



REQUEST FOR PROPOSAL (RFP)

NAME & ADDRESS OF FIRM:	DATE: April 3, 2020
All interested and potential companies	REFERENCE: RFP/005/20 (re-announcement) Development and implementation of an integrated management system of the public services agency.

Dear Sir / Madam:

We kindly request you to submit your Proposal for development and implementation of an integrated management system of the public services agency.

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

Proposals may be submitted **on or before April 24, 2020, 6:00 pm local time (Tashkent)** via email, courier mail or fax to the address below:

United Nations Development Programme
Republic of Uzbekistan 4, Taras Shevchenko Street, Tashkent 100029
Tel: + 998 71 120-34-50, 120-61-67;
Fax: + 998 71 120-34-85
Procurement Unit, UNDP Uzbekistan

For email proposals: bids.uz@undp.org

Your Proposal must be expressed in the English or Russian language and valid for a minimum period of **90 calendar days after the date of Proposal submission**.

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

It shall remain your responsibility to ensure that your quotation will reach the address above on or before the deadline. Quotations that are received by UNDP after the deadline indicated above, for whatever reason, shall not be considered for evaluation. If you are submitting your quotation by email, kindly ensure that they are signed and in the .pdf format, and free from any virus or corrupted files.

IF you intended to submit your proposal by courier mail, consequently your proposal should be in sealed envelope with the following marking on envelope:

“TO: UNDP Uzbekistan

ATTENTION: PROCUREMENT UNIT

SEALED QUOTATION ref: RFP/005/20 (re-announcement) Development and implementation of an integrated management system of the public services agency.

PROPOSER: [NAME AND ADDRESS OF YOUR COMPANY]”

DEADLINE: April 24, 2020, 6:00 pm local time (Tashkent)

“DO NOT OPEN”

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

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

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

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

Any Contract or Purchase Order that will be issued as a result of this RFP shall be subject to the General Terms and Conditions attached hereto. The mere act of submission of a Proposal implies that the Service Provider accepts without question the General Terms and Conditions of UNDP, herein attached as Annex 2.

Please be advised that UNDP is not bound to accept any Proposal, nor award a contract or Purchase Order, nor be responsible for any costs associated with a Service Providers preparation and submission of a Proposal, regardless of the outcome or the manner of conducting the selection process.

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

<http://www.undp.org/content/undp/en/home/operations/procurement/protestandsanctions/>

UNDP encourages every prospective Service Provider to prevent and avoid conflicts of interest, by disclosing to UNDP if you, or any of your affiliates or personnel, were involved in the preparation of the requirements, design, cost estimates, and other information used in this RFP.

UNDP implements a zero tolerance on fraud and other proscribed practices, and is committed to preventing, identifying and addressing all such acts and practices against UNDP, as well as third parties involved in UNDP activities. UNDP expects its Service Providers to adhere to the UN Supplier Code of Conduct found in this link: http://www.un.org/depts/ptd/pdf/conduct_english.pdf

