

INVITATION TO BID

Supply of Call Center System, Installation, commissioning and operation for The Electoral Commission to support 2020-2021 Elections

ITB No.: UNDP/UGA/20/011

Project: UNDP Uganda

Country: Uganda

Issued on: 10th September 2020

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Section 1. Letter of Invitation

The United Nations Development Programme (UNDP) hereby invites you to submit a Bid to this Invitation to Bid (ITB) for the above-referenced subject.

This ITB includes the following documents and the General Terms and Conditions of Contract which is inserted in the Bid Data Sheet:

- Section 1: This Letter of Invitation
- Section 2: Instruction to Bidders
- Section 3: Bid Data Sheet (BDS)
- Section 4: Evaluation Criteria
- Section 5: Schedule of Requirements and Technical Specifications
- Section 6: Returnable Bidding Forms
 - Form A: Bid Submission Form
 - Form B: Bidder Information Form
 - Form C: Joint Venture/Consortium/Association Information Form
 - Form D: Qualification Form
 - Form E: Format of Technical Bid
 - Form F: Price Schedule

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

Please acknowledge receipt of this ITB by utilizing the “Accept Invitation” function in eTendering system. This will enable you to receive amendments or updates to the ITB. Should you require further clarifications, kindly communicate with the contact person/s identified in the attached Data Sheet as the focal point for queries on this ITB.

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

Issued by

Approved by:

UNDP Procurement Unit

Name: Sheila Ngatia

Title: Deputy Resident Representative

Date: 10th **September 2020**

Section 2. Instruction to Bidders

GENERAL PROVISIONS	
Introduction	<p>1.1 Bidders shall adhere to all the requirements of this ITB, including any amendments made in writing by UNDP. This ITB is conducted in accordance with the UNDP Programme and Operations Policies and Procedures (POPP) on Contracts and Procurement which can be accessed at https://popp.undp.org/SitePages/POPPBSUnit.aspx?TermID=254a9f96-b883-476a-8ef8-e81f93a2b38d</p> <p>1.2 Any Bid submitted will be regarded as an offer by the Bidder and does not constitute or imply the acceptance of the Bid by UNDP. UNDP is under no obligation to award a contract to any Bidder as a result of this ITB.</p> <p>1.3 UNDP reserves the right to cancel the procurement process at any stage without any liability of any kind for UNDP, upon notice to the bidders or publication of cancellation notice on UNDP website.</p> <p>1.4 As part of the bid, it is desired that the Bidder registers at the United Nations Global Marketplace (UNGM) website (www.ungm.org). 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>
Fraud & Corruption, Gifts and Hospitality	<p>1.5 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 http://www.undp.org/content/undp/en/home/operations/accountability/audit/office_of_audit_andinvestigation.html#anti</p> <p>1.6 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>1.7 In pursuance of this policy, UNDP:</p> <p>(a) Shall reject a bid if it determines that the selected bidder has engaged in any corrupt or fraudulent practices in competing for the contract in question;</p> <p>(b) Shall declare a vendor ineligible, either indefinitely or for a stated period, 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>1.8 All Bidders must adhere to the UN Supplier Code of Conduct, which may be found at http://www.un.org/depts/ptd/pdf/conduct_english.pdf</p>
Eligibility	<p>1.9 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</p>

	<p>these organizations.</p> <p>1.10 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>
Conflict of Interests	<p>1.11 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"> 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; b) Were involved in the preparation and/or design of the programme/project related to the goods and/or services requested under this ITB; or c) Are found to be in conflict for any other reason, as may be established by, or at the discretion of UNDP. <p>1.12 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 conflict exists.</p> <p>1.13 Similarly, the Bidders must disclose in their Bid their knowledge of the following:</p> <ul style="list-style-type: none"> a) If the owners, part-owners, officers, directors, controlling shareholders, of the bidding entity or key personnel who are family members of UNDP staff involved in the procurement functions and/or the Government of the country or any Implementing Partner receiving goods and/or services under this ITB; and b) All other circumstances that could potentially lead to actual or perceived conflict of interest, collusion or unfair competition practices. <p>Failure to disclose such an information may result in the rejection of the Bid or Bids affected by the non-disclosure.</p> <p>1.14 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 ITB, among others. Conditions that may lead to undue advantage against other Bidders may result in the eventual rejection of the Bid.</p>
B. PREPARATION OF BIDS	
General Considerations	<p>1.15 In preparing the Bid, the Bidder is expected to examine the ITB in detail. Material deficiencies in providing the information requested in the ITB may result in rejection of the Bid.</p>

	1.16 The Bidder will not be permitted to take advantage of any errors or omissions in the ITB. Should such errors or omissions be discovered, the Bidder must notify the UNDP accordingly.
Cost of Preparation of Bid	1.17 The Bidder shall bear all costs related to the preparation and/or submission of the Bid, regardless of whether its Bid is selected or not. UNDP shall not be responsible or liable for those costs, regardless of the conduct or outcome of the procurement process.
Language	1.18 The Bid, 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.
Documents Comprising the Bid	1.19 The Bid shall comprise of the following documents and related forms which details are provided in the BDS: a) Documents Establishing the Eligibility and Qualifications of the Bidder; b) Technical Bid; c) Price Schedule; d) Bid Security, if required by BDS; e) Any attachments and/or appendices to the Bid.
Documents Establishing the Eligibility and Qualifications of the Bidder	1.20 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.
Technical Bid Format and Content	1.21 The Bidder is required to submit a Technical Bid using the Standard Forms and templates provided in Section 6 of the ITB. 1.22 Samples of items, when required as per Section 5, shall be provided within the time specified and unless otherwise specified by the Purchaser, at no expense to the UNDP. If not destroyed by testing, samples will be returned at Bidder's request and expense, unless otherwise specified. 1.23 When applicable and required as per Section 5, the Bidder shall describe the necessary training programme available for the maintenance and operation of the 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. 1.24 When applicable and required as per Section 5, the Bidder shall certify the availability of spare parts for a period of at least five (5) years from date of delivery, or as otherwise specified in this ITB.
Price Schedule	1.25 The Price Schedule shall be prepared using the Form provided in Section 6 of the ITB and taking into consideration the requirements in the ITB. 1.26 Any requirement described in the Technical Bid but not priced in the Price Schedule, shall be assumed to be included in the prices of other activities or items, as well as in the final total price.

Bid Security	<p>1.27 A Bid Security, if required by BDS, shall be provided in the amount and form indicated in the BDS. The Bid Security shall be valid for a minimum of thirty (30) days after the final date of validity of the Bid.</p> <p>1.28 The Bid Security shall be included along with the Bid. If Bid Security is required by the ITB but is not found in the Bid, the offer shall be rejected.</p> <p>1.29 If the Bid Security amount or its validity period is found to be less than what is required by UNDP, UNDP shall reject the Bid.</p> <p>1.30 In the event an electronic submission is allowed in the BDS, Bidders shall include a copy of the Bid Security in their bid and the original of the Bid Security must be sent via courier or hand delivery as per the instructions in BDS.</p> <p>1.31 The Bid Security may be forfeited by UNDP, and the Bid rejected, in the event of any, or combination, of the following conditions:</p> <p>a) If the Bidder withdraws its offer during the period of the Bid Validity specified in the BDS, or;</p> <p>b) In the event the successful Bidder fails:</p> <p>i. to sign the Contract after UNDP has issued an award; or</p> <p>ii. 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>
Currencies	<p>1.32 All prices shall be quoted in the currency or currencies indicated in the BDS. Where Bids are quoted in different currencies, for the purposes of comparison of all Bids:</p> <p>a) UNDP will convert the currency quoted in the Bid into the UNDP preferred currency, in accordance with the prevailing UN operational rate of exchange on the last day of submission of Bids; and</p> <p>b) In the event that UNDP selects a Bid 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>
Joint Venture, Consortium or Association	<p>1.33 If the Bidder is a group of legal entities that will form or have formed a Joint Venture (JV), Consortium or Association for the Bid, they shall confirm in their Bid 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 Bid; 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>1.34 After the Deadline for Submission of Bid, the lead entity identified to represent the JV, Consortium or Association shall not be altered without the prior written consent of UNDP.</p> <p>1.35 The lead entity and the member entities of the JV, Consortium or Association</p>

