REQUEST FOR QUOTATION FOR LOW-VALUE GOODS

DATE: **05/02/2020**

SUBJECT: Request for Quotation

REF: **RFQ_004_20 SUPPLY OF QLIK SENSE® ENTERPRISE TYPE SOFTWARE DELIVERY OR EQUIVALENT FOR COMPLETE SITUATION CENTER SOFTWARE**

DEADLINE: **by 18:00 (GMT +5) on Monday, February 24, 2020**

Dear Sirs,

We kindly request that you provide a quotation for the goods described below.

TECHNICAL REQUIREMENTS OF QLIK SENSE® ENTERPRISE TYPE SOFTWARE DELIVERY OR EQUIVALENT FOR COMPLETE SITUATION CENTER SOFTWARE

General Information

According to the Decree of the President of the Republic of Uzbekistan dated December 12, 2017 No. 5278 "On measures to fundamentally reform the national system of rendering public services to the public," the State Services Agency was entrusted with the creation of a situational center, including the introduction of remote video monitoring mechanisms for the provision of public services in real time, monitoring, assessing the quality and efficiency in this area.

The specific objectives of integrated software are:
- Ensuring the operability of real-time monitoring of the provision of public services in public service centers;
- Collection, processing and visualization of data according to specified criteria and parameters;
- The ability to receive reports and statistics in the context of employees, services and other data;
- Increasing staff productivity;
- Ability to create and learn flexible interactive visual presentations;
- Data manipulation and self-analysis of big data;
- Evaluation of the effectiveness and rapid provision and availability of data regardless of the source;
- Flexible and quick response in response to the appeal of the service recipients, as well as the operators of PSC;
- Prompt and optimal decision making based on identifiable data through integrated software;
- Collection of data from disparate data sources and bringing them into a single format;
- Ability for users to create interactive reports, without the involvement of IT specialists.
- Comprehensive software for the Situation Center (hereinafter referred to as SC) of the Public Services Agency of the Republic of Uzbekistan (hereinafter PSA) should be designed taking into account the existing IT infrastructure of PSA with the possibility of its further development.

The PSA SC should include the following management software:

1. Subsystem for Business Analytics (Business Intelligence, BI).
2. Software subsystem for managing data visualization on a video wall.

The tasks of the Business Intelligence subsystem are:
- The main objective of the Business Analytics system is the collection, processing and visualization of data according to specified criteria and parameters;
- Monitoring the activities of public service centers with the possibility of obtaining reports and statistics by staff, services and other data;
- Providing the opportunity to make management decisions based on the collected and processed data for managers.

1. REQUIREMENTS FOR THE BUSINESS ANALYTICS SUBSYSTEM

- BI system (platform) should allow the user to generate a report, both in tabular form and in visual (graphs, charts). Changing the data in a tabular form should automatically modify the indicators and the form of the visual part;
- A function should be provided when the user independently changes the tabular form of the report (adds a column with a calculated indicator). Moreover, he should have a flexible tool for using formulas (possibly pre-configured), filters and sorts;
- Work with OLAP cubes (data source) should be organized with the ability to build dynamic reports (register a complex code by a user with the appropriate rights.);
- BI system should allow to generate reports in the dashboard mode with the possibility of "falling" into more detailed indicators (from the general indicator to the components that form it). When using the dashboard mode, it should be possible to use filters and sorting;
- The technological platform should allow generating (viewing) reports on mobile devices (tablet, smartphone) using web-access;
- The technology platform should allow the BI system to connect (use) to different data sources (Excel, Access, SAP BW, 1C, SQL databases and others);
- BI should allow creating reports (manually, or by downloading a template), the generation of which can be initiated by third-party users (for example, contractors). At the same time, the formation parameters can be set by contractors themselves (for example, date);
- BI platform should allow the formation of automatic mailing of reports by generating them by e-mail;
- The system must support the ability to process data in random access memory;
- The system must have a built-in ETL module for loading and transforming data;
- When forming, the system should not load a transactional data source;
- The system must have a built-in storage mechanism for downloaded data;
- The queue management system and the system for assessing the quality of customer service used by the Customer should be integrated into the BI system;
- The BI system should be able to connect other systems of the Customer in the future;
- Within the framework of this project, the BI System supplier must ensure connection to the queue management system, as well as to the service quality assessment system;
- The BI system should be able to connect in the future other systems of Public Service Agency by connecting databases or through the API;
- The system must include at least 6 user licenses for employees of the Customer;
- The validity of licenses and support must be at least 5 years.

