REQUEST FOR PROPOSAL (RFP)
Enterprise Resource Planning ERP solution for Afghanistan Independent Human Rights Commission (AIHRC)

Afghanistan Independent Human Rights Commission (AIHRC	DATE: January 19, 2021
	REFERENCE: UNDP/RFP/AFG/2021/ 0000008333 for Enterprise Resource Planning ERP solution for Afghanistan Independent Human Rights Commission (AIHRC)

Dear Sir / Madam:

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

This RFP includes the following documents:

- Letter of Invitation
- Annex 1 – RFP Data Sheet
- Annex 2- Terms of Reference
- Annex 3 - Forms for Submitting Service Provider's Technical Proposal
- Annex 4 – Financial Proposal Template (to be password protected and submitted as separate document)
- Annex 5 – Proposal Submission Form
- E-tendering Instructions Manual for Bidders
- FAQ for Bidders

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

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

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

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

Any Contract or Purchase Order that will be issued as a result of this RFP shall be subject to the General Terms and Conditions attached hereto. The mere act of submission of a Proposal implies that the Service Provider accepts without question the General Terms and Conditions of UNDP, herein attached as Annex 3.

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

UNDP's vendor protest procedure is intended to afford an opportunity to appeal for persons or firms not awarded a Purchase Order or Contract in a competitive procurement process. In the event that you believe you have not been fairly treated, you can find detailed information about vendor protest procedures in the following link:
http://www.undp.org/content/undp/en/home/operations/procurement/business/protest-and-sanctions.html

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

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

Your offer, comprising of documents stated in this RFP, should be submitted to UNDP Afghanistan in accordance with the Annex 1 (Description of Requirements) through the **"UNDP ATLAS E-tendering system"** (https://etendering.partneragencies.org).

The step by step instructions for registration of bidders and proposal submission through the

UNDP ATLAS E-tendering system is available in the **"Instructions Manual for the Bidders"**, attached with this RFP. Should you require any training on the UNDP ATLAS E-tendering system or face with any difficulties when registering your company or submitting your proposal, please send an email to the E-tendering helpdesk at procurement.af@undp.org during office hours to request for help.

The proposers are advised to use Internet Explorer (Version 10 or above) to avoid any compatibility issues with the e-tendering system.

No hard copy or email submissions shall be accepted by UNDP.

Kindly go through this invitation letter and other documents attached here to this RFP. Should you have any questions or require any clarification, please feel free to email your questions/clarifications to the procurement officer at procurement.af@undp.org. The subject of the email should be **"UNDP/AFG/RFP/2021/ 0000008333 Building an Application to Monitor COVID 19 trends and resources needs in Afghanistan's health facilities**

UNDP looks forward to receiving your proposal and thanks you in advance for your interest in UNDP procurement opportunities.

Sincerely yours,

Head of Procurement Unit
1/19/2021

Annex 1
Description of Requirements

Context of the Requirement	ERP solution for Afghanistan Independent Human Rights Commission (AIHRC)
Brief Description of the Required Services[1]	Please refer to Term of Reference (TOR) – Annex 2
List and Description of Expected Outputs to be Delivered	**Deliverable 1: Inception report and work-plan** **Deliverable 2: Development of the initial draft of the application** **Deliverable 3: Development of the final draft of the application** **Deliverable 3: Submission of the application and post-delivery report**
Person to Supervise the Work/ Performance of the Service Provider	Please refer to Term of Reference (TOR) – Annex 2
Frequency of Reporting	Bi-weekly
Progress Reporting Requirements	Bi-weekly and end of assignment report
Location of work	The Office of the AIHRC
Expected duration of work	Within Two (02) months from the starting date of the contract
Target start date	February 2021
Travels Expected	Kabul, Afghanistan
Special Security Requirements	N/A
Facilities to be Provided by UNDP (i.e., must be excluded from Price Proposal)	Office space will provide by AIHRC
Names and curriculum vitae of individuals who will be involved in completing the services	☒ Required (Refer to Section F of TOR)

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[1] *A detailed TOR may be attached if the information listed in this Annex is not sufficient to fully describe the nature of the work and other details of the requirements.*

Currency of Proposal	☒ United States Dollars
Value Added Tax on Price Proposal[2]	☒ must be inclusive of VAT and other applicable indirect taxes
Validity Period of Proposals *(Counting for the last day of submission of quotes)*	☒ 90 days In exceptional circumstances, UNDP may request the Proposer to extend the validity of the Proposal beyond what has been initially indicated in this RFP. The Proposal shall then confirm the extension in writing, without any modification whatsoever on the Proposal.
Partial Quotes	☒ Not permitted
Payment Terms[3]	20% upon completion of the 1st deliverable, 20% upon completion of the 2nd deliverable, 20% upon completion of the 3rd deliverable, 40% upon completion of the 4th deliverable
Person(s) to review/inspect/ approve outputs/completed services and authorize the disbursement of payment	This assignment will be implemented, governed and monitored with over all supervision of the National project Manager AQJS project within the Governance for Peace (G4P) Unit of UNDP Afghanistan in close collaboration with the Head of Finance of the Afghanistan Independent Human Rights Commission.
Type of Contract to be Signed	☒ Contract for Professional Services
Criteria for Contract Award	☒ **Technical Proposal (100%)** ☒ Eligblity and qualification of service provider The Minimum technical scoring to pass is 70% ☒ Full acceptance of the UNDP Contract General Terms and Conditions (GTC). This is a mandatory criterion and cannot be deleted regardless of the nature of services required. Non-acceptance of the GTC may be grounds for the rejection of the Proposal.
	A. **Qualifications of the Service Provider- 30 Points**

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[2] *VAT exemption status varies from one country to another. Pls. check whatever is applicable to the UNDP CO/BU requiring the service.*
[3] *UNDP preference is not to pay any amount in advance upon signing of contract. If the Service Provider strictly requires payment in advance, it will be limited only up to 20% of the total price quoted. For any higher percentage, or any amount advanced exceeding $30,000, UNDP shall require the Service Provider to submit a bank guarantee or bank cheque payable to UNDP, in the same amount as the payment advanced by UNDP to the Service Provider.*