	<p>shall abide by the provisions of Clause 9 herein in respect of submitting only one Bid.</p> <p>1.36 The description of the organization of the JV, Consortium or Association must clearly define the expected role of each of the entities in the joint venture in delivering the requirements of the ITB, both in the Bid 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>1.37 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>1.38 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>1.39 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>
Only One Bid	<p>1.40 The Bidder (including the individual members of any Joint Venture) shall submit only one Bid, either in its own name or as part of a Joint Venture.</p> <p>1.41 Bids submitted by two (2) or more Bidders shall all be rejected if they are found to have any of the following:</p> <p>a) they have at least one controlling partner, director or shareholder in common; or</p> <p>b) any one of them receive or have received any direct or indirect subsidy from the other/s; or</p> <p>c) they have the same legal representative for purposes of this ITB; or</p> <p>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 Bid of another Bidder regarding this ITB process;</p> <p>e) they are subcontractors to each other's Bid, or a subcontractor to one Bid also submits another Bid under its name as lead Bidder; or some key personnel proposed to be in the team of one Bidder participates in more than one Bid received for this ITB process. This condition relating to the personnel, does not apply to subcontractors being included in more than one Bid.</p>
Bid Validity Period	<p>1.42 Bids shall remain valid for the period specified in the BDS, commencing on the Deadline for Submission of Bids. A Bid valid for a shorter period may be rejected by UNDP and rendered non-responsive.</p>

	1.43 During the Bid validity period, the Bidder shall maintain its original Bid without any change, including the availability of the Key Personnel, the proposed rates and the total price.
Extension of Bid Validity Period	<p>1.44 In exceptional circumstances, prior to the expiration of the Bid validity period, UNDP may request Bidders to extend the period of validity of their Bids. The request and the responses shall be made in writing, and shall be considered integral to the Bid.</p> <p>1.45 If the Bidder agrees to extend the validity of its Bid, it shall be done without any change to the original Bid.</p> <p>1.46 The Bidder has the right to refuse to extend the validity of its Bid, in which case, the Bid shall not be further evaluated.</p>
Clarification of Bid (from the Bidders)	<p>1.47 Bidders may request clarifications on any of the ITB 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>1.48 UNDP will provide the responses to clarifications through the method specified in the BDS.</p> <p>1.49 UNDP shall endeavour 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 Bids, unless UNDP deems that such an extension is justified and necessary.</p>
Amendment of Bids	<p>1.50 At any time prior to the deadline of Bid submission, UNDP may for any reason, such as in response to a clarification requested by a Bidder, modify the ITB in the form of an amendment to the ITB. Amendments will be made available to all prospective bidders.</p> <p>1.51 If the amendment is substantial, UNDP may extend the Deadline for submission of Bid to give the Bidders reasonable time to incorporate the amendment into their Bids.</p>
Alternative Bids	<p>1.52 Unless otherwise specified in the BDS, alternative Bids shall not be considered. If submission of alternative Bid is allowed by BDS, a Bidder may submit an alternative Bid, but only if it also submits a Bid conforming to the ITB requirements. 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 Bid.</p> <p>1.53 If multiple/alternative bids are being submitted, they must be clearly marked as "Main Bid" and "Alternative Bid"</p>
Pre-Bid Conference	1.54 When appropriate, a pre-bid 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 ITB, unless specifically incorporated in the Minutes of the Bidder's Conference or issued/posted as an amendment to ITB.
C. SUBMISSION AND OPENING OF BIDS	
Submission	<p>1.55 The Bidder shall submit a duly signed and complete Bid comprising the documents and forms in accordance with requirements in the BDS. The Price Schedule shall be submitted together with the Technical Bid. Bid can be delivered either personally, by courier, or by electronic method of transmission as specified in the BDS.</p> <p>1.56 The Bid 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 Bid.</p> <p>1.57 Bidders must be aware that the mere act of submission of a Bid, in and of itself, implies that the Bidder fully accepts the UNDP General Contract Terms and Conditions.</p>
Hard copy (manual) submission	<p>1.58 Hard copy (manual) submission by courier or hand delivery allowed or specified in the BDS shall be governed as follows:</p> <p>a) The signed Bid 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.</p> <p>(b) The Technical Bid and Price Schedule must be sealed and submitted together in an envelope, which shall:</p> <ol style="list-style-type: none"> Bear the name of the Bidder; Be addressed to UNDP as specified in the BDS; and Bear a warning not to open before the time and date for Bid opening as specified in the BDS. <p>If the envelope with the Bid is not sealed and marked as required, UNDP shall assume no responsibility for the misplacement, loss, or premature opening of the Bid.</p>
Email and eTendering submissions	<p>1.59 Electronic submission through email or eTendering, if allowed as specified in the BDS, shall be governed as follows:</p> <p>a) Electronic files that form part of the Bid must be in accordance with the format and requirements indicated in BDS;</p> <p>b) Documents which are required to be in original form (e.g. Bid Security, etc.) must be sent via courier or hand delivered as per the instructions in BDS.</p> <p>1.60 Detailed instructions on how to submit, modify or cancel a bid in the eTendering system are provided in the eTendering system Bidder User Guide and Instructional videos available on this link: http://www.undp.org/content/undp/en/home/operations/procurement/business/procurement-notice/resources/</p>
Deadline for	1.61 Complete Bids must be received by UNDP in the manner, and no later than the

Submission of Bids and Late Bids	<p>date and time, specified in the BDS. UNDP shall only recognise the actual date and time that the bid was received by UNDP</p> <p>1.62 UNDP shall not consider any Bid that is received after the deadline for the submission of Bids.</p>
Withdrawal, Substitution, and Modification of Bids	<p>1.63 A Bidder may withdraw, substitute or modify its Bid after it has been submitted at any time prior to the deadline for submission.</p> <p>1.64 Manual and Email submissions: A bidder may withdraw, substitute or modify its Bid 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 Bid, if any, must accompany the respective written notice. All notices must be submitted in the same manner as specified for submission of Bids, by clearly marking them as "WITHDRAWAL" "SUBSTITUTION," or "MODIFICATION"</p> <p>1.65 eTendering: A Bidder may withdraw, substitute or modify its Bid by Cancelling, Editing, and re-submitting the Bid 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 Bid as needed. Detailed instructions on how to cancel or modify a Bid directly in the system are provided in the Bidder User Guide and Instructional videos.</p> <p>1.66 Bids 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>
Bid Opening	<p>1.67 UNDP will open the Bid in the presence of an ad-hoc committee formed by UNDP of at least two (2) members.</p> <p>1.68 The Bidders' names, modifications, withdrawals, the condition of the envelope labels/seals, the number of folders/files and all other such other details as UNDP may consider appropriate, will be announced at the opening. No Bid shall be rejected at the opening stage, except for late submissions, in which case, the Bid shall be returned unopened to the Bidders.</p> <p>1.69 In the case of e-Tendering submission, bidders will receive an automatic notification once the Bid is opened.</p>
D. EVALUATION OF BIDS	
Confidentiality	<p>1.70 Information relating to the examination, evaluation, and comparison of Bids, 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>1.71 Any effort by a Bidder or anyone on behalf of the Bidder to influence UNDP in the examination, evaluation and comparison of the Bids or contract award decisions may, at UNDP's decision, result in the rejection of its Bid and may subsequently be subject to the application of prevailing UNDP's vendor sanctions procedures.</p>
Evaluation of Bids	<p>1.72 UNDP will conduct the evaluation solely on the basis of the Bids received.</p> <p>1.73 Evaluation of Bids shall be undertaken in the following steps:</p>

