skills and knowledge to be considered for being part of the roster.	External

The platform should be scalable and designed to accommodate any number of users with different roles. The platform shall handle multiple users working simultaneously on the same or different tasks without any significant impact on overall performance.

#### G. Sourcing

The platform should have the capability to 'broadcast' openings and roster profiles (talent pipelines) openings to job boards (such as LinkedIn, Indeed etc.), social media (Twitter, Facebook etc.) and the UNDP jobs page. Candidates should be able to apply directly to the UNDP roster through these avenues and their applications directed to the platform. The application process and the platform should provide candidates with a 'consumer like' experience and provide a valuable employer brand experience linking them to UNDP's Roster presence online

## **H. Vetting/Screening**

The platform should allow for the roster management team to communicate with vetting team and technical team members with regard to the screening/vetting of candidates.

## **I. Consultant Profiles**

Consultants should be able to access their profiles, make changes, attached documents and communicate availability for assignments/consultancies through the Platform.

## **J. Reporting & other extensions**

The platform should have a powerful built-in reporting and analytics functionality. Additionally, there should be access to data via APIs to make use of external reporting tools such as Power BI, Tableau etc. as well as to have possibility to extend the solution and integrate it with other UNDP current or future solutions as required.

## **K. Data migration**

UNDP shall define the data migration scope from current platforms (SharePoint, MaxHire, etc.) into the new platform. The new platform should allow for all data to be downloaded promptly in electronic format if required.

## **H. Data ownership**

All data on the platform shall be treated as the exclusive property of UNDP and shall not be used outside the scope of the platform or shared with any third parties without prior written consent from UNDP. UNDP will have full data ownership rights and request removal of its data from the vendor's cloud solution at any time. UNDP should also be able to request data extraction from the cloud solution for migration to any other system of UNDP's choice.

## **2.2 Personnel Requirements**

The bidder is expected to provide a copy of the CVs of the personnel that will be working on this assignment. **If CVs are not provided the bid will be directly disqualified, please refer to FORM E.**

Following should be the minimum qualification of personnel involved in the project:

- At least bachelor's degree in fields relevant to the above 'list of experiences' such as software engineering, management, communications (or similar), data science, **required**.
- Minimum of 5 years of experience in recruitment/recruitment technology, software development, product development or similar areas, **required**.

**The core team of experts is not to exceed 5 people though other expertise within the vendor's company can be used for technical support (required).**

Experts (team from the vendor) involved in the project are expected to have the following set of experiences:

- Software engineering
- Artificial intelligence and machine learning expertise
- Talent acquisition and recruitment
- Business intelligence
- Product development and content management
- Data analysis
- Social media and online job boards experience

## **2.3 Methodology**

The bidder must at least provide a description of the approach and methodology for how the Bidder will achieve the Terms of Reference of the project. Minimum aspects to be covered: Details how the different service elements shall be a) organized, b) controlled and c) delivered. **If these points are not covered during the methodology the bid will be directly disqualified.**

## **4. TECHNICAL EVALUATION CRITERIA**

Technical Proposals that conform to the list of minimum requirements indicated above will be considered for further technical evaluation based in the tables below.

This section should demonstrate the bidder's responsiveness to the TOR by identifying the specific components proposed, addressing the requirements, providing a detailed description of the essential performance characteristics proposed and demonstrating how the proposed approach and methodology meets or exceeds the requirements. All important aspects should be addressed in sufficient detail and different components of the project should be adequately weighted relative to one another.

<b>Summary of Technical Proposal Evaluation Forms</b>		<b>Points Obtainable</b>
1.	Bidder's qualification and experience	250
2.	Proposed Methodology, Approach and Implementation Plan	500
3.	Management Structure and Key Personnel	250
	<b>Total</b>	<b>1000</b>

<b>Section 1. Bidder's qualification, capacity and experience</b>		<b>Points obtainable</b>
1.1	Reputation of Organization and Staff Credibility / Reliability / Industry Standing	75
1.2	General Organizational Capability which is likely to affect implementation: management structure, financial stability and project financing capacity, project management controls, extent to which any work would be subcontracted	50
1.3	Relevance of specialized knowledge and experience on similar engagements	50

	<i>(Experience with Automation, Scheduling, Human resources, Technology, Artificial Intelligence, Machine learning, AI, Enterprise and Staffing will be given advantage, additional relevant experience that exceeds the minimum requirements for SaaS and Recruitment will be considered)</i>	
1.4	Quality assurance procedures and risk mitigation measures	50
1.5	Organizational Commitment to Sustainability -Organization is compliant with ISO 14001 or ISO 14064 or equivalent – 10 points -Organization is a member of the UN Global Compact -10 points -Organization demonstrates significant commitment to sustainability through some other means- 5 points (for example internal company policy documents on women empowerment, renewable energies or membership of trade institutions promoting such issues)	25
<b>Total Section 1</b>		<b>250</b>

<b>Section 2. Proposed Methodology, Approach and Implementation Plan</b>		<b>Points obtainable</b>
2.1	Understanding of the requirement: Have the important aspects of the task been addressed in sufficient detail? Are the different components of the project adequately weighted relative to one another?	150
2.2	Description of the Offeror's approach and methodology for meeting or exceeding the requirements of the Terms of Reference	150
2.3	Details on how the different service elements shall be organized, controlled and delivered	50
2.4	Description of available performance monitoring and evaluation mechanisms and tools; how they shall be adopted and used for a specific requirement	50
2.5	Assessment of the implementation plan proposed including whether the activities are properly sequenced and if these are logical and realistic	50
2.6	Demonstration of ability to plan, integrate and effectively implement sustainability measures in the execution of the contract	50
<b>Total Section 2</b>		<b>500</b>