2. REQUIREMENTS FOR THE SUBSYSTEM FOR MANAGING DATA VISUALIZATION OF DATA ON THE VIDEO WALL

- The software must support work in the environment of Microsoft Windows 7 and newer;
- The software should be able to work without connecting to a hardware video processor;
- The software should support outputting images to a video processor in 4K format;
- The software should support streaming video in 4K format;
- The software must support working with audio;
- The software must support image output from different sources;
- The software should have the option of presetting image output templates in an amount of at least 50 pcs;
- The software must support work with LED panels;
- The software must have the function of auto-detection of devices;

3. SUPPLIER REQUIREMENTS

The supplier must provide the original or scanned copy of the authorization letter or other form from the manufacturer, confirming the delivery of the software within the framework of this project to the territory of the Republic of Uzbekistan.

The supplier must have a local office or subcontracting organization with at least 2 certified technical specialists on staff to carry out work on launching and configuring the system on the Customer's territory and support during the warranty period with a reaction time to incidents and a field trip (no more than 2 hours) .

4. SERVICE REQUIREMENTS

The supplier must perform all work, including installation, connection, configuration and adjustment of software with purchased equipment, testing, as well as putting the supplied integrated software into trial operation, and then into the commercial operation.

5. WARRANTY REQUIREMENTS

Warranty support and after-sales service is carried out by the authorized partners of the manufacturer in the territory of the Republic of Uzbekistan.

All software within the framework of this tender should include a warranty and support - at least 60 months after signing the certificate of completion. During the warranty period, an authorized partner must provide support, as well as a possible amount of improvements for an additional fee.

As part of the warranty period, all software must have:

- Remote diagnostics and support;
- Access to technical resources;
- License to use software updates;
- Software support;
- Updates to software products and documentation;

The supplier guarantees that the quality of the supplied software meets all the technical requirements specified in this technical requirement. He must also present all documents confirming its quality and functionality in accordance with the current standards approved for this type of software at the delivery of the software.

At the same time, the service life and support of the software should not be less than 5 years from the moment of signing the certificate of completion.

6. TERMS AND CONDITIONS OF DELIVERY

The delivery of goods must be performed at the address: Tashkent, st. Amir Timur, 16 A.

The goods will be delivered within 45 (forty-five) calendar days from the date of signing by the parties of the contract.

The supplier, at its own expense and at its own risk, fulfills all the conditions associated with the export of goods to the country of delivery.

The risk of loss or damage to the goods passes from the Supplier to the Customer after delivery of the goods to the buyer's warehouse.

The Supplier is obliged to notify the Customer by phone, e-mail or other means of communication of the shipment of goods no later than 48 hours after shipment.

Upon delivery of the goods must be attached: bill of lading; invoice, passport (certificate), instruction manual.

7. Training

The supplier should conduct training in Tashkent for customer representatives on the administration of the supplied complexes and further work with them.

№	Description	Hours
1	Installation training	16
2	System support and upgrade training	16

* Contingent, the place for provisioning of theoretical and practical training will be provided UNDP

8. ADDITIONAL REQUIREMENTS

- Direct support of the manufacturer by company representatives within the country involving at least two specialist engineers;
- Software updates;
- Support by phone and email;
- Conducting four full-time trainings on using the systems of the situational center for the PSA.

Item no.	Description	Q-ty	License duration	Technical specifications	Unit price (pls. Indicate a currency)	Total price per item (pls. Indicate a currency)
1.	Subsystem for Business Analytics (Business Intelligence, BI).	6	5 years			
2.	Software subsystem for managing data visualization on a video wall.	1	Unlimited			
3.	4-day training in Tashkent	1				
4.	Technical support	1				
	TOTAL PRICES OF GOODS[1]					
	Add: Warranty not less than 5 years					
	Add: other charges (pls. Specify)					
	TOTAL FINAL AND ALL-INCLUSIVE PRICE QUOTATION					

Notes: 1 Technical details of the model offered MUST be submitted with the bid offer.

---

[1] Pricing of goods should be consistent with the INCO Terms indicated in the RFQ

The UNDP General Terms and Conditions are an integral part of this RFQ and should be reviewed by all bidders.
http://www.undp.org/content/undp/en/home/procurement/business/how-we-buy.html.

In submitting a quotation, bidders expressly accept to be bound by these General Terms and Conditions.

Any Purchase Order resulting from this process shall incorporate them in full.