Criteria for the Assessment of Proposal	The Service Provider must describe and explain how and why they are the best entity that can deliver the requirements of UNDP by indicating the following:
	a) Background / expertise of the organization – 06 Points
	b) General Organizational Capability which is likely to affect implementation, such as Financial stability and capacity, age/size of the firm – 06 Points
	c) Specialized Knowledge (tracking system, database or related field) – 06 Points
	d) Experience on Similar Programmes / Projects – 06 Points
	e) Experience on Projects in the Afghanistan – 06 Points
	B. **Proposed Methodology for the Completion of Services- 30 Points**
	The Service Provider must describe how it will address/deliver the demands of the RFP; providing a detailed description of the essential performance characteristics, reporting conditions and quality assurance mechanisms that will be put in place, while demonstrating that the proposed methodology will be appropriate to the local conditions and context of the work.
	C. **Qualifications of Key Personnel-40 Points**
	The Service Provider must provide:
	a) Structure of the proposed team (20 Points)
	b) Database Developing Experts (20 points)
	Note: Written confirmation from each personnel that they are available for the entire duration of the contract.
UNDP will award the contract to:	☒ One and only one Service Provider
Type of Contract to be Signed	☒ Contract Face Sheet (Goods and-or Services) https://www.undp.org/content/dam/undp/library/corporate/Procurement/english/1%20%20Contract%20Face%20Sheet%20(Goods%2

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Contract General Terms and Conditions[4]	☒ General Terms and Conditions for contracts (goods and/or services) available on www.undp.org (refer to link below) https://www.undp.org/content/dam/undp/library/corporate/Procurement/english/4.%20UNDP%20GTCs%20for%20de%20minimis%20Contracts%20(Services%20only)%20-%20Sept%202017.pdf
Allowable Manner of Submitting Proposals	☒ Online bidding in E-Tendering module. Date and Time: As specified in the system (note that the time zone indicated in the system in New York Time zone). **PLEASE NOTE: -** 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. Please also note that the bid closing time shown in the PDF file generated by the system is not accurate due to a technical glitch that we will resolve soon. 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. 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. Note: for registration please refer to E-tendering instruction manual and FAQ.

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

Conditions and Procedures for electronic submission and opening, if allowed	Online Bidding E-tendering Module.
	☒ Official Address for e-submission: [https://etendering.partneragencies.org]
	☒ Free from virus and corrupted files
	☒ Format: PDF, Excel, Word
	☒ Virus Scanning Software to be Used prior to transmission: Symantec/Norton/ESET NOD 32/ AVG/ Avira/ Bitdefender/ Kaspersky/ F-secure/ G Data/ Bull Guard/Avast
	☒ The Technical Proposal should be submitted separately from the Financial Proposal and must not contain any pricing information whatsoever on the services offered.
	☒ **Financial Proposal Password:**
	Password for financial proposal <u>must</u> not be provided to UNDP until requested by UNDP if the proposal is deemed technically qualified. Proposers will have 48 hours to respond to the request for password from UNDP. Proposers are advised to note their passwords in a secure place. Should UNDP be unable to open the file due to forgotten password(s), the Proposal shall be rejected.
	The bids submitted by email/post mail/hand shall not be accepted.
	While entering financial proposal in the e-tendering system, always mention your price as USD 1. Please do not mention the value of your financial proposal in e-tendering system. It should only be mentioned in the password protected file/attachment of financial submission form. The proposal of those organizations who would reveal their financial proposal value in the e-tendering system will be considered as disqualified.
Annexes to this RFP[5]	☒ Form for Submission of Proposal (Annex 2)
	☒ Detailed TOR
	☒ price schedule

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[5] *Where the information is available in the web, a URL for the information may simply be provided.*

Contact Person for Inquiries (Written inquiries only)[6]	*Procurement Unit* procurement.af@undp.org Any delay in UNDP's response shall be not used as a reason for extending the deadline for submission, unless UNDP determines that such an extension is necessary and communicates a new deadline to the Proposers.
Other Information *[pls. specify]*	- Letter of Invitation - Annex 1 - Description of Requirements - Annex 2 Terms of Reference - Annex 3 - Forms for Submitting Service Provider's Technical Proposal - Annex 4 – Financial Proposal Template (to be submitted separately by bidder) - Annex 5 – Proposal Submission Form - E-tendering Instructions Manual for Bidders FAQ for Bidders

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

Annex 2

Terms of Reference:

ERP solution for Afghanistan Independent Human Rights Commission (AIHRC)

A. Background Information and Rationale, Project Description

The Afghanistan Independent Human Rights Commission (AIHRC) uses a number of standalone systems to manage its operations, including management of its procurement and inventory, accounts and finances, human resources, and more. To address a number of challenges with regards to redundant data entry across different systems, difficulty in generating consolidated and timely reports and use of paper-based workflows for all operational procedures, AIHRC plans to implement an integrated Enterprise Resource Planning (ERP) solution. This implementation aims to address all of the above and helps AIHRC manage all of its operations under one system, and in more an integrated manner. This terms of reference document lists in details the set of functionalities AIHRC requires from the desired ERP System.

The ERP solution will include modules/apps in the areas of Finance and Accounting, Procurement and Inventory Management, Human Resources and Payroll, Fleet Management and Equipment Maintenance. Furthermore, the ERP solution will have an integrated module to track complaints and cases related to human rights filed by the public.

B. Scope of Services:

Organizational context of the position:
Under the overall supervision of the Chief, Governance for Peace (G4P) Unit, under the direct supervision of the Project Manager for AQJS and the Legislative Drafting Officer at AQJS and in close collaboration with the Chief of staff and Head of finance at the AIHRC contracting party will be developing the application.

C.OBJECTIVES OF THE ASSIGNMENT

 Afghanistan Independent Human Rights Commission (AIHRC) is aims at acquiring an Enterprise Resource Planning (ERP) system to maintain an integrated management system. The main objective of the ERP adoption is to boost the overall performance of the organization and increase accountability and transparency in the operational functionalities of AIHRC, such as Finance Management, Procurement, Archive and Human Resources Management, Inventory Management, and Complaints Registration Database Management system. The integrated

management system will have advanced features, customized to best meet AIHRC Management procedures and requirements.