	<p>a) Preliminary Examination including Eligibility</p> <p>b)Arithmetical check and ranking of bidders who passed preliminary examination by price.</p> <p>c) Qualification assessment (if pre-qualification was not done)</p> <p>a) Evaluation of Technical Bids</p> <p>b)Evaluation of prices</p> <p>Detailed evaluation will be focussed on the 3 - 5 lowest priced bids. Further higher priced bids shall be added for evaluation if necessary</p>
Preliminary Examination	<p>1.74 UNDP shall examine the Bids to determine whether they are complete with respect to minimum documentary requirements, whether the documents have been properly signed, and whether the Bids are generally in order, among other indicators that may be used at this stage. UNDP reserves the right to reject any Bid at this stage.</p>
Evaluation of Eligibility and Qualification	<p>1.75 Eligibility and Qualification of the Bidder will be evaluated against the Minimum Eligibility/Qualification requirements specified in the Section 4 (Evaluation Criteria).</p> <p>1.76 In general terms, vendors that meet the following criteria may be considered qualified:</p> <p>a) They are not included in the UN Security Council 1267/1989 Committee's list of terrorists and terrorist financiers, and in UNDP's ineligible vendors' list;</p> <p>b)They have a good financial standing and have access to adequate financial resources to perform the contract and all existing commercial commitments,</p> <p>c) They have the necessary similar experience, technical expertise, production capacity, quality certifications, quality assurance procedures and other resources applicable to the supply of goods and/or services required;</p> <p>d)They are able to comply fully with the UNDP General Terms and Conditions of Contract;</p> <p>e)They do not have a consistent history of court/arbitral award decisions against the Bidder; and</p> <p>f) They have a record of timely and satisfactory performance with their clients.</p>
Evaluation of Technical Bid and prices	<p>1.77 The evaluation team shall review and evaluate the Technical Bids on the basis of their responsiveness to the Schedule of Requirements and Technical Specifications and other documentation provided, applying the procedure indicated in the BDS and other ITB documents. When necessary, and if stated in the BDS, UNDP may invite technically responsive bidders for a presentation related to their technical Bids. The conditions for the presentation shall be provided in the bid document where required.</p>
Due diligence	<p>1.78 UNDP reserves the right to undertake a due diligence exercise, 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</p>

	<p>be limited to, all or any combination of the following:</p> <ul style="list-style-type: none"> a) Verification of accuracy, correctness and authenticity of information provided by the Bidder; b) Validation of extent of compliance to the ITB requirements and evaluation criteria based on what has so far been found by the evaluation team; 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; d) Inquiry and reference checking with previous clients on the performance on on-going or completed contracts, including physical inspections of previous works, as deemed necessary; e) Physical inspection of the Bidder's offices, branches or other places where business transpires, with or without notice to the Bidder; f) Other means that UNDP may deem appropriate, at any stage within the selection process, prior to awarding the contract.
Clarification of Bids	<p>1.79 To assist in the examination, evaluation and comparison of Bids, UNDP may, at its discretion, request any Bidder for a clarification of its Bid.</p> <p>1.80 UNDP's request for clarification and the response shall be in writing and no change in the prices or substance of the Bid 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 Bids, in accordance with the ITB.</p> <p>1.81 Any unsolicited clarification submitted by a Bidder in respect to its Bid, which is not a response to a request by UNDP, shall not be considered during the review and evaluation of the Bids.</p>
Responsiveness of Bid	<p>1.82 UNDP's determination of a Bid's responsiveness will be based on the contents of the bid itself. A substantially responsive Bid is one that conforms to all the terms, conditions, specifications and other requirements of the ITB without material deviation, reservation, or omission.</p> <p>1.83 If a bid 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>
Nonconformities, Repairable Errors and Omissions	<p>1.84 Provided that a Bid is substantially responsive, UNDP may waive any non-conformities or omissions in the Bid that, in the opinion of UNDP, do not constitute a material deviation.</p> <p>1.85 UNDP may request the Bidder to submit the necessary information or documentation, within a reasonable period, to rectify nonmaterial nonconformities or omissions in the Bid related to documentation requirements. Such omission shall not be related to any aspect of the price of the Bid. Failure of the Bidder to comply with the request may result in the rejection of its Bid.</p> <p>1.86 For the bids that have passed the preliminary examination, UNDP shall check</p>

	<p>and correct arithmetical errors as follows:</p> <p>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 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>1.87 If the Bidder does not accept the correction of errors made by UNDP, its Bid shall be rejected.</p>
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E. AWARD OF CONTRACT

Right to Accept, Reject, Any or All Bids	1.88 UNDP reserves the right to accept or reject any bid, to render any or all of the bids as non-responsive, and to reject all Bids 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.
Award Criteria	1.89 Prior to expiration of the period of Bid validity, UNDP shall award the contract to the qualified and eligible Bidder that is found to be responsive to the requirements of the Schedule of Requirements and Technical Specification, and has offered the lowest price.
Debriefing	1.90 In the event that a Bidder is unsuccessful, the Bidder may request for 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 Bids for UNDP procurement opportunities. The content of other Bids and how they compare to the Bidder's submission shall not be discussed.
Right to Vary Requirements at the Time of Award	1.91 At the time of award of Contract, UNDP reserves the right to vary the quantity of goods and/or services, 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.
Contract Signature	1.92 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 Bid Security, if any, and on which event, UNDP may award the Contract to the Second highest rated or call for new Bids.
Contract Type and General Terms	1.93 The types of Contract to be signed and the applicable UNDP Contract General Terms and Conditions, as specified in BDS, can be accessed at http://www.undp.org/content/undp/en/home/procurement/business/how-we-

and Conditions	buy.html
Performance Security	<p>1.94 A performance security, if required in the BDS, shall be provided in the amount specified in BDS and form available at</p> <p>https://popp.undp.org/layouts/15/WopiFrame.aspx?sourcedoc=/UNDP POPP DOCUMENT LIBRARY/Public/PSU Solicitation Performance%20Guarantee%20Form.docx&action=default within a maximum of 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.</p>
Bank Guarantee for Advanced Payment	<p>1.95 Except when the interests of UNDP so require, it is UNDP's standard practice to not make advance payment(s) (i.e., payments without having received any outputs). If an advance payment is allowed as per the 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</p> <p>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&action=default</p>
Liquidated Damages	<p>1.96 If specified in the BDS, UNDP shall apply Liquidated Damages for the damages and/or risks caused to UNDP resulting from the Contractor's delays or breach of its obligations as per Contract.</p>
Payment Provisions	<p>1.97 Payment will be made only upon UNDP's acceptance of the goods and/or services performed. The terms of payment shall be within thirty (30) days, after receipt of invoice and certification of acceptance of goods and/or services issued by the proper authority in UNDP with direct supervision of the Contractor. Payment will be effected by bank transfer in the currency of the contract.</p>
Vendor Protest	<p>1.98 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:</p> <p>http://www.undp.org/content/undp/en/home/procurement/business/protest-and-sanctions.html</p>
Other Provisions	<p>1.99 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 goods and/or services, UNDP shall be entitled to the same lower price. The UNDP General Terms and Conditions shall have precedence.</p> <p>1.100 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>1.101 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 http://www.un.org/en/ga/search/view_doc.asp?symbol=ST/SGB/2006/15&referer</p>
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Section 3. Bid Data Sheet

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

BDS No.	Ref. to Section.2	Data	Specific Instructions / Requirements
1	1.8	Language of the Bid	English
2	20	Submitting Bids for Parts or sub-parts of the Schedule of Requirements (partial bids)	Not Allowed
3	1.52	Alternative Bids	Not allowed
4	1.54	Pre-Bid conference	Yes. Tuesday 15 th Sept 2020 at 11:00am Kampala time, via zoom. A link will be shared with those who will have confirmed participation by email to tenders.kampala@undp.org , referencing this bid title in the subject line
5	1.42	Bid Validity Period	120 days
6	1.27	Bid Security	Not Required
7	41	Advance Payment upon signing of contract	Not Allowed
8	42	Liquidated Damages	Will not be imposed
9	40	Performance Security	Not Required
10	12	Currency of Bid	Uganda Shillings for Uganda companies or USD for foreign companies