<b>Section 3. Management Structure and Key Personnel</b>			<b>Points obtainable</b>
3.1	Composition and structure of the team proposed. Are the proposed roles of the management and the team of key personnel suitable for the provision of the necessary services?		150
3.2	Qualifications of key personnel proposed (CVs must be submitted in the technical proposal).		100
3.2.1	<i>Educational Background (please refer to the TOR for the minimum educational requirements, bidders exceeding the minimum requirements will be granted advantage based on their additional set of skills/ knowledge on the refereed areas)</i>	50	

3.2.2	<i>Professional (please refer to the TOR for the minimum personnel expertise requirements, vendors exceeding the minimum requirements will be granted advantage based on their additional set of skills/ knowledge on the refereed areas)</i>	50	
<b>Total Section 3</b>			<b>250</b>

### **Modality of Payments**

Payment to the contractor will be processed based upon output, i.e. upon delivery of the services specified above and deliverables accepted and upon certification of satisfactory completion by the manager.

Although the payment scheme is being pre-determined, UNDP will offer some flexibility and the final scheme will be agreed with the contracted company.

<b><u>Deliverable</u></b>	<b><u>% of total lumpsum</u></b>	<b><u>Projected payment date</u></b>	<b><u>Delivery indicator<sup>2</sup></u></b>
Cloud based system covering all the business requirements identified in the Annex procured	35%	1 <sup>st</sup> March 2020	Platform procured and set up
Customization, BETA testing and launch)	20%	1 <sup>st</sup> July	Platform customized, BETA tested and 'soft' launched.
All data transferred from the existing systems to the new system (knowledge transfer)	15%	1 <sup>st</sup> May 2020	All existing data from UNDP's current platform and 'initial' group of rosters identified, transferred.
Provide training to key personnel (regular users) who will be the day to day users of the platform. Video/visual training content developed and delivered for remote training.	15%  (30% of this payment after NY Training, 20% of the payment after training content delivered/created and 10% of payment after each Hub)		NY Deployments team and at least 3 users form each hub trained.
Subscription to the system	15%	On a monthly basis or as agreed with vendor	Platform functioning without any glitches.
Provide AI/Machine Learning services on 24/7 basis directly or over APIs	N/A  Price is inclusive of support.	On a regular basis	Platform functioning without any glitches.

<sup>2</sup> Payments will be processed upon completion of the listed deliverables and certification of the UNDP Technical Manager.



Relevant technical/maintenance support till the end of 2022	N/A  Price is inclusive of maintenance.	On demand	On demand
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# **UNDP 'ONEROSTER'**

## **A. GENERIC BUSINESS REQUIREMENTS**

### **Languages**

The external-facing user interface language will be English. At the same time, the platform should permit inputting content (e.g. fill out forms, CVs, etc.) in the six official UN languages (English, French, Spanish, Russian, Arabic, Chinese) plus Portuguese.

### **Dashboard concept**

The user interface for all platform users should be of the 'dashboard' type, where the primary organization/grouping logic and the styling of elements are responding to the 'what are my actionable items' question. Actionable items need to be represented by checkbox lists with intuitive progress indication. While the dashboard should show the actionable items that are relevant to a specific user, it should also include the option of viewing all the data in grids if needed. All data in the dashboard should be downloadable in suitable file formats such as CSV and Excel.

### **Custom workflows**

It should be possible to have custom workflows and accompanying templates to cover for the certain business logic differences between external workforce (consultants) and internal workforce (staff – SURGE/SURGE+) modalities.

### **Audit log**

All data nodes should contain an audit log, which should list every change happening on the data node indicating the following: a) who made the change, b) when, c) what is the change, d) comment if applicable. The global audit log should store this information centrally. There should be no method to alter the audit log.

### **User communication & push notifications**

All communication between users of the platform should be done via the user interface. A mobile version of the platform should be implemented as a hybrid app mode permitting users to perform every action that the desktop version permits as well as to accommodate for push notifications. Users should be able to configure personal settings for notifications (email, SMS, mobile push, etc.). In addition to the personal-level settings, global and user role-type based settings should also be possible.

### **Reminders**

A set of reminders should be established to remind users about overdue or soon to be overdue tasks.

### **Single-sign-on**

UNDP users should be able to login using the corporate single-sign-on facility.

### **User capacity**

The platform should be scalable and designed to accommodate any number of users with different roles. The platform shall handle multiple users working simultaneously on the same or different tasks without any significant impact on overall performance.

### **User management**

Roles and permissions should be established directly in the platform. It should be possible to create user groups based on functions and assign roles to these groups. It should be possible to assign permissions to individual users, user roles and use groups.

### Reporting

The platform should have a powerful built-in reporting functionality. Additionally, there should be access to data via APIs to make use of external reporting tools if needed.

### Data migration

UNDP shall define the data migration scope from current platforms (SharePoint, MaxHire, etc.) into the new platform. The new platform should allow for all data to be downloaded promptly in electronic format if required.

### Data ownership

All data on the platform shall be treated as the exclusive property of UNDP and shall not be used outside the scope of the platform or shared with any third parties without prior written consent from UNDP.

### Data backup

All data on the platform shall be backed up on a regular basis and restored promptly if required.

### Integration

The platform should run candidate checks against the “Clear Check” facility.

### User-centric and user-driven approach

Platform functionalities should be built around expectations and requirements of clients – roster users.

### Self-service

Self-service (example: self-onboarding for technical / vetting teams, or, account self-management including username change, password reset, etc.) should be employed across the platform, permitting users to proceed with less barriers and at the same time reducing the transactional workload on the roster management team.