AIHRC would like to use a portion of UNDP's funding to procure an off-the-shelf ERP system with built-in flexibilities to customize and adopt based on the needs of the Commission. The ERP system would have the following modules:

- Human Resources Management
- Financial Management
- Procurement Management
- Fleet Services Management
- Inventory Management
- Complaints Registration Management

The ERP system adoption at AIHRC will help provide better reporting tools with real-time data, improve AIHRC's client services, such as complaints registration and its follow up procedures, etc. All ERP users from relevant sections will also be trained on how to use their respective modules. As part of this ERP implementation, a core team comprising key staff of Finance and IT will be formed to lookover the entire implementation, with a view to sustain the system after it has been handed over by the Vendor/Consultants.

III. SCOPE OF WORK AND DELIVERABLES

- **Deliverable 1: Inception report and work-plan**

- **Deliverable 2: Development of the initial draft of the application**

- **Deliverable 3: Development of the final draft of the application**

- **Deliverable 4: Submission of the application and post-delivery report**

1. General System Requirements
1.1.   Ease of Use
The ERP solution should be intuitive and easy to use, with a consistent look and feel across the system's modules and pages.

1.2.   Multi-lingual
The system should be fully localized to both Dari and Pashtu.

1.3.   Flexibility in Access Rights Management
The ERP system should provide a flexible access rights management system that allows restricting access based on modules and apps, with options to create custom access right groups for a given feature/module.

1.4. Security

The solution should adhere to international standards and best practices with regards to software and system security including industry standard secure hashing for passwords, CRSF protection as well as measures built into the software to prevent cross-site scripting and injections.

1.5. Cross-departmental Communication

The system shall facilitate communication exchange within all important modules and features (such as exchanging messages with regards to a Purchase Order). The communication tool should facilitate email-based notification when needed. The tool should also facilitate sharing and uploading documents related to a specific record and keeping a log of all communication conducted with relation to a specific record.

1.6. Logs

The system shall be able to keep track of important changes and edits made to a document or a record through a log visible to all authorized users.

1.7. Multi-Branch

The solution should support setting up multiple branches or regional offices, while isolating access of a certain branch/office to its own operations. Furthermore, authorized users in the main branch should be able to retrieve and consolidate records and reports of other branches when necessary.

1.8. Batch Data Import and Export

The solution shall support batch import of csv and excel files in all of the modules. Furthermore, the system shall support exporting selected data within a specific module into the same aforementioned file formats.

1.9. Cloud-based Deployment

The solution shall be a web-based system, and will be hosted on a cloud service. The cloud hosting service configuration shall properly take into account the ERP system's configuration requirements in terms of processing power, memory and desk space to ensure a fast and reliable user experience. The hosted solution will need to use SSL certificate, and provide automatic backup functionality.

1.10. Customizability

The solution shall allow implementing customization and custom workflows and business logic in different modules to ensure the ERP solution aligns with AIHRC's requirements.

2. Requirements and Solution Features

2.1. Accounting

The accounting module shall provide the following capabilities:

2.1.1. Configuration
- Create charts of accounts supporting account types of both Balance Sheet and Income Statement items.
- Setup account groups and parent-child account hierarchies, with the option to use said hierarchies when generating financial reports.
- Setup Journals to classify and keep track of financial transactions by journal.
- Setup cash and bank accounts to be used for billing and payment transactions.
- Setup bank accounts, with the ability to capture the bank account details such as the bank account holder name, account number and currency.

2.1.2. Journal Vouchers
- Create manual double-entry journal voucher transactions.
- Validation workflow for journal voucher transactions.
- Automatic transaction ID assignment, with the ability to input manual reference IDs for each transaction.
- Print vouchers, with all transaction details.
- Post income and expense transactions to classes in addition to the financial accounts, such as to different projects, locations and offices, for later filtering in reports.
- Ability to schedule a journal voucher transaction for automatic posting at later date.

2.1.3. Billing
- Create and record vendor and donor profiles, and capture all vendor and partner information including a vendor's contact information, tax ID, vendor's persons of interest/points of contact and other relevant information.
- Create and record products and inventory items to be used in billing and inventory management, and capture necessary product information including its name, cost, reference ID, product type and category and other relevant information.
- Produce/list transactions by a vendor/partner.
- Create bills and invoices, and capture relevant bill and invoice details including the vendor, vendor's address, dates, bill reference, journal, and bill lines (products and services being procured).
- A billing validation and approval workflow whereby relevant authorized users can create bill document and send them further for approval.
- Track the payment status of outstanding bills.
- Write-off remaining balance for bills to desired write-off/expense account.
- Generate Bill and Payment PDF forms – as per AIHRC's layout preferences.

2.1.4. Budgeting
- Create budgets, with options to specify time-frame for each budget.
- Define budget lines for both revenue and expense, with budget line time frame and the budget amount.
- Real-time budget update after every transaction linked to one or more budget lines.
- View transactions made within each budget line.

2.1.5. Class/Project based Classification
- Define multiple classes/projects for classifying and categorizing financial transactions, and for filtering financial reports.
- Generate a class/project transactions report
- Create a class distribution whereby an expense is allocated to multiple classes based including activities on pre-defined rates.
- Categorize an expense/transaction under multiple classes/projects.
- Generate class/project reports with class hierarchies and subtotals.

2.1.6. Assets Management
- Track assets and depreciation in an automated manner.
- Define asset categories with custom depreciation calculation rules.
- Configure depreciation and fixed asset accounts within an asset category for easier asset management and depreciation.
- Support linear and accelerated depreciation calculation methods.
- Automatic posting of depreciation expense at the end of each depreciation period.
- Generate detailed assets and depreciation reports, with breakdown for depreciated values, book values of running assets.
- Create revenue/expense schedules for recurring revenue and expenses, and automate the process for expense/revenue recognition based on the

2.1.7. Bank and Cash Statements, and Reconciliation
- Create bank statements with opening and closing balances, and reconcile with bills and expenses.
- Create cash register statements with opening and closing balances, and reconcile with bills and expenses.
- Reconcile payments against outstanding bills.

2.1.8. Multi-Currency
- Define multiple currencies, along with their exchange rate against a main currency.
- Allow inputting user-defined rate in certain transactions, regardless of the global exchange rate supplied to the system – when needed.
- Automatically account for currency-exchange gain or loss when creating and paying for bills and expenses.
- Create and post transactions (Journal entries, expenses, bills and payments) in multiple currencies.
- Generate financial reports in multiple currencies, as specified by the user.