Sincerely yours,
Procurement Unit, UNDP Uzbekistan
4/3/2020

Description of Requirements

Context of the Requirement	In the frame of Technical Capacity Building component of the Programme on “Improved Public Service Delivery and Enhanced Governance in Rural Uzbekistan”
Implementing Partner of UNDP	Ministry of Justice of Uzbekistan
Brief Description of the Required Services ¹	<p>In order to implement the Decree of the President of the Republic of Uzbekistan “On measures to further improve the fight against corruption in the Republic of Uzbekistan” from May 27, 2019 No. UP-5729 and Resolution of the Cabinet of Ministers of the Republic of Uzbekistan “On measures to introduce quality management systems in enterprises that meet international standards” from July 22, 2004 No. 349, the Public Services Agency engages a consulting company to carry out work on the “Development and implementation of an integrated management system of the Public Services Agency ”in accordance with international standards ISO 9001: 2015 and ISO 27001: 2018."</p> <p>The subject of this technical assignment is the development and implementation of an integrated management system in the Central Office, 5 territorial departments and 5 centers of the Public Services Agency (Customer) that meets the requirements of international management standards ISO 9001: 2015 and ISO 27001: 2018.</p> <p>All qualification requirements of the consulting company (Contractor) must meet or exceed the minimum requirements specified in these terms of reference.</p>
List and Description of Expected Outputs to be Delivered	<p>Stage 1.</p> <p>Analysis of the management system at the Customer’s enterprise for compliance with international standards.</p> <p>Analysis of the structure of documents of the current management system.</p> <p>Preparation of an analytical report based on the results of diagnostics.</p> <p>Stage 2.</p> <p>The definition of processes and their relationship, officials responsible for their functioning, performance criteria.</p> <p>Development of quality policies and goals, rules and methods for risk assessment.</p> <p>Development of a draft of documented procedures and other necessary documents of the management system to ensure its compliance with the requirements of international standards, taking into account the current legislation of the Republic of Uzbekistan.</p> <p>Stage 3.</p> <p>Implementation of a quality management system, bringing the actions in line with the developed system.</p>

¹ A detailed TOR is attached to the solicitation document.

	<p>Familiarization of the staff of the Central Office, 5 territorial departments and 5 Public Service Centers with new internal procedures and documents in accordance with the requirements of international standards.</p> <p>Advising the employees of the customer on the implementation and management of the management system procedures.</p> <p>A survey of the actual fulfillment of existing requirements contained in the documentation of the Customer regarding the management of various areas of its activities.</p> <ul style="list-style-type: none"> • conducting a preliminary internal audit; • preparation of an audit report; • providing methodological assistance in eliminating identified inconsistencies according to the results of internal audits; • preparation of materials for analysis by senior management. <p>Providing methodological assistance in planning, conducting and presentation of the results of internal audits.</p> <p>Stage 4.</p> <p>Consulting support during the certification audit of the Customer's management system for compliance with the requirements of ISO 9001 and ISO 27001.</p>
Person to Supervise the Work/Performance of the Service Provider	Programme Coordinator of Project
Frequency of Reporting	As per TOR
Progress Reporting Requirements	See section Results of the TOR
Location of work	<input type="checkbox"/> Exact Address/es [pls. specify] <input checked="" type="checkbox"/> At Contractor's Location
Expected Business trips	Tashkent regions of Uzbekistan
Expected duration of work	240 calendar days from signing the contract
Target start date	During 5 calendar days upon signing a contract by both parties
Latest completion date	90 calendar days (from the date of signing a contract by both parties)
Implementation Schedule indicating breakdown and timing of	<input checked="" type="checkbox"/> Required

activities/sub-activities	
Names and curriculum vitae of individuals who will be involved in completing the services	<input checked="" type="checkbox"/> Required
Currency of Proposal	<input checked="" type="checkbox"/> United States Dollars for foreign companies with a legal address and bank account outside Uzbekistan <input checked="" type="checkbox"/> Local Currency UZS for local companies registered in Uzbekistan
Value Added Tax on Price Proposal ²	<input checked="" type="checkbox"/> Must be exclusive of VAT for foreign companies registered outside of Uzbekistan; <input checked="" type="checkbox"/> Must be inclusive of VAT for local companies registered in Uzbekistan (if registered as VAT payer);
Validity Period of Proposals <i>(Counting for the last day of submission of quotes)</i>	<input checked="" type="checkbox"/> 90 calendar days In exceptional circumstances, UNDP may request the Proposer to extend the validity of the Proposal beyond what has been initially indicated in this RFP. The Proposal shall then confirm the extension in writing, without any modification whatsoever on the Proposal.
Partial Quotes	<input checked="" type="checkbox"/> Not permitted