### Usability / user-friendliness

The platform should have one intuitive interface developed in line with usability best practices. Page speed should be optimized for best user experience.

### Accessibility / universal design

The platform should be inherently accessible to people using mobile devices, people without disabilities and people with disabilities.

### Security and data safety

The platform should be duly protected from attacks, and data privacy and safety mechanisms should be in place.

## B. USER STORIES

The following personas have been identified for the platform:

Persona	Objective	Type	Tag
Candidate	Have the expertise, skills and knowledge considered for assignments.	External	CAN
Consultant	Provide the expertise, skills and knowledge to country offices, central and regional bureaus.	External	CON
Vetting Committee Member	Ensure the quality of candidates on the roster.	Internal	VCM
Technical Team Member	Ensure that best qualified candidates are recommended for assignments.	Internal	TTM
Country Office, Central and Regional Bureau Staff	Meet technical and operational short-term expertise gaps through the roster.	Internal	COB
Roster Management Team	Meet country office demand.	Internal	RMT
(Regional/Thematic) Deployment Coordinator	Meet country office demand.	Internal	DCO

Candidate (CAN)	
CAN01	As a not yet vetted candidate, I would like to be able to create an editable preliminary profile on the platform with my contact information, education, experience, language skills, domains of expertise, regional focus and daily rates and submit it for consideration to the roster management team under one or multiple roster profiles. I would also like to have the option of working on my profile over the course of multiple sessions and have it available to me in the future in case I would like to be considered for other roster profiles.
CAN02	As a not yet vetted candidate, I would like to have easy access to all the roster profiles, with a brief description for each as well as all other relevant information related to deployments so that I can quickly assess my suitability and interest in being included on the roster.
CAN03	As a not yet vetted candidate, I would like to be able to track the status of my application so that I avoid contacting the roster management team multiple times with inquiries about my status.
CAN04	As a candidate (vetted or not yet vetted), I would like to be able to receive email notifications when my status changes in the platform (except for when I am assigned the “not in the roster” status), with clear instructions on the next steps in the process (or reasons for why my application has been denied) so that I can take the necessary actions in a timely manner.
CAN05	As a candidate (vetted or not yet vetted), I would like to be able to search a database of questions and answers, ask any questions that I may have directly on the platform and request technical support if I have difficulties accessing the system.
CAN06	As soon as I am vetted, I would like to receive a notification with information on the next steps in the process and have the option of updating my profile with the additional required information in a simple, easy-to-use form and attach all the required documents including the copy of my passport, vendor form and training certificates in the same place so that I do not have to enter the previously provided information on the platform again. I would also like to see a visual progress indicator of my tasks so that I can track progress towards the completion of my profile. If I have not uploaded all the required documents and information within X number of days, I would like to receive an email notification prompting me to update my profile.
CAN07	I would like the platform to track the validity of my documents (certificates, passport) and notify me X days in advance before their expiration so that I can update them and maintain good status.
CAN08	I would like to have access to all the information and documents that I have entered / uploaded on the platform and update them at any time.

CAN09	I would like to change my availability status by specifying the dates when I am not available in a simple manner. I would like to be notified in advance when my availability status is about to change.
CAN10	I would like to be prompted to update my information on a regular basis so that my profile is up to date.
CAN11	I would like to be able to see on the platform all the assignments that are <b>relevant</b> for me and easily express my interest in them so that I can be considered for all the assignments that best match my expertise, skills and experience.
CAN12	As a long-listed candidate, I would like to be able to confirm my availability and fees on the platform.
CAN13	As a selected candidate, I would like to complete and sign as many of the required forms on the platform and have them available on the platform for my future reference.
CAN14	I would like to be able to deregister from the platform and roster.

#### Consultant (CON)

CON01	As a selected for deployment consultant, I would like to see on the platform a visual progress indicator of all the required pre-deployment steps that I need to complete, including contract signing, inclusion of mission in TRIP, medical clearance, signing of beneficiary forms, etc.
CON02	I would like to submit my feedback on the assignment, supervisor and roster management team on the platform. I would also like to receive feedback on my performance on the platform. I would like to have access to a record of the submitted / received feedback for my future reference.
CON03	I would like to be able to submit success stories, results, lessons learned, key constraints and photos from my assignment to the roster management team for possible inclusion in the future communication / outreach activities. I would also like to be able to include such information as part of my end-of-assignment feedback.
CON04	I would like to have access to a community of practice, where I could exchange knowledge and experience with other consultants based on domain, region, etc.
CON05	I would like to have a technical focal point assigned to me with whom I could connect through the platform.

#### Vetting Committee Member (VCM)

VCM01	I would like to have access to all the pending vetting requests that have been assigned to me, sorted by urgency, with all the information about the candidates in an easy to review and standard format and complete the vetting process using a standardized form. I would like to be able to complete the vetting process from beginning to end on the platform.
VCM02	I would like to be notified by email when a vetting request is assigned to me with all the relevant information included in the message and with quick access to the platform.
VCM03	I would like to be able to reassign / decline a vetting request if I am unable to handle it for whatever reason.
VCM04	I would like to see on the platform the availability of vetting committee members and have the platform warn me if I try to assign a vetting committee member for a task if he/she is not available (outlook "out-of-office" integration).
VCM05	I would like to be able to track the workload of vetting committee members and other relevant indicators (reporting).
VCM06	I would like to view the list of vetting committee members on the platform (taxonomy linkage of team members to knowledge domains).
VCM07	I would like to be automatically reminded about vetting requests (assigned to me) for which the deadline for vetting is approaching and receive regular reminders thereafter until the vetting request is completed.