2.1.9. Reporting
- Generate all standard legal financial reports – including Profit and Loss, Balance Sheet, Cash Flow Statement, General Ledger, Trial Balance, Journal Reports and Tax Report.

- Generate vendor-based reports such as the Aged Payable Report and the Vendor Ledger Report.
- Use filtering options when generating reports listed above, including filtering by date/date range, journal, account, class/project and transaction status (draft and posted).
- Generate comparative financial and legal reports, each report being presented as a separate column for the same set of report lines. These comparative financial and legal reports can be in detail based on:
    o Date or Date Range.
    o Class/Program/Donor/Project/Activity.
- Export generated report in excel and PDF formats, with the option to annotate on report lines.

2.2. Human Resources
The human resources module(s) shall provide the following capabilities:

2.2.1. Employee Management
- Create and manage profiles for all provincial and central AIHRC staff.
- Record and maintain the following information on each profile:
    o Personal Information including: Father Name, Date of Birth, Current Address, Permanent Address, Marital Status, Number of Dependents, Tazkira/Passport Details, Bank Account Information.
    o Qualification and Education Information including Qualification/Education Title, Start and End Dates, Specialization and Institute.
    o Work Information including Position/Job Title, Department, joining date, work location, work email, phone number, manager, responsibilities and number of subordinates.
    o Emergency contact information including a contact's name, relationship and contact details.
    o Reference information including a reference's name, title, organization, and contact details.
    o Generate an Organizational Chart that depicts the reporting lines of each employee.
- Issue warnings and log actions for employees, and log warning details including the warning details, type of warning, date and any supporting documents.
- An employee profile printout report in PDF – detailing all of the personal and work information of an employee for filing.
- Generate a letter of employment – with employment history and other employment details as per a format provided by the AIHRC.
- Filter options based on all fields supplied in employee profiles such as age, gender, department, location, etc.

2.2.2. Employee Contract Management
- Create and manage employment contracts for all AIHRC staff, and capture all relevant contract information including:
  - o Position details including the position title, department, and project
  - o Contract start and end dates, and the probationary period end date.
  - o Grade and step information for a given contract, along with the associated pay and benefits.
  - o Wage and compensation information, and any applicable allowances such as a food and transportation allowances.
- A contract validation workflow where a contract is created and sent for multiple approval layers. The system shall generate notifications to concerned users when a contract is submitted for review and approval.
- A contract foreshortening option to allow for contract amendments/modifications before a contract is expired.
- An e-signature functionality whereby a contract document is sent through the system to contract signatories for signature. The e-sign app should log signature details (such as time and date of signing), notify signatories when all parties completed signing and share signed document with concerned signatories and HR staff.
- A swimlane dashboard to view running and expired contracts, and other approval stages. The dashboard shall automatically highlight contracts that are nearing expiry.
- Configure contract signatories on behalf of AIHRC for each contract created.
- Generate contract documents with all contract clauses and details based on the contract record. Support multiple contract types as per AIHRC's HR policies.
- An email notification to HR personal on emails that are nearing expiry.
- The contracts module shall be integrated into other HR functions including payroll and leave, where payroll and leave are only allowed to staff with valid running contracts.

2.2.3. Leave Management
- Configure types of leave as per AIHRC's requirements – such as Annual Leave, Sick Leave, Emergency Leave, Maternity Leave and Unpaid Leave, with different validation options for each leave type.
- Allocate leave balances to AIHRC staff based on AIHRC's HR policy.
- As staff, be able to submit leave allocation requests for leave types that allow allocation requests. Employees shall also have access to menus to view all of their previous leave and leave allocation requests.
- As line managers, receive email notifications when receiving leave requests, view leave requests of subordinates and have the options to approve/deny leave requests.
- As HR staff, view all leave requests and allocation records.
- A calendar view to use when creating and sending a leave request for approval. The calendar view should also list previous and future leave requests placed by the employee along with their status.
- A gantt-view like dashboard displaying all leave requests placed by colleagues.
- Generate leave reports by employee and by leave types for a defined time range.

2.2.4. Recruitment

- Create job positions, and define position details such as number of vacancies, department, line manager and job description.
- Publish a job vacancy announcement on the ERP system's public website page. The announcement shall redirect applicants to an online application form.
- Provide an online application form that captures all applicant details including personal contact and address information, education and experience details and an attachment option for uploading a cover letter and a resume.
- Provide an applicant-dashboard where all applicants' records pooled from the online application form, with a swimlane view of the recruitment stages (Long List, Short List, Test, Interview, Contract Signature) to manage the candidates pipeline..
- Automated emails with pre-defined templates sent to applicants when they are moved from one stage to another (such as when they are moved to the interview stage).
- An option to blacklist applicants/employees, and detect such individuals when applying again based on a combination of Name, Date of Birth, Tazkira Number and Contact Number.
- Schedule for interviews, with the option to invite panel members to the interview through an email.
- Generate an employee profile from the applicant's record, and migrate all applicant information into the corresponding sections in the employee profile.
- A smart indexation/search feature by which all resume content of applicants could be searched through the candidates pipeline.

2.2.5. Performance Evaluation

- An appraisal app to create periodical evaluations of AIHRC's employees' performance, based on AIHRC's appraisal templates.
- Create appraisal plans based on which the system automatically generates interview requests.
- Export appraisal forms and answers in a PDF format for filing.
- Allow AIHRC staff to provide the answers in the self-evaluation section of the appraisal, as well as view the evaluation conducted by their supervisor, and the evaluation's results.

2.2.6. Payroll and Attendance

- A payroll app to automate the payroll preparation process based on AIHRC's compensation and benefits package compatible with Afghanistan's Income Tax Law.
- A flexible compensation and benefits configurator that allows for adding and configuring allowances, deductions and bonuses.
- Support processing bonuses and allowances on a batch-basis, with the ability to import excel files containing the list of employees along with the bonuses for processing in the system.
- Generating payroll for departments and offices on a batch basis.