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

Payment Terms	Outputs	Percentage	Condition for Payment Release	Timing
	<p>For foreign companies with a legal address and bank account outside Uzbekistan.</p> <p>For local companies registered in Uzbekistan.</p> <p>The payments shall be made to the banking account in the following order:</p>			
	Result No. 1 Diagnostic analysis report	25% of the total contract amount	Upon acceptance of Result 1	60 calendar days from the date of signing the contract
	Result No. 2 Developed documentation: policies and goals, quality guidelines, mandatory procedures, risk assessment rules	35% of the total contract amount	Upon acceptance of Result 2	120 calendar days from the date of signing the contract
	Result No. 3 Internal Audit Report, Senior Management Review	20% of the total contract amount	Upon acceptance of Result 3	180 calendar days from the date of signing the contract
	Result No. 4 Certificates ISO 9001 and ISO 27001	20% of the total contract amount	Upon acceptance of Result 4	240 calendar days from the date of signing the contract
	<p>100% payment will be made from the date the following terms are completed:</p> <p>a) A written document of acceptance by UNDP of Outputs 1, 2; 3 and 4.</p> <p>b) Receiving of the invoice for payment of Vendor</p> <p>c) The signing by the parties of documents confirming the completion of the contractual obligations and the adoption of UNDP.</p>			
Person(s) to review/inspect/ approve outputs/completed services and	Programme Coordinator of Project			

authorize the disbursement of payment																					
Type of Contract to be Signed	<input checked="" type="checkbox"/> Contract for Professional Services/Face sheet																				
Criteria for Contract Award	<input checked="" type="checkbox"/> Lowest Price Quote among technically responsive offers <input checked="" type="checkbox"/> Full acceptance of the UNDP Contract General Terms and Conditions (GTC). This is a mandatory criteria and cannot be deleted regardless of the nature of services required. Non-acceptance of the GTC may be grounds for the rejection of the Proposal.																				
Criteria for the Assessment of Proposal	<p><u>Technical Proposal</u></p> <table><tr><td>#</td><td>Technical evaluation of proposal</td><td>%</td><td>Score</td></tr><tr><td>1</td><td>Expertise of the Firm</td><td>30%</td><td>30 points</td></tr><tr><td>2</td><td>Methodology, Its Appropriateness to the Condition and Timeliness of the Implementation Plan</td><td>34 %</td><td>34 points</td></tr><tr><td>3</td><td>Management Structure and Qualification of Key Personnel.</td><td>36 %</td><td>36 points</td></tr><tr><td></td><td>Total</td><td>100%</td><td></td></tr></table> <p>Contract will be awarded to the technical responsive offer proposed the lowest price. Offers are not received the minimum pass score of 70% of technical proposal scores will be recognized as the proposal does not meet the technical requirements of the tender.</p>	#	Technical evaluation of proposal	%	Score	1	Expertise of the Firm	30%	30 points	2	Methodology, Its Appropriateness to the Condition and Timeliness of the Implementation Plan	34 %	34 points	3	Management Structure and Qualification of Key Personnel.	36 %	36 points		Total	100%	
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3	Management Structure and Qualification of Key Personnel.	36 %	36 points																		
	Total	100%																			
UNDP will award the contract to:	<input checked="" type="checkbox"/> One and only one Service Provider Sub-contracting is not allowed. Service Provider must perform the entire scope of work on their own, without the involving sub-contractors or experts.																				
Annexes to this RFP ³	<input checked="" type="checkbox"/> Form for Submission of Proposal (Annex 2) <input checked="" type="checkbox"/> General Terms and Conditions / Special Conditions (Annex 3) ⁴ <input checked="" type="checkbox"/> Detailed TOR																				

³ Service Providers are alerted that non-acceptance of the terms of the General Terms and Conditions (GTC) may be grounds for disqualification from this procurement process.

⁴ This contact person and address is officially designated by UNDP. If inquiries are sent to other person/s or address/es, even if they are UNDP staff, UNDP shall have no obligation to respond nor can UNDP confirm that the query was received.