11	31	Deadline for submitting requests for clarifications/ questions	5 days before the submission deadline
12	31	Contact Details for submitting clarifications/questions	<p>Focal Person in UNDP: Procurement Unit through email: alexander.muhwezi@undp.org</p> <p>Any delay in UNDP's response shall not be 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>
13	18, 19 and 21	Manner of Disseminating Supplemental Information to the ITB and responses/clarifications to queries	<p>Posted directly to eTendering</p> <p>Supplemental Information will be uploaded to the system (Atlas-E-tendering System). Once uploaded, bidders who accepted Tender Invitation will be notified automatically by a system that changes have occurred. It is the responsibility of the bidders to view the respective changes and clarifications in the system.</p>
14	23	Deadline for Submission	<p>As indicated in the e-Tendering system</p> <p>Date and Time: 25th September 2020 at 5pm Kampala Time. As specified in the system (note that the time zone indicated in the system in New York Time zone).</p> <p>PLEASE NOTE:</p> <p>Date and time visible on the main screen of the event (on the E-Tendering portal) will be final and prevail over any other closing time indicated elsewhere, in case they are different. The correct bid closing time is as indicated in the E-Tendering portal and system will not accept any bid after that time. It is the responsibility of the bidder to make sure bids are submitted within this deadline. UNDP will not accept any bid that is not submitted directly to the system.</p> <p>Try to submit your bid a day prior or well before the closing time. Do not wait until last minute. If you face any issue submitting your bid at the last minute, UNDP may not be able to assist</p>
15	22	Allowable Manner of Submitting Bids	<p><input checked="" type="checkbox"/> e-Tendering</p> <p>Your bid, comprising of requested documents, should be submitted through the UNDP ATLAS E-tendering system. The step by step to be followed for bid submission through the UNDP ATLAS E-tendering system is available in The solicitation documents and the manual are also posted on the following websites:</p> <p>http://procurement-notice-undp.org/index.cfm https://www.ungm.org/notices/notices.aspx</p>

			Once uploaded, Prospective Proposers (i.e. Proposers that have accepted the bid invitation in the system) will be notified via email that changes have occurred. It is the responsibility of the Proposers to view the respective changes and clarifications in the system.
15	22	Bid Submission Address	<p>Shall be submitted through e-Tendering System under Event: https://etendering.partneragencies.org. Please ensure you post on the right event ID.</p> <p>Please follow the links below to enrich yourself with the knowledge of etendering;</p> <p>1) Video Guide on How to register in the UNDP eTendering system as a Bidder Profile: https://www.youtube.com/watch?v=Trv1FX6reu8&feature=youtu.be</p> <p>2) Video Guide on How to Submit a Bid on eTendering : https://www.youtube.com/watch?v=cy34AXsYMrC&feature=youtu.be</p> <p>Vendors are encouraged only to seek support where you experience challenges</p>
16	22	Electronic submission requirements	<p>Official Address for e-submission: https://etendering.partneragencies.org , under Event</p> <ul style="list-style-type: none"> <input checked="" type="checkbox"/> Format: PDF, Word, JPG files only <input checked="" type="checkbox"/> Max. File Size per transmission: [45 MB] <input checked="" type="checkbox"/> Max. No. of transmission: [not limited] <input checked="" type="checkbox"/> No. of copies to be transmitted: [one] <input checked="" type="checkbox"/> Virus Scanning Software to be Used prior to transmission. <input checked="" type="checkbox"/> Time Zone to be Recognized: Bid closing date is according to New York Time Zone in E-Tendering System, so please convert it Uganda Time zone and submit your bid accordingly.
17	25	Date, time and venue for the opening of bid	Bidders will receive an automatic notification once the bids are opened – deadline closure
18	27, 36	Evaluation Method for the Award of Contract	Non-Discretionary "Pass/Fail" Criteria on the Technical Requirements; and Lowest priced technically responsive, eligible and qualified bid.
19		Expected date for commencement of Contract	<i>November 1, 2020</i>

20		Maximum expected duration of contract	Six Months
21	35	UNDP will award the contract to:	UNDP will award to the technically qualified and lowest priced supplier
22	39	Type of Contract	Contract for Goods and/or Services for/to UN Entities http://www.undp.org/content/undp/en/home/procurement/business/how-we-buy.html
23	39	UNDP Contract Terms and Conditions that will apply	UNDP General Terms and Conditions for Contracts http://www.undp.org/content/undp/en/home/procurement/business/how-we-buy.html
24		Other Information Related to the ITB	<i>Carefully read and understand the TOR</i>

Section 4. Evaluation Criteria

Preliminary Examination Criteria

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

- Appropriate signatures
- Minimum Bid documents provided
- Bid Validity
- whether the Bidder is in the UN Security Council 1267/1989 Committee's list of terrorists and terrorist financiers
- whether the Bidder is in UNDP's list of suspended and removed vendors

Minimum Eligibility and Qualification Criteria

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

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

Subject	Criteria	Document Submission requirement
ELIGIBILITY		
Legal Status	Vendor is a legally registered entity Registered Supply of Fuel	Form B: Bidder Information Form
Eligibility	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	Form A: Bid Submission Form

	accordance with ITB clause 3.	
Conflict of Interest	No conflicts of interest in accordance with ITB clause 4.	Form A: Bid Submission Form
Bankruptcy	Has not declared bankruptcy, is 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: Bid Submission Form
Certificates and Licenses	<ul style="list-style-type: none"> • Certificate of Registration of the business, including Articles of Incorporation, or equivalent document if Bidder is not a corporation. • Valid tax clearance certificate/equivalent • Valid Operation License • Official appointment as local representative, if Bidder is submitting a Bid on behalf of an entity located outside the country • Certifications for staff, as per TOR • Manufacturer's authorization for the equipment and software especially the call centre system. • Certification of technical staff in their proposed system • ISO Certification as per TOR 	Form B: Bidder Information Form
		Form B: Bidder Information Form
QUALIFICATION		
Minimum Qualification	<p>Three similar activities implemented over the last 5 years.</p> <p>Minimum 3 contracts of similar nature and complexity for Supply, installation, commissioning and management of call centers (please provide 3 recommendations)</p> <p><i>(For JV/Consortium/Association, all Parties cumulatively should meet requirement).</i></p>	Form D: Qualification Form
History of Non-	Non-performance of a contract did not occur as a result of	Form D: Qualification Form

Performing Contracts¹	contractor default for the last 3 years.	
Litigation History	No consistent history of court/arbitral award decisions against the Bidder for the last 3 years.	Form D: Qualification Form
Previous Experience	<p>Ten (10) years experience for the company</p> <p>List and value of similar contracts performed for the last 5 years, plus client's contact details who may be contacted for further information on those contracts.</p> <p>Statement of Satisfactory Performance from the Top three (3) Clients in terms of Contract Value for similar projects completed within last 5 years</p> <p>International companies must have local representation to do the installation, commissioning, management and transfer of the call center. This shall be demonstrated by a registered Joint Venture agreement or registered MOU, clearing specifying the roles of each.</p>	Form D: Qualification Form
Financial Standing	<p>Minimum annual turnover of USD 100,000.00 in the last 3 years (2017,2018 & 2019) OR equivalent credit line from a bank.</p> <p>Note: <i>UNDP shall verify the financial capacity of the bidder and has the authority to seek references from concerned parties & banks on the bidder's financial standing. UNDP has the right to reject any bid if submitted by a contractor whom investigations reveal is not financially capable and/ or has serious financial problems.</i></p>	Form D: Qualification Form
Technical Evaluation	The technical bids shall be evaluated on a pass/fail basis for compliance or non-compliance with the technical specifications identified in the bid document. Section 5	Form E: Technical Bid Form
Financial Evaluation	Detailed analysis of the price schedule based on requirements listed in Section 5 and quoted for by the bidders in Pricing Forms provided.	Form F: Price Schedule Form

¹ 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.

Section 5: Schedule of Requirements and Technical Specifications

The United Nations Development Programme Uganda is looking for a service provider to supply, install, commission and manage a Call Center system for Electoral Commission.

Terms of Reference for the supply, installation, commissioning, operating and transfer of the call centre.

1. Objective of Establishing the Call Center

The objective of establishing a Call Center is to support the implementation of the Electoral Commission's strategy to provide quality communication and customer services albeit remotely, in compliance with Ministry of Health recommendation to limit human interactions and prevent spread of COVID-19 before, during and after the electoral process.

2. Specific Objectives of Establishing the Call Center

- a. To establish and operate a call center with communication channels and services to promote effective service delivery and timely access to information by stakeholders and the electorate;
- b. To ensure timely and effective contactless handling of general inquiries on various electoral activities under the Roadmap;
- c. To provide professional support to the Commission's voter education and publicity campaigns.
- d. To enhance the Commission's query management systems and procedures, before, during and after polling.
- e. To provide a platform for receiving feedback on electoral activities, monitoring and expeditious handling of electoral complaints.
- f. To provide timely, professional, and transparent multi-lingual contactless guidance for anyone requesting for assistance related to the electoral process.
- g. To provide the Commission with extended hours of call support leading to increased stakeholder satisfaction and improved positive image of the Commission.
- h. To increase contactless stakeholder engagement through the use of effective outbound promotional messages and content;

- i. To offer convenience to a wide range of stakeholders who will not be able to access the EC Head Office or regional and district offices, for a face-to-face transaction due to COVID-19 prevention measures.