- An integrated attendance tracking for payroll, with automatic deductions made in payroll based on an employee's attendance. Payroll Integration with leave module, where approved leave requests are properly accounted for when processing payroll.
- Ability to link payroll calculation to timesheet, and process deductions based on timesheet hours logged by staff.
- Payroll Integration with contracts management and clearance and separation modules to ensure payroll is only processed for staff with active and running contracts.
- Generate individual pay-slip reports detailing all pay-slip calculations including basic wage, allowances, deductions and net payment and associate the pay-slip with individual email accounts of staff.
- Ability to send pay-slips to staff through email on a batch basis.
- Generate detailed excel based payroll reports, listing employee details and wage payroll calculation lines.
- Generate a bank advisement report listing employee details, bank account numbers and net salary amounts.

2.2.7. Assignments Management
- The assignments submodule shall provide the ability to create and keep track of assignments and re-assignments of AIHRC staff.
- An assignment record shall track the following information on both the existing/old as well as the new position:
  - Assignment Date
  - Assignment Type
  - Current Position
  - Current Office
  - Current Program
  - Current Grade and Step
  - New Position
  - New Office
  - New Program
  - New Grade and Step
- Assignments shall be integrated with the contract management module, for assignments that require creation of contract revisions or amendments.

2.2.8. Awards
- An Awards Management submodule to allow recording awards for employees. An Award record shall track the following information:
  - Award Date
  - Award Type
  - Award Title
  - Description/Notes
  - Attachment

2.2.9. Separation

- A separation submodule to facilitate the clearance and separation process of staff exiting AIHRC or are being separated.
- The separation process shall allow the human resource department to initiate a separation and clearance for an employee. The separation shall follow a stage-based workflow as per AIHRC's policies.
- The separation workflow shall allow authorized administration and projects staff to process clearance items related to their departments, notify them via email when a separation is pending their input, and logging the date and time of clearance by each department.
- Upon separation confirmation, the related contract and user of the employee are automatically archived.

2.2.10. Equipment

- Manage and keep track of AIHRC's equipment, with all equipment details including equipment type, model, brand and serial number.
- View status of current equipment, with breakdown of assigned as well as unassigned/available equipment.
- Issue an equipment to an employee, with the date of issuance and the new location of the equipment.
- Generate an 'Asset Issuance Form' with the details of the equipment and employee – based on AIHRC's template.

2.3. Project Management

The ERP solution should provide a comprehensive projects management module that would enable AIHRC track all ongoing projects, facilitate team collaboration and enable timesheet tracking when required. The project management module shall have the following capabilities:

- Create and manage projects, and record project details including a project's donor and stakeholders, project start and end dates and project manager.
- Ability to upload and share documents for a project.
- Options to restrict a project's access to certain staff/department users.
- Ability to create and assign tasks, and record a tasks' description, start and end dates, staff to whom task is assigned and planned hours.
- Ability to log timesheet on a given task, and track task progress based on the planned hours and timesheet hours logged.
- Ability to define and configure project workflows and stages, and move tasks around different stages.
- Notify a tasks' followers of stage updates when a task is moved from one stage to the other, through email. Email templates used in notifications should be configurable.
- Allow a project team to collaborate and communicate within a task, and share documents.

- A reporting dashboard that provides analytics on projects, tasks, collaboration and timesheets.

2.4.   Timesheet

The ERP system shall provide a module for managing staff timesheet. The timesheet app shall facilitate the following:

- A daily, weekly and monthly overview of timesheet entries/hours by employee and by department.
- Options to enable a department manager or a team lead review and validate subordinates' timesheets on a weekly or monthly basis.
- Timesheet reporting dashboard with options to breakdown timesheet reports by task, project and employee.
- A timesheet vs attendance report to compare hours present vs timesheet hours logged.

2.5.   Approvals

The solution shall provide a module that allows employees to submit requests for various operational and procurement requests. The approvals module should be able to:

- Allow setting up different categories of approval requests, including but not limited to procurement requests, purchase requisitions, travel requests, loan requests, advance salary requests and petty cash replenishment requests.
- The approval configuration should provide a range of fields and information to select from when setting up an approval category, such as the date of the request, the request initiator, details of the items being requested including name, brand, model, quantity, budget, start and end dates of activity, and remarks/notes on request.
- The approval setup should provide options to specify the approval users of each category, while also providing the option to add additional layers of approvers within each specific request if needed.
- The system shall provide email notifications to concerned users whose approval is required for any given request, and notify the request owner upon approval completion.
- Allow adding documents and attachments to a request.
- Generate pre-formatted requisition slips based on AIHRC's templates, and log details of the approvers, along with a date and time stamp of their confirmations within the system.

2.6.   Fleet Management

The ERP system shall be able to track AIHRC's fleet of vehicles, and track the fleet's maintenance logs, monitor fuel consumption and keep track of their mileage. The fleet app should be able to:

- Capture the brand, model, registration number, chassis number and color for each vehicle.

- Report meter readings to keep track of vehicle mileage and forecast services and repairs.
- Record every fuel refill and track fuel consumption.
- Record vehicle maintenance logs, and log maintenance details and associated costs.
- Track vehicle statuses – including fleets that are out of service and are sent for maintenance.
- A reporting dashboard that provides a clear view of the costs associated with each vehicle.

2.7.   Vehicle booking

The vehicles booking feature shall be provided in the ERP system that allows staff to request for vehicles as and when required. The vehicles booking feature shall have the following capabilities:

- Enable staff to place booking requests, and specify the time and type of the trip (one way or a round-trip), the purpose, the destination, and list of staff joining the trip.
- Logistics staff shall be able to receive notifications when a booking is submitted, and based on the route of the trip, users should be able to assign a vehicle and a driver.
- The system shall notify a staff when his/her booking is confirmed by the logistics team through email, and share the allocated vehicle and driver details.
- Print a gate pass/booking slip with the trip details.

