REQUEST FOR QUOTATION FOR LOW-VALUE GOODS

DATE: 10/08/2020

SUBJECT: Request for Quotation for supply of integrated software of business intelligence for a situation center

REF: RFQ/059/20 supply of integrated software of business intelligence for a situation center

DEADLINE: by 18:00 (GMT +5) on Monday, August 25, 2020

Dear Sirs,

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

1. GENERAL INFORMATION TO THE TECHNICAL SPECIFICATION

UNDP is procuring a Business Intelligence system for the creation of situational centre.

The main objectives of BI system 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;
- Ability to receive reports and statistics in the context of employees, services and other data;
- Ability to create and review 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 service recipients, as well as operators of public service centers;
- Prompt and optimal decision making based on identifiable data through BI system;
- Collection of data from different data sources and bringing them into a single format;
- Ability of users to create interactive reports, without the involvement of IT specialists.

2. TECHNICAL REQUIREMENTS TO BI SYSTEM

- 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- cube (data source) should be organized with the ability to build dynamic reports (register a complex code by the user with the appropriate rights.);
- BI system should allow to generate reports in the dashboard mode with the possibility of "failing" 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, C, SQL databases and others);
- BI should allow to create reports (manually, or by downloading a template), the generation of which can be initiated by third-party users (for example, contractors). In this case, the formation parameters can be set by contractors themselves (for example, date);
- BI platform should allow the formation of automatic mailing reports to e-mail;
- The system should support the ability to process data in random access memory (in-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;
- 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 the Agency of State Services by connecting databases or through the API;
- 6 licenses are required:
  - 1 license to create, modify and publish reports, as well as providing the user with access to all functional systems, including development and self-service functions, and changes within the framework of an already set application model and
  - 5 licenses with functionalities for data analysis and research, as well as the right to view and filter reports that were previously prepared by the administrator of the system with advanced features specified in this technical specification
- The validity period of licenses and support should be 5 years;
- The contractor will be provided with a video wall for data visualization;
- BI system should be deployed in the data center of the Customer on the equipment provided;
- The BI system should support the ability to integrate with the current systems of the Customer (such as video surveillance, call center, electronic queuing and evaluation system, call service, receiving calls, etc., given that these systems will have technical capabilities to API integration).

3. SUPPLIER REQUIREMENTS

The supplier must have experience of at least 2 successfully completed similar projects for the last 5 years.

4. REQUIREMENTS FOR SERVICES

The supplier must perform all work, including installation, integration with customer systems specified in this technical specification connecting to an electronic queue system, configuring and configuring a BI system, testing, and commissioning the supplied integrated BI system.

5. WARRANTY REQUIREMENTS

The software within the scope of this tender should include a warranty and support - 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.

Within the warranty period, all software must have:
- Remote diagnostics and support;
- Updates of 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 at the delivery of the software all documents confirming its quality and functionality in accordance with the current standards approved for this type of software.
6. TERMS AND CONDITIONS OF DELIVERY

Software delivery should be performed at the following address: Tashkent, st. Amir Timur, 16 A.

Supply of software will be carried out within 45 (forty-five) calendar days from the date of signing by the parties of the contract.

When delivering software, the following must be attached: bill of lading; invoice, instruction manual.

7. TRAINING

The supplier shall conduct training in Tashkent for representatives of the customer on the administration of the delivered software and further work with them.

<table>
<thead>
<tr>
<th>No.</th>
<th>Description</th>
<th>Academic hour</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Training on installation of system</td>
<td>16</td>
</tr>
<tr>
<td>2</td>
<td>System support and upgrade training</td>
<td>16</td>
</tr>
</tbody>
</table>

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

**PRICE TABLE**

<table>
<thead>
<tr>
<th>Item no.</th>
<th>Description</th>
<th>Q-ty</th>
<th>License duration</th>
<th>Technical specifications</th>
<th>Currency (___)</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Subsystem for Business Analytics (Business Intelligence, BI).</td>
<td>6</td>
<td>5 years</td>
<td></td>
<td></td>
</tr>
<tr>
<td>2</td>
<td>4-day training in Tashkent</td>
<td>1</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>3</td>
<td>Installation, connection, configuration and adjustment of BI system, testing, as well as commissioning of the supplied BI system</td>
<td>1</td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

**TOTAL PRICES OF GOODS**

Add: Technical support during warranty period (Warranty not less than 5 years)

15% VAT must be inclusive for only local companies in Uzbekistan if registered as VAT payer

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.