3. **Scope of Work and Responsibilities of the firm**

- a) The firm will supply (hardware/equipment & software), install and commission the call center system at a location provided by the Electoral Commission;
- b) The firm will recruit a team of agents for the EC Call Center, who will be given relevant product knowledge (information for dissemination) by the Electoral Commission. Equal participation for women must be ensured during the recruitment process;
- c) The firm will conduct necessary training of Electoral Commission (back office) supervisors to support call center operations;
- d) The firm will manage the entire range of Call Center services on a daily basis, with 18 agents, operating in shifts of 6 persons. Other services to be managed will include remuneration of staff, management of contracts, tax obligations, daily operations of the center;
- e) The Call Center will have multi-lingual services to support effective provision of contactless customer services, including complaint handling, general information on the elections, operational guidelines, SOPs and other communication and stakeholder engagement. The languages will include English, Luo, Luganda, 4Rs, Ateso;
- f) The call center will feature a short code number, toll free telephone lines, multi-channel customer contact systems, a range of digital and web-based self-service and chat applications and e-mail support;

4. **Key Deliverables**

The deliverables must clearly contribute to the attainment of the above objectives and will include daily and weekly activity reports backed up by audio recording, social media activity logs, and relevant report print-out.

Specific deliverables shall include:

- a) Supply and installation of call center system complete with all the specifications (*See 4 above*);
- b) Provision of outsourced manpower services (this includes recruitment of trained agents and their remuneration, including payment of taxes and statutory fees, in accordance with the terms of employment);

- c) Management of the call center operations, including performance management;
- d) Monthly meetings with the Electoral Commission;
- e) Daily reports to the Electoral Commission Supervision Team;
- f) Weekly reports to Electoral Commission Management

5. Timing and Duration

The assignment will be undertaken for a period of six (6) months upon the signing of the contract.

6. Experience and Qualification

The potential firm must demonstrate the following qualifications and experience:

- At least ten (10) years experience in provision of similar services; field of IT Equipment supply & maintenance services and provision of call centre system.
- A track record in serving government, international organizations, embassies and multinational corporations.
- Manufacturer's authorization distributor of equipment and software (Provide copy of certificate)
- Certified service staff for equipment proposed and software (Provide copies of certificates and educational qualification).
- Certified technical staff in the proposed call centre system
- ISO 9001-2015 certified firm

7. Item list

No.	Particulars	Cost
1.	Personnel: 18 agents (6 persons per shift X 3 shifts at Shs./- @ X 6 months <i>(incl. taxes)</i>)	
2.	Personnel: 2 team leaders/supervisors at Shs...../- @ X 6 months <i>(incl. taxes)</i>	
3.	Professional consultancy fee: installation, configuration, programming, commission of the call centre system as per appendix 1	
4.	Customisation and furnishing of Call Center: workstation at Shs./- @ X 12 units	
5.	Furnishing: lockers and filing cabinets: Shs...../- X 5 units	

6.	Furnishing: Lockers at Shs./-	
7.	Networking, racks and trunking of Call Center Facility	
8.	Technology (<i>purchase of system, hardware and software, licences, SMS, Web and Social Media credentials, accessories, headsets, and support</i>) as per appendix 1	
9.	Computers (desktop) & accessories/UPS as per appendix 1	
10.	Recurrent costs (meals and teas) at Shs./- per person per day X 21 pax X 180 days (6 months)	
11.	Essentials: kitchenware (cups, flasks, plates, kettle, jars, spoons, forks, microwave oven, fridge, as one time purchase)	
	Total Costs (<i>includes taxes</i>)	

Appendix 1: Detailed Specifications for Call Center System and Associated Equipment

	General Features
Modular Solution	The call Center and CRM solution must be a modular solution consist of Switching, Application and Database servers. These components can be installed in a single server or multiple servers, based on load requirements.
Integrated CTI Server	Application server has inbuilt CTI features. Agent screen pops based on caller ID received and IVRS interaction of caller.
Preview Dialing	Feature providing Auto dialing from screen as per requirement by user. This features facilitates agent to view the details of number to be dialed.
Predictive Dialing	Dialing algorithm feature allowing for predictive dialing based on pacing ratio.
Progressive Dialing	In progressive dialing the system paces dialing based on recent abandonment rates like busy signals, answering machines, and disconnected numbers and only dials when an agent becomes available.
ACD	Automatic Call Distributor is an integrated module providing state-of-the-art inbound call routing capabilities to multiple agents based on business rules.
Integrated Voice Logger	Application server has inbuilt voice logging. All the incoming and outgoing calls are recorded. Applicable per setup
Scalability	Solution can be scaled from 5 seats to 1000+ seats by using multiple servers.
Disposition management	Disposition management feature provides the ability to set and assign various dispositions as per business requirement.
Suitable for Inbound/ Outbound/ Blended process	Blended Campaign Capability
Reporting	Reporting feature allowing access to various reports generated by system.
Multiple Processes	Feature allowing multiple processes within same server. Outbound Campaigns, Inbound process or blended. All can exist together.
SMS and Email Settings	SMS and Email configuration is easier SMS and Email accounts can be configured from the Admin Panel. We can also define multiple templates and link those templates to particular disposition. Closing the call with that disposition will send the SMS to Customer Primary Number and email will send to the E-Mail ID available in the CRM fields.
Sending Manual SMS	Sending SMS manually from CRM is also possible - Manual SMS option at process level can enable this feature for agents.
Channel Restriction	Channel Restriction is available at Process Level in Predictive Mode -We can define number of channels per process. System will allow only that number of channels to dial the number for that process irrespective of total available channels.

CSV(Comma-separated values)log control	CSV Log Files. ... error log. The logs contain information to help resolve problems that may occur while managing the configuration data. The CSV log files are generated only when generate CSVLog Files is set to true. The values in a CSV log file are separated by the character specified in CSVLogFileDelimiter.
Highly Secure Access	Users access the system through web based interface. This connection is highly secure to prevent the agent's fiddling with the system.
	Hardware
Inbuilt EPABX	Inbuilt IP- PBX. No need to get external PBX.
Hand free calling	Agent stations can use headphones for hands free operation.
Server scalability	can be setup in a cluster of servers. New servers can be added for additional capacity requirement. While existing servers can be re-used.
OS Free Clients	Client machines can use Windows/ Linux/ Mac Os.
Agent Terminals (Low end PCs)	Computer machines with P4+ and 512 MB RAM with 80 GB HDD
Calling Device Options	Agent Terminals can use one of the three options. 1) IP Phones 2)Softphones with Headphones 3) Analog phones with extension Box
Web Servers	A Web server is a program that uses HTTP (Hypertext Transfer Protocol) to serve the files that form Web pages to users, in response to their requests, which are forwarded by their computers' HTTP clients, web server provide Ip address.
Internal Stations	It is used for internal communication from one station to another station by dialing station Number.
PRI Groups	Inside the CRM server it is connected with PRI line ,PRI line can be divided into PRI groups it dials number system itself and One PRI line contents 30 channels.
	Connectivity
Use Existing PBX	Can be integrated with any brand of PBX on IP (SIP) extensions or ISDN PRI extensions.
GSM Trunking	GSM SIMs Can be used as trunk lines for making or receiving calls.
VoIP Trunking	VoIP (SIP) can be configured for making or receiving calls. No additional hardware needed.
Agent Terminals on IP	Agent Terminals are connected to the application server on IP network.
No Telephone Cabling	Agent terminals can use IP-Phones or Soft-phones for calling. No need to do RJ14 cabling.
Outbound Trunks	Agent will configure particular trunk name, trunk type like PSTN to call customers.