2.8.   Procurement

The procurement module shall provide the following capabilities:

- Record products and services with product details including a product's type, product category, barcode number, unit of measure, reference number and cost, among other details.
- Ability to procure and record consumable items, along with expiry dates.
- Ability to procure and record equipment along with their serial numbers.
- Record vendor details including:
    o Vendor Name
    o Reference
    o Address
    o Tax ID
    o Phone and Mobile
    o Email
    o Website
    o Sector and Services
    o Contacts and POCs
- Record vendor pricelists

2.8.1. Request for Quotations and Purchase Orders

- Create Request for Quotations (RFQ) and Purchase Orders (PO), and record the following within RFQs/Pos:
  - o Vendor
  - o Currency
  - o Order date and Expected Date of Delivery
  - o Products (with description, quantity, unit of measure and unit price)
- Specify the requisition form based on which the PO is initiated.
- Track incoming products and create stock receipts for when the products are received
- Track purchase orders that have not been billed, and facilitate billing from within a placed purchase order.
- A validation and approvals workflow for controlling purchase orders – as per AIHRC's procurement process. The approval should support managing approval layers based on the total amount of a PO.
- Generate RFQ and PO print-outs.
- Setup automatic re-ordering rules to initiate request for quotations based on the minimum quantity in stock for a given item.

2.8.2. Procurement Planning

- Support creating procurement plans for products and services for a given fiscal year.
- A procurement plan contains plan lines with each line capturing the following information:
  - o Sector
  - o Organization
  - o Budget Type
  - o Budget Code
  - o Project Name
  - o Province
  - o District
  - o Village
  - o Donor
  - o Description/Details
  - o Procurement Type
  - o Contract Type
  - o Procurement Category
  - o Contract Number
  - o Budget Amount
  - o Estimated Value
  - o Expected Procurement Date
  - o Previous Evaluation Date
  - o Expected Announcement Date
  - o Expected Bids Opening Date
  - o Expected Selection Date
  - o Expected Date for Bidding Conclusion

- o Expected Date for Communication with NPA
- o Expected Contract Sign Date
- o Contract Duration
- o Expected Project Conclusion
- o Remarks/Notes
- The procurement plan shall facilitate the procurement initiation in further procurement stages in the system, and generate a procurement tender based on available info inputted into the plan.
- The system shall track the stages for a procurement plan approval, and log staff to prepare, confirm and approve the plan.
- Generate a procurement plan print-out from the system as per NPA's template.

2.8.3. Purchase Agreements and Tendering
- Create a batch/pool of qualified vendors with which to share tender announcements from within the system.
    - o Ability to group vendors into different groups based on turnover and size.
    - o Track vendors' finical information such as their annual turnover, and other information related to their tax figures and bank balances.
    - o Ability to generate a pool of qualified vendors based on a defined turnover target. The pool should be saved for later use when sharing the contract announcement.
    - o Ability to track debarred vendors, by tagging them so that they are excluded from future procurement.
- Support creating request for proposals, and capturing all request for proposal details including the dates, the terms of reference, milestones and schedule – among other details.
- An option to submit the RFP to the batch of qualified vendors, with a customizable email template.
- Allow registering quotations/proposals submitted for each tender, along with all proposal/quotation details.
- Provide a scoring template with the flexibly of adding different scoring criteria based on the items procured.
- Support adding Panel Members to a tender or purchase agreement:
    - o Panel Members can access and review quotations provided by different vendors
    - o Panel Members can score each quotation/vendor based on the selected scoring template.
    - o Panel Members can input their remarks and evaluation notes on each quotation
    - o Panel Members can select a quotation as the bid winner, for further PO generation.
- The system shall support generating a pre-formatted comparative bidding report, with details and prices of each quote as per AIHRC's template.

2.8.4. Contract Management

- Provide a contracts management submodule that allows creating and keep tracking all contracts managed by AIHRC's procurement team. Provide a workflow that tracks all procurement stages for any procurement activity, including: Procurement Document Preparations, Announcement, Bid Opening/Analysis, Offer Letter and Confirmation and Contract Award.
- Ability to track the following for any contract:
  - o Contracted Vendor Information including Address, TIN, License Number, Sector, Contact Details and Points of Contact.
  - o Contract start and end dates, with notification and alert options for contracts nearing expiry.
  - o Contract clauses, with the option to re-use editable contract templates used in previous contracts. A contract clause can be comprised of a number, a title and body.
  - o Terms of Reference section, with options to organize the TOR into heading and sections.
  - o Support attachments and uploading documents related to the contract.
  - o Contract milestones and payment schedule, with integration with the payables module to highlight payments that have been completed along with outstanding payments.
  - o Ability to track and record any delays or schedule deviations.
  - o Ability to log any disputes with regards to a contract.
  - o Ability to avail options for managing subcontractors activities.
  - o Ability to provide options for managing contract amendments including scoping and descoping.

2.9.   Inventory Management

The ERP solution shall provide an Inventory Management module that is integrated with Procurement. The module shall provide the following features:
- Control incoming products based on contracts and Purchase Orders.
- Create and manage multiple warehouses and create hierarchical locations within a warehouse such as zones, rows and shelves.
- Conduct an inventory for a location for a specific product, lot, location or warehouse, and do the inventory adjustments accordingly.
- Create minimum stock rules to trigger draft request for quotations when current stock is lower than the defined quantities.
- Internal stock transfer from one warehouse or location to the other.
- Run inventory valuation reports to generate balances of existing stock.
- Support tracking inventory by serial number or lot number.
- Support use of barcode when processing a stock transaction.

2.10. Complaints

The ERP solution shall provide an integrated module for keeping track of complaints related to human rights issues known as a case management system. Parts of the module shall be accessible by the public through a complaints portal and shall allow any individual to file a complaint, that will be further be followed up on through the system. The complaints tracking app shall have the following facilities:

2.10.1.1. Filing Complaints

- A public user shall be able to register within the system prior to filing a complaint. During registration, the system shall capture his/her information including their contact details, personal and identification information (if required), address and incident/complaint details.
- Once registered, the user shall be able to register one or more complaints, and input all information related to their complaints as per AIHRC's complaint forms.
- The system shall allow filing complaints belonging to a range of categories, with unique complaint details based on the category selected.
- A unique ID shall be assigned by the system for each complaint filed.
- The complaints portal shall allow complainants to view updates and status of each of their submitted complaints including complaint status. This information shall not be accessible except to the complainant and authorized AIHRC personnel.
- All complaints registered in person in any of the regional or provincial offices of the AIHRC, or with Commission staff in any other location visited by the AIHRC (women's refuge, prison, school etc.) or by email, by phone or by letter should be able to record complaints in the module (case management system) with same process explained above.