VCM08	I would like to be able to edit the profile of a candidate by changing / selecting additional profiles / sub-profiles and including any notes on the candidate's profile that I consider relevant.
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Technical Team Member (TTM)	
TTM01	I would like to be able to update the availability of a candidate on the platform.
TTM02	I would like to be notified when a candidate that I reviewed is contracted for an assignment.
TTM03	I would like to be notified when a deployment evaluation is completed (and view the evaluation) for the deployments under my knowledge domains.
TTM04	I would like to be notified when a knowledge product is uploaded at the end of the deployment (and view the products) under my knowledge domains.
	Same as for VCM01-09

Country Office or Regional/Central Bureau User (COB)	
COB03	I would like to be able to place my request for a preselected and technically vetted consultant following a simple and straightforward user interface.
COB04	If I have identified a candidate myself, I would like to be able to submit the candidate for consideration along with the request for consideration.
COB05	In the case of a change in situation, I would like to be able to turn down (withdraw) my request.
COB06	After placing my request, I would like to see real-time progress with my request on the user interface.
COB07	I would like to have access to overall generic roster reporting as well as more detailed reporting related to my requests. I would like to have an opportunity to apply various filters on these reports, such as: country/region, languages, expertise, SDG contributions, gender, etc.
COB08	I would like to receive the short list of candidates in the system with all the required information on the user interface with ranking and costs. The information on candidates should contain references and reviews from other COs and Bureaus displayed in the visual format (e.g. stars), optionally enhanced with comments.
COB09	In the case there is a shortage of qualified consultants, I would like to receive a list enriched with SURGE/SURGE+ candidates.
COB10	I would like to receive gender-balanced lists of short-listed candidates.
COB11	I would like to have the optional functionality to launch automatic asynchronous interviews. Candidates should be able to record their interviews online, which I could then be able to review anytime. <sup>3</sup>
COB12	I would like to rank the candidates based on the results of my review of short-listed candidates directly in the system, which should trigger the next processes automatically: notification to the highest ranked candidate on the next steps, screen guidance to myself on the next steps, e.g. on lump sum negotiations, UNDSS TRIP registration, etc. Notifications to all relevant teams (e.g. Rapid Deployment Roster team, relevant technical team, supervisor, etc.). Costing table if funded from CB.
COB13	In the case none of the submitted candidates fit the need, I would like to revert to the roster management team using the same interface requesting more candidates.
COB14	At the end of the assignment, I would like to provide my evaluation directly in the system so that the roster management team can make use of it when proposing the same

<sup>3</sup> See for example HireVue at <https://www.hirevue.com>

	consultant to other users of roster. I would like the completed evaluation form, with information on who submitted the form and when, to remain available to me on the platform for future reference. I would also like to be able to download the form to avoid duplication of work.
COB15	I would like to receive feedback from consultants on their overall satisfaction with the collaboration and a few more aspects to identify areas of improvement.
COB16	I would like to have all the information on candidates available on the platform to initiate contracting without delays (vendor form data, etc.).
COB17	Once the contract is signed, I would like to take a note on contract start/end dates on the platform and upload the signed contract to the platform for future reference. RPA: Atlas to platform contract transfer.
COB18	I would like to be notified one week before the end of the contract so I can submit my evaluation in advance.
COB19	I would like to indicate supervisor details (e.g. email address) for the consultant while placing the request. The supervisor should be able to provide the end-of-assignment evaluation on my behalf.
COB20	I would like to upload the deliverables produced by consultants to the platform under their profiles or request candidate to submit their deliverables on the platform.

Roster Management Team (RMT)	
RMT01	I would like to be able to define my portfolio in the platform. Portfolio can be country based and/or knowledge domain based.
RMT02	I would like to receive an email notification when a new request is placed with my portfolio.
RMT03	I would like to see all the required information in one place and with the use of taxonomy as much as possible.
RMT04	If I have questions, I would like to add comments to the request and notify requestor accordingly.
RMT05	I would like to be able to modify the request if needed (e.g. to select additional taxonomy elements) and trigger notifications to the requestor as needed.
RMT06	If the request is complete, I would like to be able to start sourcing by instructing the system to find the best matching candidates automatically based on the taxonomy, ToR and other information entered, using a powerful search engine.
RMT07	I would like to be able to add candidates to the long list manually.
RMT08	Once I have the long list, I would like to select/unselect candidates.
RMT09	I would like to trigger “confirm availability (including rates)” action with all the selected candidates once satisfied with the long list.
RMT10	I would like for the system to send emails, SMS, as well as mobile push notifications (if mobile app exists) to candidates.
RMT11	I would like to submit all or select ‘confirmed’ candidates to the technical team for review.
RMT12	I would like the platform to automatically assign technical team members for each technical review request based on taxonomy and allow me to reassign as needed. If a review is not completed within an X number of days, I would like to be notified and have the option to assign another technical team member to perform the task.
RMT13	I would like to be able to add / remove technical team members on the platform and assign profiles and sub-profiles to them.
RMT14	I would like to be able to see on the platform all the pending technical review requests, sorted by type, urgency, assigned technical team member, and track the status of completion of technical review processes.
RMT15	I would like to be able to tag a request with “Surge plan” ID/name if plan exists, and if not, the request should be automatically tagged as “CO request”.