	Process Monitoring
Auto Dialer Status	Real time monitoring of: Leads to be Dialed, Pacing, Buffer Level, Leads in Buffer, etc.
Queue Status	Real time Queue monitoring as waiting calls, abandoned Calls, Answered Calls, Etc. for each Queue.
Process Status	Gives Real time Process of Agent, Last Call time, OnCall Que, Calls Waiting, etc.
Trunk Status	Real time monitoring of: Total trunks, used trunks, Total channels, used channels.
Chat Status	Real time monitoring of: messages, last message time.
Agent Monitoring	Shows Realtime agent Status as Idle, OnCall, WrapUp, Waiting Calls and more.
System Status	Realtime monitoring of load of Process and RAM utilization on the Server.
PRI State Monitor	Live display of PRI lines Alarm status
Real Time Dash Board	Trendy Looking Dashboard with Top 5 Agents, Inbound and Outbound Status, Abandoned Calls, Disposition, Lead Status etc.,
	System Monitoring
Web Panel - Applicable for IT Adminstrator	
Telecom Devices Status	Check Server Status, Hard Disk, RAM and CPU utilization.
Main status	Total up time, Network Stats, CPU Utilization, Load Average, Memory Utilization, Space utilized on HDD and more.
SIP users status	Gives list of sip user online, Offline, Monitored, Unmonitored stats, SIP Registry Stats, SIP Channels Stat.
Asterisk	Gives realtime status of Total Active Calls, Has spl privilege to execute Asterisk commands, Logs, and settings.
Database Status	
Database status	Repair tables: To check Database IP ,Repair and MySQL Error log
	Reports
Agent Analysis	Agent Daily Login Report
	Agent Weekly Login Report
	Agent Custom Login Report
	Agent Daily Performance Report
	Agent Hourly Performance Report
	Agent Custom Performance Report

	Agent Disposition Report
	Queue Custom Performance Report
	Transferred Call Reports (Added in 3.2)
Process Analysis Reports	Hourly Process Report
	Daily Process Report
	Predictive Outbound Report
	Preview Outbound Report
	Progressive Outbound Report
	Call Recording Report
Call Traffic Analysis Reports	Hourly Call Hits
	Daily Call Hits
	DID wise Report
CRM Analysis Reports	Dump Report
Notification Reports	SMS Report
	Email Report
Custom report creation	Applicable for Setup.
Compressed Recording	Voice files are recorded in compressed format by default.
Recording and Voice Mail Downloads	One click download of call recording of multiple calls and voice mail.
	IVRS Studio
Audio Files	User can upload Recorded files to be announced with IVRS.
Recording Studio	User can create the Voice Files for IVRS using a phone call. This feature is very useful for adding emergency announcements and dynamically changing IVRS.
IVR	User can create and manage IVR Flow to any level.
Custom IVR Applications*	Feature to add custom IVR Applications. This comes under customization and applicable when database interaction is needed.
	Agent Side Features
Agent Layout Optimization	In Agent layout at top screen there will buttons i.e. Home, call history, and at right hand side screen there will buttons to call like dialing, ready, break mode, for agent there will be easy to update CRM fields of Customer in agent screen.
Anywhere Login	Agents can log in from any station(Extension). They need to run the web browser and login to the main server

No software required on agent machine	agent application does not need any software to be installed at the agent terminal. This gives flexibility to use any OS at client side or just the thin clients.
Agent Rights – Configurable	User can define agent options like Recent Call list display, His Followups, Queues along with priority, Manual dialing and process he belongs to.
Agent Screen Pop-up	Screen pop-up displays the caller's information when agent receives the call.
Agent Screen Pop-up-Scripts	User defined HTML scripts can be shown with the agent pop-up.
Agent Screen Pop-up-Configurable CRM	Pop-up CRM screens can be designed by the user for each process.
Agent Screen Pop-up-Multi Tab display	User can design multiple tabs for display and order them based on process requirement.
Agent Screen Pop-up – Dispositions for interactions	Outcome of Agent interaction with customer is specified as disposition. User can define the dispositions for each process.
Agent Screen Pop-up-Breaks	User can define Breaks created within the process will be visible to the agent who is logged on to this process. He/she can then use the one which seems appropriate to indicate the reason while going away from the workstation.
Agent Screen Pop-up – Update Customer data	Agent pop-up CRM can take Agent's input and update the customer record in the system on closure of the call.
Call Conferencing	Agent can do the party call conferencing using screen controls.
Transfer calls to another user	An Agent can transfer the ongoing call with complete pop-up details to another agent.
Manual dialing	Feature for agent to manually dial calls directly from system as per agent requirements. This privilege is configurable.
Redial	No need to worry if call gets disconnected during the conversation but application come up with the Redial feature at Agent Level If call get disconnected, agent can able to redial the previous call and can continue his conversation.
Process Selection	Agent Can Select one process among the processes assigned to him from his login.
	ACD & CRM
ACD	Automatic Call Distribution enables routing of incoming calls to the logged-in agents. Calls are first placed in the call queue and then distributed to agents based on their skill group.
DID (Called Number) wise routing to process.	DID (Called number) can be associated to a process to route all the calls coming to that number to some particular agent group/ groups.

Multiple call forwards routes	when customers calls to agent, if agent put call forward then that particular agent will transfers calls to multiple agent, calls goes another agent.
Call Routing - Scheduler	Application must handles the calls based on Time of the Day, Day of the Week, Holidays etc.
Call Routing – Voice Mail	Calls can be routed to the system Voice Mail, when no agent is available to take the call. Now Voice Mail Recording Reports are available in Admin can fetch the voice mail recordings through Reports tab - Call Hits Daily or Call Hits Hourly Report.
Call Routing – External Number	Calls can be diverted to external number based on scheduler.
Call Routing - IVRS	Based on business requirement, Calls can be taken by IVRS based on a schedule or simply a DID.
Skill Based Routing	it should allow to define multiple skill groups. An agent can be a part of more than one queue with assigned priority. For Example An agent has primary skill as English speaking but if all the agents belong to Hindi group are busy, he can take the calls for Hindi speaking customer.
Caller ID Routing	Calls from Privileged/ Specific customers can be routed to specific queue.
Call Queuing and Queue waiting message	Multiple queues can be created and their queue message can be configured based on business requirement.
Call Routing - Transfer to process	calls can be routed to system, according to DID number call will be transferred to particular same process agent
Call Routing - Transfer to queues	Calls can be routed to system, according to DID number call will be transferred to particular same Queue
Call Routing - call forward	Calls can be routed to the system, when no admin available to take call ,then admin can call forward to his/her particular Mobile Number
call Routing - Transfer to Extension	Calls can be routed to system, according to DID number call will be transferred to particular Extension
Call Routing – Transfer to voice mail	Calls can be routed to system, according to DID number call will be transferred to particular voice mail
Call Routing – DirectIP Dial	Direct IP dials, it dials automatically by system.
Call Routing - Play Voicefile	Calls can be routed to the system Play Voice file, when no agent is available to take the call. Now Play Voice file Recording Reports are available in Admin can fetch the Play voice file recordings through Reports tab - Call Hits Daily or Call Hits Hourly Report.
Call Routing - Complete call	Calls can be routed to System, it calls until call completed.

Outbound Routing	Agent will configure route name, route method like serial, random, before customer number we will add prefix number i.e 5500 depending on trunk type like PSTN,VOIP,GSM then agent calls to customer
CRM	
User Configurable CRM	admin should be design the CRM screen for Agent Pop-UP. Labels can be given and drop-down items can be added through admin screen.
Process Wise CRM	CRM screens (Agent Popup Screen) can be designed for Every Process. Agent pop up will come based on the process he is logging in.
CRM Mandatory Fields	CRM fields can be marked as a Mandatory fields. Option has been given to Administrator to make any CRM field as a mandatory field. Agent cannot close the call without putting value in mandatory fields.
List Management – Lead Search is easier	Administrator can able to search the lead details using customer phone number or name. Clicking on the Lead will give you the call history of that particular lead.
Number Masking (Added in 3.2)	Should be more secure in terms of misusing data. Masking Feature is available at Process level. We can prevent agent to see the phone number so that data will be more secure i.e., High level security is maintained in encrypted format (••••••••)
Admin Layout Optimization	
Admin layout	In admin layout,at the top there will be buttons such as Home, System settings, Monitoring Tools, Reports, Help .If when we click any button it is in navigation view we can see related information.
	Supervisor
Supervisor's Access Rights	System access rights of a Supervisor can be defined for each module while creating/ modifying the supervisor. For example -A supervisor can be given only monitoring rights where supervisor can create users for his process/ processes.
Process Monitoring	Supervisor can see live graphical display of logged in agents, in call agents, call durations etc. They can also see waiting calls for a queue or for a process.
Queue Monitoring	Queue statuses like calls received, call made, abandoned for a particular queue can be seen live.
Auto Dialer Monitoring	Auto dialer status like leads remaining, leads used, pacing and missed calls can be monitored.
External and Internal Barge-In	A supervisor can listen to the live calls within the LAN or from outside using his mobile phone.
Internal broadcasting	A supervisor can see chat status between Admin and agent
Chat with Agents	Supervisor can do text chat with individual agents.