2.10.1.2. Complaints Tracking

- The app (case management system) shall support creating multiple Caseworker Groups or Desks, and add one or more caseworker to each group or desk.
- The system shall be able to track unassigned complaints, as well as track assigned complaints by case worker.
- Once a new complaint is submitted, it is assessed to ensure that it is within AIHRC's jurisdiction. If not in jurisdiction, the complainant will be referred to the appropriate authority.
- Following positive jurisdictional assessment, the lead caseworker can assign the complaint to a caseworker group based on the complaint location, type and category.
- The complaints tracking module shall support defining stages for each type of complaint – such as New, Under Review, Pending and Closed.
- The status of the complaint should be described, especially the final outcome before the case is closed.
- Caseworkers shall be able to attach documents to each complaint as well as log new updates and details.

- An email notification shall be sent to the related individual when a compliant is moved from one stage to the other, or if an updated is inputted to the compliant by the caseworkers.
- A complaint could be escalated to a different category or caseworker if required.

2.10.1.3. Reporting

A reporting dashboard shall be available for generating reports on complaints and

caseworker performance. The reporting app shall provide an overview on:

- o Overall number of complaints, with breakdown by status (assigned or unassigned), human rights laws violated, stage, and caseworker.
- o Active complaints.
- o Human rights outcomes (referred to prosecutor, mediated solution, no further action etc).
- o Average Period to close a complaint.
- o The system shall support exporting reports and data in xls or csv formats.

3. Other Requirements

3.1.   Users
- AIHRC requires a total of users included in the prodoc to use the ERP system.

3.2.   Cloud Hosting
- The cloud hosting platform should provide the following requirements:
    - o Backup options, with the ability to restore the ERP system to an earlier backup, as well as an option to download manual backups on demand.
    - o Disaster recovery features with active backup replication in DR sites to prevent data loss.
    - o The connections shall use HTTPS and SSL Certification
    - o The hosting configuration (processing power, memory and disk space) shall properly take into account the number of users mentioned earlier, and the ERP's scope of apps and features.

4. Expected Deliverables and Payment Schedule

The complete payment will be done upon completion of the task, and base on deliverables;

20% upon completion of the first deliverable,

20% upon completion of the 2nd deliverable,

20% upon completion of the 3rddeliverable,

40% upon completion of the 4th deliverable

as such that the contractor shall submit invoices to UNDP for the services ordered and delivered to UNDP together with supporting documents to demonstrate that the ERP system was developed.

5. Institutional Arrangement

5.1. Supervisory arrangement

This assignment will be implemented, governed and monitored with over all supervision of the National project Manager AQJS project within the Governance for Peace (G4P) Unit of UNDP Afghanistan Mr. Mohammad Zubar Qani in close collaboration with Mr. Imran Khan the Head of Finance of the Afghanistan Independent Human Rights Commission.

5.2. Reporting by the Contractor

The Contractor will report to UNDP on the progress of the activity.

Below are outlined the deliverables for this assignment. The contracting party will engage regularly with the AQJS project management team and the Head of Finance at AIHRC to discuss progress made and to suggest and agree on any adjustments that may be required in the scope and/or approach.

Deliverable 1: Inception report and work-plan

Submission of a detailed inception report including application/system developing approach and methodology, data quality control approach, data security approach.

Deliverable 2: Development of the system

Under deliverable 2, the service provider must develop a system with all the technical requirements and specifications mentioned in the TOR and present it to the AIHRC for their review. Where the service provider will receive comments, suggestions and recommendations from the AIHRC. All the comments obtained, and recommendations received will be considered and the required changes will be brought into the system accordingly.

Deliverable 3: Finalizing the development of the system

Under deliverable 3, the service provider must finalize the system as per the instruction of the AIHRC and based on the suggestions, modifications, changes, add and omission recommended by the AIHRC on the first draft. As such that all of the requirement are fulfilled and the task is achieved.

Deliverable 3: Post-delivery report

Submission of post-delivery report, including lessons learned, and recommendations for future activity/ies, and submission of user/admin manuals, system documentations including but not limited to installation, maintenance and administration manuals.

Payment schedules:

1st payment: Upon submission of Inception report and work-plan	20%

2nd payment: Upon designing and development of the first draft of the system as mentioned in the TOR	20%
3rd payment: upon completion of the final system with consideration of the all the comments and suggestion of AIHRC	20%
4th payment: During the closure phase, upon completion of final post-delivery report	40%
Total	**100%**

Payment Modality:

Payments under the contract shall be made in accordance with the Responsible Party Agreement and shall be delivery based and be made on approved completion of the milestones listed above. This payment will only be for work carried out directly by the Responsible Party.

IV.WORKING ARRANGEMENTS
Institutional Arrangements: This partnership will be implemented, governed and monitored with the overall supervision of the Project Manager of the AQJS Project within the Governance for Peace (G4P) Unit of UNDP Afghanistan and in close collaboration with the Chief or staff and Head of Finance of the AIHRC. **Duration of the Work:** The assignment should be delivered within a maximum of **two months** from the starting date of the contract. **Duty Station** Delivery of this project is on the duty station, the Office of the Afghanistan Independent Human Rights Commission, Kabul.
V. DOCUMENTS TO BE INCLUDED WHEN SUBMITTING THE PROPOSALS

1. **Technical Proposal consisting of:**
    a. Background and qualifications of the Responsible Party. Prior experience in software development, especially ERP development is required, proven through real demonstration of similar systems built in the past.
    b. Methodology for development of ERP system
    c. Outline work plan
    d. Profiles of key staff including the Director and Application developer/designer
    e. Reporting and M&E arrangements

2. **Financial Proposal consisting of:**
   a. Staff costs
   b. Tools and software costs
   c. Administrative and overheads costs

C. Expected duration of the contract/assignment

The assignment should be delivered within a maximum of two months from the starting date of the contract.

The Assignment is expected to start in Feb 2021 and continue for two months.

D. Professional qualifications of the successful contractor.

Key personnel	Minimum Educational qualification and experience
Database and system Development Expert (2CV)	1. Over 3 years of experience in developing databases and operation system 2. Relevant professional certifications will be an advantage. 3. Degree in ICT, or any relevant field. 4. Experience in general management within multicultural organizations 5. Experience of working in Afghanistan will be desirable. Previous experiences in developing databases and tracking systems will be advantageous · **Languages:** Fluency in English is required.