RMT16	Once the technical team provides their review, I would like to “short-list” all or select candidates.
RMT17	Once the short list is complete, I would like to submit it to the requester. In the short list submission process, I would like to have the opportunity to decide if comments from the technical team should be visible to the requester or not (for all or specific candidates).
RMT18	Once the requester makes the decision and marks the submitted candidates in the platform, I would like to launch the online calculator in the platform to calculate automatically, based on a pre-determined formula, the entries of the costing table. I would like to be able to make manual adjustments to the calculations if there is an offline (email) negotiation taking place.
RMT19	I would like to submit through the platform the calculated costing table along with additional guidance to the requesting user.
RMT20	I would like to be able to revert most of the actions done in the system providing justification.
RMT21	I would like to be able to run most of the tasks on behalf of other users, with the platform logging this action for audit purposes.
RMT22	I would like to be notified if there are two negative evaluations submitted for a candidate and change the status of the candidate to “not in roster” if needed. Profiles assigned the “not in roster” status should not appear in the search / long-listing results, unless I force it.
RMT23	I would like to be able to change configurations, templates, translations, workflows. I would like to be able to configure ‘thresholds’, after which certain automatic actions take place (e.g. if a candidate is not confirming/denying availability for X number of days, the request to confirm his/her availability should disappear and an automatic message should follow to the candidate).
RMT24	I would like to be able to see all new entries to be able to backstop colleagues.
RMT25	I would like to be able to open/close the roster for registrations, which should not be recorded as ‘roster’ entries (therefore not appear in the search), but pre-roster entries to be vetted.
RMT26	Even when the roster registration is closed, I would like to be able to send “hash”-ed registration links to select candidates, which will permit them to register in ‘pre-roster’.
RMT27	I would like to receive notifications when there is a new registration in pre-roster in my portfolio.
RMT28	<p>Once having a new registration in the pre-roster, I would like to be able to:</p> <ul style="list-style-type: none"> <li>- Close it if irrelevant;</li> <li>- Close it if duplicate and mark for which profile it is a duplicate of;</li> <li>- Trigger its assignment to the relevant vetting committee member with one click (to be based on the taxonomy mapping) and allow me to reassign as needed;</li> <li>- If need be, I should be able to vet the candidate on my own;</li> <li>- Manually specify an external vetting team member, who will then receive a special “hash”-ed link permitting him/her to review and vet the particular profile without the need to log in.</li> </ul> <p>I would also like to be able to do these actions for multiple entries at once.</p>
RMT29	I would like to be able to see on the platform all the pending vetting requests, sorted by type, urgency, assigned vetting committee member, and track the status of completion of vetting processes.
RMT30	I would like to be able to add / remove vetting committee members on the platform and assign profiles and sub-profiles to them.
RMT31	Once a candidate receives a positive review after vetting, I would like to trigger an automatic request for references and be notified when references are submitted.
RMT32	I would like to be able to send mass emails to consultants based on profile and other relevant criteria.



RMT33	I would like to be notified when a consultant submits a success story on the platform.
RMT34	I would like to be able to export reports in downloadable formats.
	Same as TTM02, VCM04-09

Deployment (regional, thematic) Coordinator (DCO)	
DCO01	I would like to be able to access roster profiles, evaluations, reporting, knowledge products uploaded, etc.
DCO02	I would like to be able to place a request on behalf of a CO or Regional/Central Bureau.

## SECTION 6: RETURNABLE BIDDING FORMS / CHECKLIST

This form serves as a checklist for preparation of your Proposal. Please complete the Returnable Bidding Forms in accordance with the instructions in the forms and return them as part of your Proposal submission. No alteration to format of forms shall be permitted and no substitution shall be accepted. Before submitting your Proposal, please ensure compliance with the Proposal Submission instructions of the BDS 22.

### Technical Proposal Envelope:

<b>Have you duly completed all the Returnable Bidding Forms?</b>	
▪ Form A: Technical Proposal Submission Form	<input type="checkbox"/>
▪ Form B: Bidder Information Form	<input type="checkbox"/>
▪ Form C: Joint Venture/Consortium/ Association Information Form	<input type="checkbox"/>
▪ Form D: Qualification Form	<input type="checkbox"/>
▪ Form E: Format of Technical Proposal	<input type="checkbox"/>
▪ Form H: CVs	
<b>Have you provided the required documents to establish compliance with the evaluation criteria in Section 4?</b>	<input type="checkbox"/>

### Financial Proposal Envelope

**(Must be submitted in a separate sealed envelope/password protected email)**

▪ Form F: Financial Proposal Submission Form	<input type="checkbox"/>
▪ Form G: Financial Proposal Form	<input type="checkbox"/>

## FORM A: TECHNICAL PROPOSAL SUBMISSION FORM

Name of Bidder:	[Insert Name of Bidder]	Date:	Select date
RFP reference:	[Insert RFP Reference Number]		

We, the undersigned, offer to provide the services for [Insert Title of services] in accordance with your Request for Proposal No. [Insert RFP Reference Number] and our Proposal. We are hereby submitting our Proposal, which includes this Technical Proposal and our Financial Proposal sealed under a separate envelope.

We hereby declare that our firm, its affiliates or subsidiaries or employees, including any JV/Consortium /Association members or subcontractors or suppliers for any part of the contract:

- a) is not under procurement prohibition by the United Nations, including but not limited to prohibitions derived from the Compendium of United Nations Security Council Sanctions Lists;
- b) have not been suspended, debarred, sanctioned or otherwise identified as ineligible by any UN Organization or the World Bank Group or any other international Organization;
- c) have no conflict of interest in accordance with Instruction to Bidders Clause 4;
- d) do not employ, or anticipate employing, any person(s) who is, or has been a UN staff member within the last year, if said UN staff member has or had prior professional dealings with our firm in his/her capacity as UN staff member within the last three years of service with the UN (in accordance with UN post-employment restrictions published in ST/SGB/2006/15);
- e) have not declared bankruptcy, are not involved in bankruptcy or receivership proceedings, and there is no judgment or pending legal action against them that could impair their operations in the foreseeable future;
- f) undertake not to engage in proscribed practices, including but not limited to corruption, fraud, coercion, collusion, obstruction, or any other unethical practice, with the UN or any other party, and to conduct business in a manner that averts any financial, operational, reputational or other undue risk to the UN and we *embrace the principles of the United Nations Supplier Code of Conduct and adhere to the principles of the United Nations Global Compact.*