Automatic Database Maintenance	Automatic database maintenance routine ensures that your database keeps healthy all the time.
Web based Automatic Backup	System automatically saves data on web based data storage device like Google Drive. This will help to recover data in case of any mishap. (Additional Module)
	Outbound Features
Predictive,Progressive and Preview Modes	CRM can be configured for preview and predictive outbound dialing mode. These are two different modes of auto dialing, which can be chosen based on the business case.
	Predictive Dialing: Dialing algorithm feature allowing for predictive dialing based on pacing ratio. Connects an automated phone call from a list of numbers and call will redirects to an agent after a caller/customer responds.
	Preview Dialing: Feature providing click to call dialing from screen as per assigned by admin. This features facilitates agent to view the details of numbers to be dialed. call will redirects to a customer after agent responds.
	Progressive Dialing :- system will pop up the call information to the agent at the same time the number will be dialed automatically i.e., when agent is ready, CRM will be popped up immediately call will be initiated to agent once answered, call will be connected to customer number.
Channel Restriction	Channel Restriction is available at Process Level in Predictive Mode -We can define number of channels per process. System will allow only that number of channels to dial the number for that process irrespective of total available channels.
CRM Configuration and Selection	CRM can be designed and selected for each outbound process. When call lands on the agent desk (in predictive or preview mode). System pops-up the same CRM.
Lead List (Calling Number) Management	Multiple lists can be uploaded for single process. System shows real time statuses like number of leads, to be dialed and dialed leads. Lists can be activated, deactivated on the fly based on process requirements.
Lead Re-Attempts	This feature allows automatically set the number of call attempts for failed calls in a list. User can select dispositions and number of re-attempts and time interval.
Auto-WrapUp	A Process can be configured for number of seconds for Auto Wrap-up. After the call finishes, agents will automatically become available for next call after configured number of seconds.
Redial	No need to worry if call gets disconnected during the conversation. It should comes up with the Redial feature at Agent Level If call get disconnected, agent can able to redial the previous call and can continue his conversation.

Multiple number dialing (chasing)	Feature to define multiple (upto 5) phone numbers for a single lead. System will keep trying the next phone number if primary number is not connected.
DND	This feature allows to upload the list of numbers which are not to be called. Agents can also dispose a call as DND so that it is not called next time.
Auto- Call Back	Auto call back facility can be configured for agents. At specified call back time, system will initiate the automated call to agent, Once answered call will connect to customer.
Callback Assignments	Admin can assign single/multiple call backs of one Agent to other Agent from admin interface.
Hot- Transfer	During On-Call, Agent can do Hot Transfer call to any other Agent Extension/External number from registered hot transfer extension. Call will be transferred through specified Hot Transfer Trunk where this trunk Settings can be configured in Admin Login.
Barge-in	This feature allows to listen the live conversation between Agent and customer, also can interrupt agent's conversation and add additional information while the agent and customer are on a call.
	Email Module (Send & receive)
AED	AED based email enables your team to manage, collaborate and reply without getting in each other's way.
	Every mail sent to your email is distributed via AED (Automated Email Distribution).
Priority	You can easily categorize and prioritize email and assign them to the right people in your team.
Out Bound Email	Easier to manage outbound email for reply.
Web based	Web based detailed report analyticities,
History	Email history for previous transactions.
Alerts	Automatic Alerts.
	Supervisor Monitoring tool
	Voice Recorder
	Complete Conversation Recording for all incoming/ outgoing calls.
	Remote maintenance support through Internet.
	100% Recording for Analog, SIP, PRI & BRI interfaces.
	Recording is done in system hard disk. No file size limitation.
	Caller ID, DNI & ANI Support.
	Web based configuration management and Reporting.
	Voice Logger provision to assign File name based on user requirement.
	ZIP OPTION for all recording.

	Retrieval search by phone Number, agent, process, disposition, extension.
	Extensions wise reports.
	Message play before recording.
	Compressed Recording in WAV49 format (10% of WAV file), can be played on any windows media player).
	Scalability of the solution.
	SMS Module
	SMS Gateway API - Integration with SMS provider's online gateway.
	GSM SMS Gateway hardware integration.
SMS Templates	Configuration is easier to define multiple templates and link those templates to particular disposition. Closing the call with that disposition will send the SMS to Customer Primary Number. With or without CRM fields variable.
Manual SMS	Agents can also type SMS text and send to particular customer on CRM.
Customisable SMS	SMS can be sent on other logics such as abounded, missed call, Escalation, ticketing etc.
Other Requirements	
	Vendor should have at least 5 years of experience in implementing Call Center solutions in Uganda.
	Vendor should provide at least 3 reference sites from Uganda where the due diligence will be done. The same should be supported with reference letters.
	Web Chat
Web Chat	website visitors should be able to chat with our contact center agents and the solution should takes care of chat session on the same interface
Integrated Chat Module	Chat Module should be fully integrated with the Agent Screen. An agent should be able to take calls or chat using the same interface.
Chat ACD	Chat requests should distributed based on least busy logic. New chat request should be forwarded to the agent who is free for the longest time.
Website Plug-in	Chat requests should be received from websites through a plugin. These requests should be routed to the agents who are logged in the chat process
Subscript Recording	Chat sessions should recorded. All the Chat Subscripts are logged.
	Social Media Integration
Social Media:	Supplier should Develop API for the social Media (Facebook & Twitter) and should be integrated with Helpdesk (CRM)

	Supplies and Related Services	Qty
1	Customer Relationship Management Software	
	1. CRM Users	12
	2. SMS Notification	1
	3. Ticketing System	1
2	Voice Recording (Voice Logger)	12
3	Call Centre Agents (Inbound/Outbound)	12
4	Supervisor License	2
5	IVR	1
6	2 Port E1 Gateway	1
7	Web Chat	12
8	Social Media (Facebook & Twitter)	12
9	Intel Core i7-8100 (QC/8MB/8T/3.6GHz/65W), 16GB (2x8GB) 2400MHz DDR4 Memory, 1TB SATA (5000 rpm) 3.5", Optical Mouse - MS116 - Black, Multimedia Keyboard - UK (QWERTY) - Black, Window 10 Pro, MS OFFICE, 1Yr Parts Only Warranty, E1916H/18.5 Monitor.	1
10	2KVA UPS for Server	1
11	Intel Core i5-8100, DVD+/-RW Bezel, 8GB 2X4GB DDR4 2666MHz UDIMM Non-ECC, 3.5" 1TB 7200rpm SATA Hard Disk Drive, Optical Mouse - MS116 - Black, Multimedia Keyboard - UK (QWERTY) - Black, 1Yr Parts Only Warranty, E1916H/18.5 Monitor.	12
12	Windows 10 Pro License	12
13	MS Office License for Business	12
14	SMART TV 55"	1
15	Networking including provision of 24 port POE switch, 12 U Rack to house connectivity equipment.	1
16	1 KVA UPS	12
17	USB Headsets	12

Section 6: Returnable Bidding Forms / Checklist

This form serves as a checklist for preparation of your Bid. Please complete the Returnable Bidding Forms in accordance with the instructions in the forms and return them as part of your Bid submission. No alteration to format of forms shall be permitted and no substitution shall be accepted.

Before submitting your Bid, please ensure compliance with the Bid Submission instructions of the BDS 22.

Technical Bid:

Have you duly completed all the Returnable Bidding Forms?	
▪ Form A: Bid 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 Bid/Bill of Quantities	<input type="checkbox"/>
▪ [Add other forms as necessary]	<input type="checkbox"/>
Have you provided the required documents to establish compliance with the evaluation criteria in Section 4?	<input type="checkbox"/>

Price Schedule:

▪ Form F: Price Schedule Form	<input type="checkbox"/>
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Form A: Bid Submission Form

Name of Bidder:	[Insert Name of Bidder]	Date:	Select date
ITB reference:			

We, the undersigned, offer to supply the services required Supply, installation, Commissioning, operation and transfer of the Call Centre in accordance with your Invitation to Bid No. and our Bid. We hereby submit our Bid, which includes this Technical Bid and Price Schedule.