F. DOCUMENTS TO BE INCLUDED WHEN SUBMITTING THE PROPOSALS

3. **Technical Proposal consisting of:**
   a. Background and qualifications of the Responsible Party. Prior experience in software development, especially ERP development is required, proven through real demonstration of similar systems built in the past.
   b. Methodology for development of ERP system
   c. Outline work plan
   d. Profiles of key staff including the Director and Application developer/designer
   e. Reporting and M&E arrangements
   f. CV of Key experts

4. **Financial Proposal consisting of:**
   a. Staff costs
   b. Tools and software costs
   c. Administrative and overheads costs

Annex 3

FORM FOR SUBMITTING SERVICE PROVIDER'S PROPOSAL[7]

(This Form must be submitted only using the Service Provider's Official Letterhead/Stationery[8])

 [insert: *Location*].
[insert: *Date*]

To: [*insert: Name and Address of UNDP focal point*]

Dear Sir/Madam:

We, the undersigned, hereby offer to render the following services to UNDP in conformity with the requirements defined in the RFP dated *[specify date]* , and all of its attachments, as well as the provisions of the UNDP General Contract Terms and Conditions :

D.   **Qualifications of the Service Provider-30 Points**

> *The Service Provider must describe and explain how and why they are the best entity that can deliver the requirements of UNDP by indicating the following:*
>
> *a) Profile – describing the nature of business, field of expertise, licenses, certifications, accreditations;*
> *b) Valid Business Licenses –*
> *c) Written Self-Declaration that the company is not in the UN Security Council 1267/1989 List, UN Procurement Division List or Other UN Ineligibility List.*
> *d) Previous work history and contracts implemented for similar services including dates and values. **Minimum 2 contracts in the last 5 years for provision of similar services with national and international experiences.***
> *e) Prior experience in software development, especially ERP development is required, proven through real demonstration of similar systems built in the past.*
>
> *f) **Statement of Satisfactory performance from top 2 or more clients within the past 5 years.***

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[7] *This serves as a guide to the Service Provider in preparing the Proposal.*
[8] *Official Letterhead/Stationery must indicate contact details – addresses, email, phone and fax numbers – for verification purposes*

E.   **Proposed Methodology for the Completion of Services- 30 Points**

The Service Provider must describe how it will address/deliver the demands of the RFP; providing a detailed description of the essential performance characteristics, reporting conditions and quality assurance mechanisms that will be put in place, while demonstrating that the proposed methodology will be appropriate to the local conditions and context of the work.

Following shall be included:
      a. Methodology for development of ERP system
      b. Outline work plan
      c. Reporting and M&E arrangements

F.   **Qualifications of Key Personnel – 40 Points**

The Service Provider must provide :

a) *Names and qualifications of the key personnel that will perform the services*
b) *The CV should include details of relevant experience carried out by the applicable staff, indicating capability and capacity to undertake the assignment.*
c) *Written confirmation from each personnel that they are available for the entire duration of the contract.*

Annex 4
Financial Proposal Template

The proposers are requested to provide cost breakdown per deliverables as clearly specified in the Terms of Reference (TOR) of this RFP. Amounts mentioned in this table will be considered final offer by the proposers.

Cost Breakdown per Deliverable*

The key deliverables for the assignment are:

No	Deliverables	Period	Payment
1.	**Deliverable 1: Inception report and work-plan**	5 working days	20%
2.	**Deliverable 2: Development of the application/system initial draft**	19 working days	20%
3	**Deliverable 3: Development of the application/system final draft**	10 days	20%
4	**Deliverable 3: Post-delivery report**	10 working days	40%

	Deliverables *[list them as referred to in the RFP]*	Percentage of Total Price *(Weight for payment)*	Price *(Lump Sum, All Inclusive)*
1	Deliverable 1	20%	
2	Deliverable 2	40%	
3	Deliverable 3	20%	
4	Deliverable 3	20%	
	Total	**100%**	

*This shall be the basis of the payment tranches

Cost Breakdown by Cost Component *[This is only an Example]*:

Description of Activity	Cost[9] Per Day	Total Period of Engagement in Days	Total Rate (USD)
I. Personnel Services			
Expert 1			
Expert 2			
Expert 3			
II. Out of Pocket Expenses (if applicable)			
1. Communications			
2. Others (Please specify)			
III. Other Related Costs			
Total Price			

[Name and Signature of the Service Provider's Authorized Person]
[Designation]
[Date]

---

[9] Must be inclusive of all professional and administrative fees

Annex 5: Proposal Submission Form

To: Head of SCMO, UNDP Afghanistan

Dear Sir/Madam:

We, the undersigned, hereby offer to provide professional services for [insert: title of services] in accordance with your Request for Proposal dated [*insert: Date*] and our Proposal. We are hereby submitting our Proposal, which includes the Technical Proposal and Financial Proposal.

We hereby declare that:

a) All the information and statements made in this Proposal are true and we accept that any misrepresentation contained in it may lead to our disqualification;
b) We are currently not on the removed or suspended vendor list of the UN or other such lists of other UN agencies, nor are we associated with, any company or individual appearing on the 1267/1989 list of the UN Security Council;
c) We have no outstanding bankruptcy or pending litigation or any legal action that could impair our operation as a going concern; and
d) We do not employ, nor anticipate employing, any person who is or was recently employed by the UN or UNDP.

We confirm that we have read, understood and hereby accept the Terms of Reference describing the duties and responsibilities required of us in this RFP, and the General Terms and Conditions of UNDP's Contract for Professional Services.

We agree to abide by this Proposal for *90 days.*

We undertake, if our Proposal is accepted, to initiate the services not later than the date indicated in the Data Sheet.

We fully understand and recognize that UNDP is not bound to accept this proposal, that we shall bear all costs associated with its preparation and submission, and that UNDP will in no case be responsible or liable for those costs, regardless of the conduct or outcome of the evaluation.

We remain,

Yours sincerely,

Authorized Signature [*In full and initials*]: _____

Name and Title of Signatory: _____

Name of Firm: _____

Contact Details: _____

[please mark this letter with your corporate seal, if available]