*We declare that all the information and statements made in this Proposal are true and we accept that any misinterpretation or misrepresentation contained in this Proposal may lead to our disqualification and/or sanctioning by the UNDP.*

*We offer to provide services in conformity with the Bidding documents, including the UNDP General Conditions of Contract and in accordance with the Terms of Reference*

*Our Proposal shall be valid and remain binding upon us for the period of time specified in the Bid Data Sheet.*

We understand and recognize that you are not bound to accept any Proposal you receive.

*I, the undersigned, certify that I am duly authorized by [Insert Name of Bidder] to sign this Proposal and bind it should UNDP accept this Proposal.*

Name: \_\_\_\_\_

Title: \_\_\_\_\_

Date: \_\_\_\_\_

Signature: \_\_\_\_\_

*[Stamp with official stamp of the Bidder]*

## FORM B: BIDDER INFORMATION FORM

<b>Legal name of Bidder</b>	[Complete]
<b>Legal address</b>	[Complete]
<b>Year of registration</b>	[Complete]
<b>Bidder's Authorized Representative Information</b>	Name and Title: [Complete] Telephone numbers: [Complete] Email: [Complete]
<b>Are you a UNGM registered vendor?</b>	<input type="checkbox"/> Yes <input type="checkbox"/> No If yes, [insert UGNM vendor number]
<b>Are you a UNDP vendor?</b>	<input type="checkbox"/> Yes <input type="checkbox"/> No If yes, [insert UNDP vendor number]
<b>Countries of operation</b>	[Complete]
<b>No. of full-time employees</b>	[Complete]
<b>Quality Assurance Certification (e.g. ISO 9000 or Equivalent) (If yes, provide a Copy of the valid Certificate):</b>	[Complete]
<b>Does your Company hold any accreditation such as ISO 14001 related to the environment? (If yes, provide a Copy of the valid Certificate):</b>	[Complete]
<b>Does your Company have a written Statement of its Environmental Policy? (If yes, provide a Copy)</b>	[Complete]
<b>Contact person UNDP may contact for requests for clarification during Proposal evaluation</b>	Name and Title: [Complete] Telephone numbers: [Complete] Email: [Complete]
<b>Please attach the following documents:</b>	<ul style="list-style-type: none"> <li>▪ Company Profile, which should <u>not</u> exceed fifteen (15) pages, including printed brochures and product catalogues relevant to the goods/services being procured</li> <li>▪ Certificate of Incorporation/ Business Registration</li> <li>▪ Tax Registration/Payment Certificate issued by the Internal Revenue Authority evidencing that the Bidder is updated with its tax payment obligations, or Certificate of Tax exemption, if any such privilege is enjoyed by the Bidder</li> <li>▪ Trade name registration papers, if applicable</li> <li>▪ Local Government permit to locate and operate in assignment location, if applicable</li> <li>▪ Official Letter of Appointment as local representative, if Bidder is submitting a Bid in behalf of an entity located outside the country</li> <li>▪ Power of Attorney</li> </ul>

## FORM C: JOINT VENTURE/CONSORTIUM/ASSOCIATION INFORMATION FORM

Name of Bidder:	[Insert Name of Bidder]	Date:	Select date
RFP reference:	[Insert RFP Reference Number]		

To be completed and returned with your Proposal if the Proposal is submitted as a Joint Venture/Consortium/Association.

No	Name of Partner and contact information (address, telephone numbers, fax numbers, e-mail address)	Proposed proportion of responsibilities (in %) and type of services to be performed
1	[Complete]	[Complete]
2	[Complete]	[Complete]
3	[Complete]	[Complete]

<b>Name of leading partner</b> (with authority to bind the JV, Consortium, Association during the RFP process and, in the event a Contract is awarded, during contract execution)	[Complete]
--	------------

We have attached a copy of the below document signed by every partner, which details the likely legal structure of and the confirmation of joint and severable liability of the members of the said joint venture:

☐ Letter of intent to form a joint venture      **OR**      ☐ JV/Consortium/Association agreement

We hereby confirm that if the contract is awarded, all parties of the Joint Venture/Consortium/Association shall be jointly and severally liable to UNDP for the fulfillment of the provisions of the Contract.

Name of partner: \_\_\_\_\_ Name of partner: \_\_\_\_\_

Signature: \_\_\_\_\_ Signature: \_\_\_\_\_

Date: \_\_\_\_\_ Date: \_\_\_\_\_

Name of partner: \_\_\_\_\_ Name of partner: \_\_\_\_\_

Signature: \_\_\_\_\_ Signature: \_\_\_\_\_

Date: \_\_\_\_\_ Date: \_\_\_\_\_

## FORM D: QUALIFICATION FORM

Name of Bidder:	[Insert Name of Bidder]	Date:	Select date
RFP reference:	[Insert RFP Reference Number]		

If JV/Consortium/Association, to be completed by each partner.

### Historical Contract Non-Performance

<input type="checkbox"/> Contract non-performance did not occur for the last 3 years			
<input type="checkbox"/> Contract(s) not performed for the last 3 years			
Year	Non- performed portion of contract	Contract Identification	Total Contract Amount (current value in US\$)
		Name of Client: Address of Client: Reason(s) for non-performance:	

### Litigation History (including pending litigation)

<input type="checkbox"/> No litigation history for the last 3 years			
<input type="checkbox"/> Litigation History as indicated below			
Year of dispute	Amount in dispute (in US\$)	Contract Identification	Total Contract Amount (current value in US\$)
		Name of Client: Address of Client: Matter in dispute: Party who initiated the dispute: Status of dispute: Party awarded if resolved:	

### Previous Relevant Experience

Please list only previous similar assignments successfully completed in the last 3 years.