Documents to be submitted	<p><input checked="" type="checkbox"/> Duly filled in Form as provided in Annex 1, and in accordance with the list of requirements in Annex 1;</p> <p><input checked="" type="checkbox"/> Profile – describing the nature of business, information about the company (10 pages max.) confirming the field of expertise, practical experience of the Offeror in the required area;</p> <p><input checked="" type="checkbox"/> Company’s profile with detailed information (name of the company, address, contact details etc.) using form provided in Table 1 of Annex 2</p> <p><input checked="" type="checkbox"/> Declaration of owners’ interest in other companies issued on company’s letterhead duly signed and stamped (Part 1, Annex2);</p> <p><input checked="" type="checkbox"/> At least 5 contracts successfully performed according to the requirements of ISO 9001: 2015 in the last 4 years for supply of similar services.</p> <p><input checked="" type="checkbox"/> The presence of an ISO 9001 certificate issued by a foreign certification body indicating the introduction of a management system in the activities of the Contractor in accordance with ISO 9001: 2015.</p> <p><input checked="" type="checkbox"/> Verified copy of Latest Business Registration Certificate and License;</p> <p><input checked="" type="checkbox"/> Verified copy of the page from company’s Charter where the information on company founders is provided;</p> <p><input checked="" type="checkbox"/> List of projects of similar to present tender nature the Company fulfilled during the last 3 years with description of scope of task, purpose and duration of such contracts, as well as contact details of customers;</p> <p><input checked="" type="checkbox"/> Financial statements for the last 2 years verified by independent third party such as auditors or similar as may be applicable</p> <p><input checked="" type="checkbox"/> Self-declaration confirming that the Company is not in the UN sanctions list 1267/1989 list, UN Procurement Division List or other UN Ineligibility List;</p> <p><input checked="" type="checkbox"/> Any information regarding any past and current litigation during the last five (5) years</p> <p><input checked="" type="checkbox"/> Signed by owners resumes and declaration of availability of involved specialists during contract implementation period</p> <p><input checked="" type="checkbox"/> Recommendations and list of corporate orderers/clients to whom such services were provided</p> <p><input checked="" type="checkbox"/> The service provider should provide a step-by-step concept and implementation scheme for the tasks/methodology with a work schedule (10 pages max.) for detailed information please see Annex 2, A. Proposed Methodology for the Completion of Services.</p>
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Eligibility Criteria	<p>☑ At least 5 contracts for supply of similar services successfully performed according to the requirements of ISO 9001: 2015 for the last 4 years;</p> <p>☑ The presence of an ISO 9001 certificate issued by a foreign certification body, indicating the introduction of a management system in the activities of the Contractor in accordance with ISO 9001: 2015.</p> <p>☑ Demonstrated availability of a permanent office reachable via landline telephone and permanent staff of at least 5 persons</p> <p>☑ Strong financial position: (a) Liquidity ratio for the last two years not less than 1, if financial reports were presented, OR (b) Confirmation from bank regarding strong financial.</p>
Contact Person for Inquiries (Written inquiries only) ⁵	<p><i>Procurement Unit</i></p> <p>+998 71 1203485/ pu.uz@undp.org</p> <p>Any delay in UNDP's response shall be not used as a reason for extending the deadline for submission, unless UNDP determines that such an extension is necessary and communicates a new deadline to the Proposers.</p>
Other Information (other requirements)	<p>Offers submitted by two (2) or more Offerors shall all be rejected if they are found to have <u>any</u> of the following:</p> <ul style="list-style-type: none"> a) they have at least one controlling partner, director or shareholder in common; or b) any one of them receive or have received any direct or indirect subsidy from the other/s; or c) they have the same legal representative for purposes of this RFQ; 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 e) influence on the Offer of, another Offerer regarding this RFQ process; f) they are subcontractors to each other's Offer, or a subcontractor to one Offer also submits another Proposal under its name as lead Offerer; or an expert proposed to be in the team of one Offerer participates in more than one Offer received for this RFP process. This condition does not apply to subcontractors being included in more than one Offer.

⁵ This contact person and address is officially designated by UNDP. If inquiries are sent to other person/s or address/es, even if they are UNDP staff, UNDP shall have no obligation to respond nor can UNDP confirm that the query was received.