Please submit your quotation by completing the right column of the form below:

UNDP Requirements [to be filled out by Buyer]	Bidder's Response
Validity of Offer: ☒ 60 days In exceptional circumstances, UNDP may request the Vendor to extend the validity of the Quotation beyond what has been initially indicated in this RFQ. The Proposal shall then confirm the extension in writing, without any modification whatsoever on the Quotation.	☐ Yes ☐ No ☐ Please explain in case of "No": _____
Warranty Period Offered (as applicable): Not less than 5 years	☐ Yes ☐ No ☐ Please explain in case of "No": _____
Description of Warranty Coverage (as applicable): Warranty support and after-sales service is carried out by the authorized partners of the manufacturer in the territory of the Republic of Uzbekistan. During the warranty period, an authorized partner must provide a support (Pls. see 5. Warranty Requirements of Technical Specification)	☐ Yes ☐ No ☐ Please explain in case of "No": _____
Required documents: Quality Certificates (ISO, functionality in accordance with the current standards, main technical characteristics of the supplied equipment and available certificates and etc.);	☐ Yes ☐ No ☐ Please explain in case of "No": _____
Description of After Sales Service (as applicable): ☒ Warranty on devices not less than 3 years ☒ Technical Support ☒ Provision of Service Unit when pulled out for maintenance/ repair ☐ Others: Replacement for a new city vehicle if the defect is detected/fault is detected at the time of delivery by supplier.	☐ Yes ☐ No ☐ Please explain in case of "No": _____
Delivery Terms (linked to INCOTERMS 2010): ☐ FCA ☐ CPT ☐ CIP The cargo shall come to the name of UNDP CO Uzbekistan followed with **invoice (2 originals) and packing list (2 originals), with other quality confirmation documents if required.** ☐ DAP Address:	☐ Yes ☐ No ☐ Please explain in case of "No": _____

☒ Other: (online access) Tashkent, st. Amir Timur, 16 A. Customs clearance[2], if needed, shall be done by United Nations Development Programme for imported goods.	
Payment Terms: ☒ United States Dollars, for Foreign Suppliers will be paid in US Dollars by bank transfer 100% of the total invoice amount upon delivery and acceptance of goods ☒ Local Currency: Uzbek Soums (UZS), for Local Suppliers will be paid in Uzbek Soums by bank transfer 100% of the total invoice amount upon delivery and acceptance of goods	☐ Yes ☐ No ☐ Please explain in case of "No": _____
Delivery terms: Not more than **45 calendar days** from the signing of contract for goods by both parties **Attention:** If the offered delivery term exceeds the delivery time specified above, the respective proposed offer may be rejected.	☐ Yes ☐ No ☐ Please explain in case of "No": _____
All documentations, including catalogs, instructions and operating manuals, shall be in: ☒ English or Russian ☐ French ☐ Spanish ☐ Others	☐ Yes ☐ No ☐ Please explain in case of "No": _____
Liquidated Damages: ☐ Will not be imposed ☒ Will be imposed under the following conditions: 0,5% of total contract amount for every day of delay, up to a maximum 10% of the contract amount. The contract may be terminated thereafter or after one month of delay, whichever occurs earlier.	☐ Accept ☐ Does not accept ☐ Please explain in case of "Does not accept":
Please confirm that your company is not included in the UN Security Council 1267/1989 list, UN Procurement Division List or other UN Ineligibility List;	☐ Not listed ☐ Listed ☐ Please explain in case of "Listed":
Please confirm that you accept the UN Supplier Code of Conduct, available at https://www.un.org/Depts/ptd/about-us/un-supplier-code-conduct	☐ Accept ☐ Does not accept ☐ Please explain in case of "Does not accept":

We request your duly signed and sealed price quotation in a company letterhead and additional details as outlined, latest by **18:00 (GMT +5)** on **Thursday, February 24, 2020.**

You may deliver physically in a sealed envelope to the United Nations Building, 4, Taras Shevchenko street, Tashkent 100029, Uzbekistan.

---

[2] *Must be linked to INCO Terms chosen.*

Alternatively, you may submit it electronically in .pdf format to <u>bids.uz@undp.org</u>[3]. Quotation submitted by e-mail must be limited to a maximum size of 10 MB, virus-free and consist of no more than 3 email transmissions. Otherwise, such quotations will be rejected.

Your bid should contain the following reference either on the envelope or email subject:

RFQ_004_20 SUPPLY OF QLIK SENSE® ENTERPRISE TYPE SOFTWARE DELIVERY OR EQUIVALENT[4].

Please follow these instructions and be mindful of deadlines. Bids submitted through other means or to other addresses will not be accepted.

UNDP will consider an award to the quotation which complies with all requirements in full and offers the lowest price. UNDP reserves the right to conduct post qualification exercise by requesting additional documents/clarifications/information if deemed necessary.

Any offer that does not meet requirements shall be rejected. UNDP is under no obligation to accept any bid.

Any request for additional information or queries must be sent/addressed to Procurement Unit three business days prior to the deadline in writing to <u>pu.uz@undp.org</u>.

Yours Sincerely,

Procurement Unit

---

[3] *Quotations submitted to other e-mail addresses will not be accepted and will be rejected.*
[4] *Quotations that do not contain the specified subject or reference to the tender number in the subject line of e-mail message or on the envelope will not be opened and will be rejected.*