List only those assignments for which the Bidder was legally contracted or sub-contracted by the Client as a company or was one of the Consortium/JV partners. Assignments completed by the Bidder's individual experts working privately or through other firms cannot be claimed as the relevant experience of the Bidder, or that of the Bidder's partners or sub-consultants, but can be claimed by the Experts themselves in their CVs. The Bidder should be prepared to substantiate the claimed experience by presenting copies of relevant documents and references if so requested by UNDP.

Project name & Country of Assignment	Client & Reference Contact Details	Contract Value	Period of activity and status	Types of activities undertaken

Bidders may also attach their own Project Data Sheets with more details for assignments above.

- ☐ Attached are the Statements of Satisfactory Performance from the Top 3 (three) Clients or more during the last 3 years.
- ☐ Attached are the Statements of Compliance to the technical requirements (company):
- At least 2 years of proven relevant experience in SaaS (Software as a service), **required**.
  - At least 3 years of proven relevant experience building technology and operating a recruitment service **required**.
  - Minimum 3 contracts of similar nature and complexity implemented over the last 3 years is **required**.
- ☐ Attached are the Statements of Compliance to the technical requirements (personnel):
- At least bachelor's degree in fields relevant to the above 'list of experiences' such as software engineering, management, communications (or similar), data science, required.
  - Minimum of 5 years of experience in recruitment/recruitment technology, software development, product development or similar areas, required.

## Financial Standing

<b>Annual Turnover for the last 3 years</b>	Year	USD
	Year	USD
	Year	USD
<b>Latest Credit Rating (if any), indicate the source</b>		

Financial information (in US\$ equivalent)	Historic information for the last 3 years		
	Year 1	Year 2	Year 3
	<i>Information from Balance Sheet</i>		
Total Assets (TA)			
Total Liabilities (TL)			
Current Assets (CA)			
Current Liabilities (CL)			
	<i>Information from Income Statement</i>		
Total / Gross Revenue (TR)			
Profits Before Taxes (PBT)			
Net Profit			
Current Ratio			

- ☐ Attached are copies of the audited financial statements (balance sheets, including all related notes, and

income statements) for the years required above complying with the following condition:

- a) Must reflect the financial situation of the Bidder or party to a JV, and not sister or parent companies;
- b) Historic financial statements must be audited by a certified public accountant;  
Historic financial statements must correspond to accounting periods already completed and audited.  
No statements for partial periods shall be accepted.



## FORM E: FORMAT OF TECHNICAL PROPOSAL

Name of Bidder:	[Insert Name of Bidder]	Date:	Select date
RFP reference:	[Insert RFP Reference Number]		

The Bidder's proposal should be organized to follow this format of Technical Proposal. Where the bidder is presented with a requirement or asked to use a specific approach, the bidder must not only state its acceptance, but also describe how it intends to comply with the requirements. Where a descriptive response is requested, failure to provide the same will be viewed as non-responsive.

### SECTION 1: Bidder's qualification, capacity and expertise

- 1.1 Brief description of the organization, including the year and country of incorporation, and types of activities undertaken.
- 1.2 General organizational capability which is likely to affect implementation: management structure, financial stability and project financing capacity, project management controls, extent to which any work would be subcontracted (if so, provide details).

*Explain whether any work would be subcontracted, to whom, how much percentage of the work, the rationale for such, and the roles of the proposed sub-contractors and how everyone will function as a team.*

- 1.3 Relevance of specialized knowledge and experience on similar engagements done in the region/country.
- 1.4 Quality assurance procedures and risk mitigation measures.
- 1.5 Organization's commitment to sustainability
  - Organization is compliant with ISO 14001 or ISO 14064 or equivalent
  - Organization is a member of the UN Global Compact
  - Organization demonstrates significant commitment to sustainability through some other means (for example internal company policy documents on women empowerment, renewable energies or membership of trade institutions promoting such issues)

### SECTION 2: Proposed Methodology, Approach and Implementation Plan

This section should demonstrate the bidder's responsiveness to the TOR by identifying the specific components proposed, addressing the requirements, providing a detailed description of the essential performance characteristics proposed and demonstrating how the proposed approach and methodology meets or exceeds the requirements. All important aspects should be addressed in sufficient detail and different components of the project should be adequately weighted relative to one another.

- 2.1 Understanding of the requirement: Have the important aspects of the task been addressed in sufficient detail? Are the different components of the project adequately weighted relative to one another?
- 2.2 Description of the Offeror's approach and methodology for meeting or exceeding the requirements of the Terms of Reference
- 2.3 Details on how the different service elements shall be organized, controlled and delivered
- 2.4 Description of available performance monitoring and evaluation mechanisms and tools; how they shall be adopted and used for a specific requirement

- 2.5 Assessment of the implementation plan proposed including whether the activities are properly sequenced and if these are logical and realistic
- 2.6 Demonstration of ability to plan, integrate and effectively implement sustainability measures in the execution of the contract

## **SECTION 2A: Bidder's Comments and Suggestions on the Terms of Reference**

Provide comments and suggestions on the Terms of Reference, or additional services that will be rendered beyond the requirements of the TOR, if any.