EVALUATION OF PROPOSALS

UNDP shall examine the Proposal to confirm that all terms and conditions under the UNDP General Terms and Conditions and Special Conditions have been accepted by the Proposer without any deviation or reservation.

The evaluation team shall review and evaluate the Technical Proposals on the basis of their responsiveness to the Terms of Reference and other documentation provided, applying the evaluation criteria, sub-criteria, and point system specified in the **RFP**. Each responsive Proposal will be given a technical score. A Proposal shall be rendered non-responsive at this stage if it does not substantially respond to the RFP particularly the demands of the Terms of Reference, which also means that it fails to achieve the minimum technical score indicated in the **RFP**. Absolutely no changes may be made by UNDP in the criteria; sub-criteria and point system indicated in the **RFP** after all Proposals have been received.

Evaluation forms for technical proposals are given below. The obtainable number of points specified for each evaluation criterion indicates the relative significance or weight of the item in the overall evaluation process. The Technical Proposal Evaluation Forms are:

Form 1: Expertise of the Company

Form 2: Methodology -Proposed Work Plan and Approach

Form 3: Management Structure and Key Personnel

Technical Proposal Evaluation		Points Obtainable	Company / Other Entity				
Form 1			A	B	C	D	E
Expertise of the Company							
1.1	Reputation of Organization and Staff (Competence / Reliability): At least 5 years of experience in developing and implementing ISO management systems in the consulting market in the Republic of Uzbekistan. <ul style="list-style-type: none">• More than 7 years – 10 points;• From 5 to 7 years – 8 points;• 5 years – 6 points;• Less than 5 years is not acceptable	10					
1.2	Recommendations at least 5 to whom such services were provided. <ul style="list-style-type: none">• More than 6 recommendations – 10 points;• From 5 to 6 recommendations – 8 points;• 5 recommendations – 6 points;• Less than 5 recommendations are not acceptable	10					
1.3	At least 5 contracts successfully performed according to the requirements of ISO 9001: 2015 in the last 4 years for supply of similar services. <ul style="list-style-type: none">• More than 6 similar works – 10 points;• From 5 to 6 similar works – 8 points;	10					

	<ul style="list-style-type: none"> • 5 similar works – 6 points; • Less than 5 similar works is not acceptable 						
Total Part 1		30					

Technical Proposal Evaluation Form 2		Points Obtainable	Company / Other Entity				
			A	B	C	D	E
Methodology – Proposed Work Plan and Approach							
2.1	Is the scope of task well defined and does it correspond to the TOR? <ul style="list-style-type: none"> • Perfect – 10 points; • Good – 8 points; • Satisfactory – 6 points; • Not acceptable – 0. 	10					
2.2	To what degree does the Proposer understand the task and effective method of its provision? <ul style="list-style-type: none"> • Perfect – 12 points; • Good – 10 points; • Satisfactory – 8 points; • Not acceptable – 0. 	12					
2.3	Does the provided methodology meet the requirements specified in the terms of reference? <ul style="list-style-type: none"> • Perfect – 12 points; • Good – 10 points; • Satisfactory – 8 points; • Not acceptable – 0. 	12					
Total Part 2		34					

Technical Proposal Evaluation Form 3		Points Obtainable	Company / Other Entity				
			A	B	C	D	E
Management Structure and Key Personnel							
3.1	Project Manager						
3.1.1	5 (five) years of experience in consulting services	5					
3.1.2	A "Certified Management Consultant" (CMC).	3					
3.1.3	Good knowledge and understanding of ISO standards	3					
3.1.4	Language skills: English, Russian and Uzbek	2					