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:

- 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;
- 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;
- have no conflict of interest in accordance with Instruction to Bidders Clause 4;
- 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);
- 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;
- 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 Bid are true and we accept that any misinterpretation or misrepresentation contained in this Bid may lead to our disqualification and/or sanctioning by the UNDP.

We offer to supply the services in conformity with the Bidding documents, including the UNDP General Conditions of Contract and in accordance with the Schedule of Requirements and Technical Specifications.

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

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

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

Name: _____

Title: _____

Date: _____

Signature: _____

[Stamp with official stamp of the Bidder]

FORM B: BIDDER INFORMATION FORM

Legal name of Bidder	[Complete]
Legal address	[Complete]
Year of registration	[Complete]
Bidder's Authorized Representative Information	Name and Title: [Complete] Telephone numbers: [Complete] Email: [Complete]
Are you a UNGM registered vendor?	<input type="checkbox"/> Yes <input type="checkbox"/> No If yes, [insert UGNM vendor number]
Are you a UNDP vendor?	<input type="checkbox"/> Yes <input type="checkbox"/> No If yes, [insert UNDP vendor number]
Countries of operation	[Complete]
No. of full-time employees	[Complete]
Quality Assurance Certification (e.g. ISO 9000 or Equivalent) (If yes, provide a Copy of the valid Certificate):	[Complete]
Does your Company hold any accreditation such as ISO 14001 or ISO 14064 or equivalent related to the environment? (If yes, provide a Copy of the valid Certificate):	[Complete]
Does your Company have a written Statement of its Environmental Policy? (If yes, provide a Copy)	[Complete]
Does your 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	[Complete]
Is your company a member of the UN Global Compact	[Complete]
Contact person that UNDP may	Name and Title: [Complete]

contact for requests for clarifications during Bid evaluation	Telephone numbers: [Complete] Email: [Complete]
Please attach the following documents:	<ul style="list-style-type: none"> ▪ Company Profile, which should <u>not</u> exceed fifteen (15) pages, including printed brochures and product catalogues relevant to the goods and/or services being procured ▪ Certificate of Incorporation/ Business Registration ▪ 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 ▪ Business operation license. ▪ Trade name registration papers, if applicable ▪ Quality Certificate (e.g., ISO, etc.) and/or other similar certificates, accreditations, awards and citations received by the Bidder, if any ▪ Local Government permit to locate and operate in assignment location, if applicable ▪ Rating Stars certification if available

Form C: Joint Venture/Consortium/Association Information Form

Name of Bidder:	[Insert Name of Bidder]	Date:	Select date
ITB reference:			

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

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

Name of leading partner (with authority to bind the JV, Consortium, Association during the ITB process and, in the event a Contract is awarded, during contract execution)	[Complete]
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We have attached a copy of the below referenced 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: Eligibility and Qualification Form

Name of Bidder:	[Insert Name of Bidder]	Date:	Select date
ITB reference:			

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

History of Non- Performing Contracts

<input type="checkbox"/> Non-performing contracts did not occur during the last 3 years			
<input type="checkbox"/> Contract(s) not performed in 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 2 years' experience.

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.

Financial Standing

Annual Turnover for the last 2 years OR equivalent credit line from a bank	Year 2018 USD
	Year 2019 USD
Latest Credit Rating (if any), indicate the source	

Financial information (in US\$ equivalent)	Historic information for the last 2 years	
	Year 1	Year 2
	<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:

- Must reflect the financial situation of the Bidder or party to a JV, and not sister or parent companies;
- 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 Bid

Name of Bidder:	[Insert Name of Bidder]	Date:	Select date
ITB reference:			

The Bidder's Bid should be organized to follow this format of the Technical Bid. 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.

The requirements are as indicated below:

SECTION 1: Bidder's qualification, capacity and expertise

- 1.1 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).
- 1.2 Relevance of specialized knowledge and experience on similar engagements done in the region/country.
- 1.3 Quality assurance procedures and risk mitigation measures.
- 1.4 Organization's commitment to sustainability.

SECTION 2: Scope of Supply, Technical Specifications, and Related Services

This section should demonstrate the Bidder's responsiveness to the specification by filing the check list below. All other important aspects should be addressed in sufficient detail.

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 goods and/or services.

Format for CV of Proposed Key Personnel

Name of Personnel	[Insert]
Position for this assignment	[Insert]
Nationality	[Insert]
Language proficiency	[Insert]
Education/Qualifications	<p><i>[Summarize college/university and other specialized education of personnel member, giving names of schools, dates attended, and degrees/qualifications obtained.]</i></p> <p>[Insert]</p>
Professional certifications	<p><i>[Provide details of professional certifications relevant to the scope of goods and/or services]</i></p> <ul style="list-style-type: none"> ▪ Name of institution: [Insert] ▪ Date of certification: [Insert]
Employment Record/Experience	<p><i>[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.]</i></p> <p>[Insert]</p>
References	<p><i>[Provide names, addresses, phone and email contact information for two (2) references]</i></p> <p>Reference 1: [Insert]</p> <p>Reference 2: [Insert]</p>

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



*Empowered lives.
Resilient nations.*

Signature of Personnel

Date (Day/Month/Yea

FORM F: Price Schedule Form

Name of Bidder:	[Insert Name of Bidder]	Date:	Select date
ITB reference:			

Currency of the Bid: UGX

The Bidder is required to prepare the Price Schedule as indicated in the Instruction to Bidders.

Bidders shall use the format given below.

Pricing Form A

No	Supplies and Related Services	Qty	Unit cost	Total
1	Customer Relationship Management Software			
	1. CRM Users	12		
	2. SMS Notification	1		
	3. Ticketing System	1		
2	Voice Recording (Voice Logger)	12		
3	Call Centre Agents (Inbound/Outbound)	12		
4	Supervisor License	2		
5	IVR	1		
6	2 Port E1 Gateway	1		
7	Web Chat	12		
8	Social Media (Facebook & Twitter)	12		
9	Professional consultancy fee: installation, configuration, programming, commission of the call centre system	1		
10	Intel Core i7-8100 (QC/8MB/8T/3.6GHz/65W), 16GB (2x8GB) 2400MHz DDR4 Memory, 1TB SATA (5000 rpm) 3.5", Optical Mouse - MS116 - Black, Multimedia Keyboard - UK (QWERTY) - Black, Window 10 Pro, MS OFFICE pro, 1Yr Parts Only Warranty, E1916H/18.5 Monitor,	1		
11	2KVA UPS for Server	1		
12	Intel Core i5-8100, DVD+/-RW Bezel, 8GB 2X4GB DDR4 2666MHz UDIMM Non-ECC, 3.5" 1TB 7200rpm SATA	12		

	Hard Disk Drive, Optical Mouse - MS116 - Black, Multimedia Keyboard - UK (QWERTY) - Black, 1Yr Parts Only Warranty, E1916H/18.5 Monitor,			
13	Windows 10 Pro License	12		
14	MS Office License for Business	12		
15	SMART TV 55" LED	1		
16	Networking including provision of 24 port POE switch, 12 U Rack to house connectivity equipment at the call centre.	1		
17	1 KVA UPS	12		
18	USB Headsets	12		
	Sub Total A			

Pricing Form B

No.	Particulars	Quantity	Unit Cost (UGX)	Total Cost (UGX)
1	Personnel: 18 agents (6 persons per shift X 3 shifts per month for 6 months (<i>incl. taxes</i>))	18		
2	Personnel: 2 team leaders/supervisors per month for 6 months (<i>incl. taxes</i>)	2		
3	Customization and furnishing of Call Center: 12 workstations	12		
4	Furnishing: lockers and filing cabinets: 5 units	5		
5	Recurrent costs (meals and teas) per person per day X 21 pax X 180 days (6 months)			
6	Essentials: kitchenware (cups, flasks, plates, kettle, jars, spoons, forks, microwave oven, fridge, as one-time purchase)	1		
	Sub Total B			
	Taxes			
	Grand Total			

Name of Bidder: _____

Authorised signature: _____

Name of authorised signatory: _____

Functional Title: _____

Section 7: Contract