## **SECTION 3: Management Structure and Key Personnel**

- 3.1 Describe the overall management approach toward planning and implementing the project. Include an organization chart for the management of the project describing the relationship of key positions and designations. Provide a spreadsheet to show the activities of each personnel and the time allocated for his/her involvement.
- 3.2 Provide CVs for key personnel that will be provided to support the implementation of this project using the format below. CVs should demonstrate qualifications in areas relevant to the Scope of Services including mandatory requirements as defined in Section 5: Terms of Reference.

## Form H: Format for CV of Proposed Key Personnel

NAME OF PERSONNEL	[INSERT] _____
POSITION FOR THIS ASSIGNMENT	[INSERT] _____
NATIONALITY	[INSERT] _____
LANGUAGE PROFICIENCY	[INSERT] _____
EDUCATION/ QUALIFICATIONS	[SUMMARIZE COLLEGE/UNIVERSITY AND OTHER SPECIALIZED EDUCATION OF PERSONNEL MEMBER, GIVING NAMES OF SCHOOLS, DATES ATTENDED, AND DEGREES/QUALIFICATIONS OBTAINED.] [INSERT] _____
PROFESSIONAL CERTIFICATIONS	[PROVIDE DETAILS OF PROFESSIONAL CERTIFICATIONS RELEVANT TO THE SCOPE OF SERVICES] ▪ NAME OF INSTITUTION: [INSERT] ▪ DATE OF CERTIFICATION: [INSERT] _____
EMPLOYMENT RECORD/ EXPERIENCE	[LIST ALL POSITIONS HELD BY PERSONNEL (STARTING WITH PRESENT POSITION, LIST IN REVERSE ORDER), GIVING DATES, NAMES OF EMPLOYING ORGANIZATION, TITLE OF POSITION HELD AND LOCATION OF EMPLOYMENT. FOR EXPERIENCE IN LAST FIVE YEARS, DETAIL THE TYPE OF ACTIVITIES PERFORMED, DEGREE OF RESPONSIBILITIES, LOCATION OF ASSIGNMENTS AND ANY OTHER INFORMATION OR PROFESSIONAL EXPERIENCE CONSIDERED PERTINENT FOR THIS ASSIGNMENT.] [INSERT] _____
REFERENCES	[PROVIDE NAMES, ADDRESSES, PHONE AND EMAIL CONTACT INFORMATION FOR TWO (2) REFERENCES] REFERENCE 1: [INSERT] REFERENCE 2: [INSERT] _____

I, the undersigned, certify that to the best of my knowledge and belief, these data correctly describe my qualifications, my experiences, and other relevant information about myself.

\_\_\_\_\_  
Signature of Personnel

\_\_\_\_\_  
Date (Day/Month/Year)

**FORM F: FINANCIAL PROPOSAL SUBMISSION FORM**

Name of Bidder:	[Insert Name of Bidder]	Date:	Select date
RFP reference:	[Insert RFP Reference Number]		

We, the undersigned, offer to provide the services for [Insert Title of services] in accordance with your Request for Proposal No. [Insert RFP Reference Number] and our Proposal. We are hereby submitting our Proposal, which includes this Technical Proposal and our Financial Proposal sealed under a separate envelope.

Our attached Financial Proposal is for the sum of [Insert amount in words and figures].

*Our Proposal shall be valid and remain binding upon us for the period of time specified in the Bid Data Sheet.*

We understand you are not bound to accept any Proposal you receive.

Name: \_\_\_\_\_  
Title: \_\_\_\_\_  
Date: \_\_\_\_\_  
Signature: \_\_\_\_\_

*[Stamp with official stamp of the Bidder]*

## FORM G: FINANCIAL PROPOSAL FORM

Name of Bidder:	[Insert Name of Bidder]	Date:	Select date
RFP reference:	[Insert RFP Reference Number]		

The Bidder is required to prepare the Financial Proposal following the below format and submit it in an envelope separate from the Technical Proposal as indicated in the Instruction to Bidders. Any Financial information provided in the Technical Proposal shall lead to Bidder's disqualification.

The Financial Proposal should align with the requirements in the Terms of Reference and the Bidder's Technical Proposal.

**Currency of the proposal: USD**

**Table 1: Summary of Overall Prices**

	Amount(s)
<b>Professional Fees</b> (from Table 2)	
<b>Other Costs</b> (from Table 3)	
<b>Total Amount of Financial Proposal</b>	

**Table 2: Breakdown of Professional Fees**

Name	Position	Fee Rate	No. of Days/months/ hours	Total Amount
		A	B	C=A+B
In-Country				
Home Based				
<b>Subtotal Professional Fees:</b>				

**Table 3: Breakdown of Other Costs**

Description	UOM	Quantity	Unit Price	Total Amount
International flights	Trip			
Subsistence allowance	Day			
Miscellaneous travel expenses	Trip			

Local transportation costs	Lump Sum			
Out-of-Pocket Expenses				
Other Costs: (please specify)				
<b>Subtotal Other Costs:</b>				

**Table 4: Breakdown of Price per Deliverable/Activity**

<b>Deliverable/ Activity description</b>	<b>%</b>	<b>Professional Fees</b>	<b>Other Costs</b>	<b>Total</b>
Cloud based system covering all the business requirements identified in the Annex procured	35%			
Customization, BETA testing and launch)	20%			
All data transferred from the existing systems to the new system (knowledge transfer)	15%			
Provide with training to key personnel (regular users) who will be the day to day users of the platform. Video/visual training content developed and delivered for remote training.	15%			
Subscription to the system	15%			
Provide AI/Machine Learning services on 24/7 basis directly or over APIs	N/A  Price is inclusive of support.			
Relevant technical/maintenance support till the end of 2022	N/A  Price is inclusive of maintenance.			