	Subtotal	13					
3.2	Expert on ISO 9001.						
3.2.1	5 (five) years of experience in providing consulting services in the implementation of ISO standards	4					
3.2.2	IRCA certificate	3					
3.2.3	Good knowledge and understanding of the requirements of ISO 9001: 2015	3					
3.2.4	Fluency in English, Russian and Uzbek.	2					
	Subtotal	12					
3.3	Consulting Specialist on ISO 27001: 2013:						
3.3.1	5 (five) years of experience in consulting services	4					
3.3.2	Degree in Information Technology (Bachelor or equivalent)	3					
3.3.3	Good knowledge and understanding of the requirements of ISO 27001: 2013	2					
3.3.4	Language skills: English and Russian	2					
	Subtotal	11					
	Total Part 3	36					
	Total Parts 1,2,3	100					

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

FORM FOR SUBMITTING SERVICE PROVIDER'S PROPOSAL⁶

(This Form must be submitted only using the Service Provider's Official Letterhead/Stationery⁷)

[insert: Location].

[insert: Date]

To: Procurement unit

We, the undersigned, hereby offer UNDP the following services in accordance with the requirements specified in **RFP_005_20** (re-announcement) and all its annexes, as well as the General Terms and Provisions of UNDP contracts. We confirm that we have read, understood and accept the requirements and terms of the terms of reference describing our duties and responsibilities under this RFP, as well as the general UNDP terms and conditions under the contract.

We agree to abide by the terms of this commercial offer within **90 calendar** days from the deadline specified in the request for the submission of the offer; it remains binding and can be accepted at any time before the expiration of this period. We hereby declare that:

(a) All information and statements presented in this tender offer are true, and we agree that any incorrect information contained in it may lead to our disqualification;

(b) At present, we are not included in the UN register which includes companies that are not entitled to supply, and other similar lists of other UN agencies, and we are in no way connected with any companies or persons included in the UN Security Council Committee Consolidated List 1267/1989.

(c) We are not at the stage of unfinished bankruptcy and we have no lawsuits or claims that could adversely affect our work as an operating enterprise;

(d) We do not employ people who work or have recently worked for the UN or UNDP, and we do not plan to hire such persons.

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

A. Qualifications of the Service Provider

The Service Provider must describe and explain how and why they are the best entity that can deliver the requirements of UNDP by indicating the following:

⁶ This serves as a guide to the Service Provider in preparing the Proposal.

⁷ Official Letterhead/Stationery must indicate contact details – addresses, email, phone and fax numbers – for verification purposes

- a) Profile – describing the nature of business, information about the company (10 pages max.) confirming the field of expertise, practical experience of the Offeror in the required area.
- b) The company's charter should include the right and other permits to provide the service, Registration Papers, Tax Payment Certification, etc.
- c) Recommendations at least 5 to whom such services were provided
- d) A copy of Latest Business Registration Certificate and License verified by signature of authorized person and stamp.

B. Proposed Methodology for the Completion of Services

The service provider should provide a step-by-step concept and implementation scheme for the tasks/methodology with a work schedule (10 pages max.), describe how it will meet the RFP requirements with a detailed description of the main performance characteristics of the work, reporting mechanisms and quality assurance, and rationale for the proposed methods in the context of local conditions and the type of work.

C. Qualifications of Key Personnel

If required by the RFP, the Service Provider must provide:

- Names and qualifications of the key personnel that will perform the services indicating who is Team Leader, who are supporting, etc.;
- CVs demonstrating qualifications must be submitted if required by the RFP; and
- Written confirmation from each personnel that they are available for the entire duration of the contract.
- Copy of diplomas, certificates, as required by UNDP.

D. Cost Breakdown per Deliverable*

Out puts	Activity/Output	Payment Structure	Price ____ (indicate currency) (The total amount)
For foreign companies with a legal address and bank account outside Uzbekistan. For local companies registered in Uzbekistan: The payments shall be made to the banking account in the following order:			
1.	Result No. 1 Diagnostic analysis report	25%	
2.	Result No. 2 Developed documentation: policies and goals, quality guidelines, mandatory procedures, risk assessment rules	35%	
3.	Result No. 3 Internal Audit Report, Senior Management Review	20%	
4.	Result No. 4 Certificates ISO 9001 and ISO 27001	20%	
	TOTAL	100%	
For local companies registered in Uzbekistan. The payments shall be made to the banking account in the following order:			

100% payment will be made from the date the following terms are completed:

- a) A written document of acceptance by UNDP of Outputs 1, 2; 3 and 4.
- b) Receiving of the invoice for payment of Vendor
- c) The signing by the parties of documents confirming the completion of the contractual obligations and the adoption of UNDP.