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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](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:

<table>
<thead>
<tr>
<th>UNDP Requirements [to be filled out by Buyer]</th>
<th>Bidder’s Response</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Validity of Offer:</strong></td>
<td></td>
</tr>
<tr>
<td>☒ 90 days</td>
<td>☐ Yes</td>
</tr>
<tr>
<td>☐ No</td>
<td>☐ No</td>
</tr>
<tr>
<td>☐ Please explain in case of “No”:</td>
<td></td>
</tr>
<tr>
<td><strong>Warranty Period Offered (as applicable):</strong></td>
<td></td>
</tr>
<tr>
<td>Not less than 5 years</td>
<td>☐ Yes</td>
</tr>
<tr>
<td>☐ No</td>
<td>☐ No</td>
</tr>
<tr>
<td>☐ Please explain in case of “No”:</td>
<td></td>
</tr>
<tr>
<td><strong>Description of Warranty Coverage (as applicable):</strong></td>
<td></td>
</tr>
<tr>
<td>Within the warranty period, all software must have:</td>
<td>☐ Yes</td>
</tr>
<tr>
<td>- Remote diagnostics and support;</td>
<td>☐ No</td>
</tr>
<tr>
<td>- Updates of software products and documentation;</td>
<td>☐ No</td>
</tr>
<tr>
<td>The supplier guarantees that the quality of the supplied software meets all the technical requirements specified in this technical requirement.</td>
<td>☐ No</td>
</tr>
<tr>
<td>During the warranty period, an authorized partner must provide a support (Pls. see 5. Warranty Requirements of Technical Specification)</td>
<td>☐ No</td>
</tr>
<tr>
<td><strong>Required documents:</strong></td>
<td></td>
</tr>
<tr>
<td>1. Quality Certificates (ISO, functionality in accordance with the current standards, main technical characteristics of the supplied equipment and available certificates and etc.)</td>
<td>☐ Yes</td>
</tr>
<tr>
<td>2. At least 2 copy of successfully completed contract with similar projects for the last 5 years</td>
<td>☐ No</td>
</tr>
<tr>
<td>3. Technical details of the model offered.</td>
<td>☐ No</td>
</tr>
<tr>
<td><strong>Description of After Sales Service (as applicable):</strong></td>
<td></td>
</tr>
<tr>
<td>☒ Warranty on devices not less than 5 years</td>
<td>☐ Yes</td>
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<tr>
<td>☒ Technical Support</td>
<td>☐ No</td>
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<tr>
<td>☐ Provision of Service Unit when pulled out for maintenance/repair</td>
<td>☐ No</td>
</tr>
<tr>
<td>☐ Others: Replacement for a new city vehicle if the defect is detected/fault is detected at the time of delivery by supplier.</td>
<td>☐ No</td>
</tr>
<tr>
<td><strong>Delivery Terms (linked to INCOTERMS 2010):</strong></td>
<td></td>
</tr>
<tr>
<td>☐ FCA</td>
<td>☐ Yes</td>
</tr>
<tr>
<td>☐ CPT</td>
<td>☐ No</td>
</tr>
<tr>
<td>☐ Please explain in case of “No”:</td>
<td></td>
</tr>
</tbody>
</table>
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.

Customs clearance², if needed, shall be done by United Nations Development Programme for imported goods.

**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: Other: (online access) Tashkent, st. Amir Timur, 16 A.

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

**VAT terms:**

- Must be exclusive of VAT for foreign companies registered outside of Uzbekistan

- Must be inclusive of VAT for local companies registered in Uzbekistan (if registered as VAT payer);

**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.

All documentations, including catalogs, instructions and operating manuals, shall be in:

- English or Russian

- French

- Spanish

- Others

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.

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;

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² Must be linked to INCO Terms chosen.
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”:

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]

[Name and signature of authorized person]  
[Position]  
[Date]

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, August 25, 2020.

Bid must be submitted electronically in .pdf format to bids.uz@undp.org 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/059/20 for supply of integrated software of business intelligence for a situation center 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 pu.uz@undp.org.

Yours Sincerely,

Procurement Unit

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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.