**This shall be the basis of the payment tranches, whether there are discrepancies between the total amount specified in tables D and E, in that case the price rate indicated in table (D) will be prevalent.*

E. Cost Breakdown by Cost Component:

Description of Activity	Remuneration per Unit of Time	Total Period of Engagement	No. of Personnel	Total Rate
I. Personnel Services				
1. Services of attracted Expertise				
a. Expertise Services 1				
b. Expertise Services 2				
2. Services from Overseas (if required)				
a. Expertise Services 1				
b. Expertise Services 2				
II. Out of Pocket Expenses				
1. Travel Costs				
2. Daily Allowance including accommodation				
III. Other Direct Related Costs (translation, printing and other)				
IV. Overhead expenses (no more 3,5%)				

Name and signature of authorized person]

[Position]

[Date]

[Stamp of the company]

Part 2: DECLARATION OF INTEREST

Dear Sir/Madam,

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

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

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

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

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

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

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

Name and signature of authorized person]

[Position]

[Date]

[Stamp of the company]

Part 3: COMPANY PROFILE

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

Name and signature of authorized person]

[Position]

[Date]

[Stamp of the company]

PART 4: PERFORMANCE OF SIMILAR CONTRACTS. *

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

*Requires at least two similar contracts during last 3 years on supply of machinery (including field and sport equipment).

[Name and signature of authorized person]

[Position]

[Date]

[Stamp of the company]

TERMS OF REFERENCE (TOR)

Joint project of UNDP, the EU and the Public Services Agency under the Ministry of Justice of the Republic of Uzbekistan "Improved Public Service Delivery and Enhanced Governance in Rural Uzbekistan"

Subject: Implementation of work on the “Development and implementation of an integrated management system of the public services agency” corresponding to the requirements of international management standards ISO 9001: 2015 and ISO 27001: 2018 "

1. Reference Information

In order to implement the Decree of the President of the Republic of Uzbekistan “On measures to further improve the fight against corruption in the Republic of Uzbekistan” from May 27, 2019 No. UP-5729 and Resolution of the Cabinet of Ministers of the Republic of Uzbekistan “On measures to introduce quality management systems in enterprises that meet international standards” from July 22, 2004 No. 349, the Public Services Agency engages a consulting company to carry out work on the “Development and implementation of an integrated management system of the Public Services Agency ”in accordance with international standards ISO 9001: 2015 and ISO 27001: 2018."

The subject of this technical assignment is the development and implementation of an integrated management system in the Central Office, 5 territorial departments and 5 centers of the Public Services Agency (Customer) that meets the requirements of international management standards ISO 9001: 2015 and ISO 27001: 2018.

All qualification requirements of the consulting company (Contractor) must meet or exceed the minimum requirements specified in these terms of reference.

2. Requirements for the Contractor

2.1. The presence of an ISO 9001 certificate issued by a foreign certification body, indicating the introduction of a management system in the activities of the Contractor in accordance with ISO 9001: 2015.

2.2. At least 5 years of experience in developing and implementing ISO management systems in the consulting market in the Republic of Uzbekistan.

2.3. Experience in successfully implementing a quality management system according to the requirements of ISO 9001: 2015 in at least 5 enterprises (with a list of enterprises assisted in the implementation of international standards).

2.4. Highly qualified consultants trained in IRCA courses (at least 2).

Qualification of key specialists:

Expert on ISO 9001:

- 5 years of experience in providing consulting services in the implementation of ISO standards
- IRCA certificate
- Good knowledge and understanding of the requirements of ISO 9001: 2015
- Fluency in English, Russian and Uzbek.

Consulting Specialist on ISO 27001: 2013:

- 5 years of experience in consulting services
- Degree in Information Technology (Bachelor or equivalent)
- Good knowledge and understanding of the requirements of ISO 27001: 2013
- Fluency in English or Russian.

2.5. Project Manager**Senior Project Manager:**

- 5 years of experience in consulting services
- A "Certified Management Consultant" (CMC).
- Good knowledge and understanding of ISO standards
- Fluency in English, Russian and Uzbek.

3. Service Requirements**3.1. Contractor shall:****Stage 1.**

Analysis of the management system at the Customer's enterprise for compliance with international standards.

Analysis of the structure of documents of the current management system.

Preparation of an analytical report based on the results of diagnostics.

Stage 2.

The definition of processes and their relationship, officials responsible for their functioning, performance criteria.

Development of quality policies and goals, rules and methods for risk assessment.

Development of a draft of documented procedures and other necessary documents of the management system to ensure its compliance with the requirements of international standards, taking into account the current legislation of the Republic of Uzbekistan.

Stage 3.

Implementation of a quality management system, bringing the actions in line with the developed system.

Familiarization of the staff of the Central Office, 5 territorial departments and 5 Public Service Centers with new internal procedures and documents in accordance with the requirements of international standards.

Advising the employees of the customer on the implementation and management of the management system procedures.

A survey of the actual fulfillment of existing requirements contained in the documentation of the Customer regarding the management of various areas of its activities.

- conducting a preliminary internal audit;
- preparation of an audit report;

- providing methodological assistance in eliminating identified inconsistencies according to the results of internal audits;
- preparation of materials for analysis by senior management.

Providing methodological assistance in planning, conducting and presentation of the results of internal audits.

Stage 4.

Consulting support during the certification audit of the Customer's management system for compliance with the requirements of ISO 9001 and ISO 27001.

4. Customer Responsibilities

4.1. The customer ensures the participation of the Company's personnel (from senior managers to ordinary employees), empowering and distributing the responsibility necessary for interacting with consultants to develop and define the management system.

4.2. The customer submits the following data:

Information on the structure and interaction of units within the framework of the current management system at the Customer's enterprise.

Necessary data on the main production and supporting activities necessary for the development and documentation of a management system, in compliance with the requirements of confidentiality and the provisions of the Charter of the Customer.

4.3. The customer takes part in the development and detailing of the project, so that the specifics of the organization's activities are taken into account when developing the system.

5. Contractor Responsibility

5.1. The Contractor is responsible for organizing the work process in accordance with the requirements of applicable law.

5.2. All project documentation should be submitted to the Customer in Russian and / or Uzbek in electronic form in MS Office formats.

6. Dates and Duration

Start date: Within 5 calendar days from the date of signing contract by both parties

Completion date: no later than 240 calendar days after signing the contract by both parties.

7. Payment

7.1. Payment for consulting services rendered will be carried out in accordance with the established rules and procedures of the UN Development Program.

Result	Share of the total contract amount	Schedule	Payment Terms
Result No. 1	25% of the total contract amount	60 calendar days from the date of signing the contract	Within fifteen (15) calendar days from

Diagnostic analysis report			the date of fulfillment of the following conditions: a) Written acceptance document for UNDP milestones; b) Receipt of an invoice from the Service Provider for payment.
Result No. 2 Developed documentation: policies and goals, quality guidelines, mandatory procedures, risk assessment rules	35% of the total contract amount	120 calendar days from the date of signing the contract	
Result No. 3 Internal Audit Report, Senior Management Review	20% of the total contract amount	180 calendar days from the date of signing the contract	
Result No. 4 Certificates ISO 9001 and ISO 27001	20% of the total contract amount	240 calendar days from the date of signing the contract	

8. Organizing a competition

8.1. The organization of the competition will be carried out in accordance with the established rules and procedures of the UN Development Program.

GENERAL TERMS AND CONDITIONS FOR SERVICES

<http://www.undp.org/content/undp/en/home/procurement/business/how-we-buy.html>