



REQUEST FOR PROPOSAL (RFP)

NAME & ADDRESS OF FIRM	DATE: January 25, 2021
	REFERENCE: Consolidation of Citizen Centric Public Service Delivery in Albania (CSDA Project)/ Project ID: 00115506

Dear Sir / Madam:

We kindly request you to submit your Proposal for **“Quality Management and Anticorruption ISO Certification Support for ADISA”**.

Please be guided by the form attached hereto as Annex 2, in preparing your Proposal. Proposals may be submitted on or before **Monday, February 08, 2021** at 14:00 hrs via eTendering.

Allowable Manner of Submitting Proposals: **e-Tendering only. Bids not sent in e-Tendering system will not be considered.** Proposal Submission Address: <https://etendering.partneragencies.org>

Please acknowledge receipt of this RFP by using the “Accept Invitation” function in e-Tendering system. This will enable you to receive amendments or updates to the RFP. Please find the link for all the procurement guides and videos:

<https://www.undp.org/content/undp/en/home/procurement/business/resources-for-bidders.html>

Electronic submission (e-Tendering) requirements:

- Format: PDF files only
- File names must be maximum 60 characters long and must not contain any letter or special character other than from Latin alphabet/keyboard.
- All files must be free of viruses and not corrupted.
- Max. File Size per transmission: 35 MB
- UNDP reserves the rights to ask for originals during the evaluation.

Please name the submitted files following the structure of the solicitation document and consolidate the files into as few files as possible, using compression tools (zip etc.).

Your Proposal must be expressed in the **English Language**, and valid for a minimum period of **120 (one hundred and twenty) days**.

In the course of preparing your Proposal, it shall remain your responsibility to ensure that it reaches the address above on or before the deadline. Proposals that are received by UNDP after the deadline indicated above, for whatever reason, shall not be considered for evaluation. If you are

submitting your Proposal by email, kindly ensure that they are signed and in the .pdf format, and free from any virus or corrupted files.

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

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

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

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

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

Thank you and we look forward to receiving your Proposal.

Sincerely yours,


Nuno Queiros
Deputy Resident Representative

Annex 1**Description of Requirements**

Context of the Requirement	The overall objective of the assignment is to provide ADISA with the needed guidance to complete successfully its certification process in terms of quality management (QM) and anticorruption (AC) as a means to secure a comprehensive framework of excellence to sustain the ongoing contribution for citizen centric public service delivery in Albania.
Implementing Partner of UNDP	Agency for the Delivery of Integrated Services Albania - ADISA
Brief Description of the Required Services ¹	<p>The selected Service Provider (SP) shall perform the following tasks during the engagement period:</p> <ul style="list-style-type: none"> • Organize an informative session on the standard QM and AC ISO certification for ADISA staff and provide comprehensive guidance on the certification application and review processes, including the choice of the certification company; • Conduct an initial assessment of the degree of readiness by ADISA for the QM and AC ISO certification (gap analysis), carry out a risk analysis, and identify recommendations for ADISA actions towards certification; • Present and help ADISA adopt a detailed timeline and work plan for a successful process; • Help coordinate the approved work plan implementation and risk mitigation; • Carry out own milestone audits to ensure that work is on track; • Assist ADISA in preparation of documentation, as needed, and prepare staff for the audit visits; • Assume required certification costs, including but not limited to official documents, application and third party audits; • Provide a checklist for future surveillance audits and certification renewal; • Offer recommendations on additional certification that ADISA can pursue in line with its mission and mandate.
List and Description of Expected Outputs to be Delivered	<ul style="list-style-type: none"> • Assignment Inception Report within ten (10) calendar days from contract signature, to be delivered in English language, in electronic format and two (2) hard copies. • Informative overview for the QM and AC ISO certification process, within thirty (30) calendar days from contract signature, to be delivered in English and Albanian language, in electronic format and two (2) hard copies. • ADISA QM and AC preparedness assessment reports, inclusive of gap and risk analyses and recommendations for ADISA actions, as well as a detailed timeline and work plan for a successful process within ninety (90) calendar days from contract signature, to be delivered in English and Albanian language, in electronic format and two (2) hard copies

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.

	<ul style="list-style-type: none"> • Audit reports on attainment by ADISA of all approved work plan milestone, to be submitted in English and Albanian language, in electronic format and two (2) hard copies • Comprehensive bespoke written guidance on the certification application and review processes for ADISA to reflect assistance provided, to be submitted in English language, in electronic format and two (2) hard copies • Final assignment narrative report to include also the checklist for future surveillance audits and certification renewal recommendations on additional certification that ADISA can pursue in line with its mission and mandate, as well as lessons learned, no later than ten (10) calendar days from the contract end date, to be submitted in English language, in electronic format and two (2) hard copies. 								
Person to Supervise the Work/Performance of the Service Provider	The selected organization will work under the overall supervision of ADISA's Assignment Management Team (AMT) and UNDP.								
Frequency of Reporting	Monthly Reporting								
Progress Reporting Requirements	Concise reports shall be submitted on a monthly basis consisting of progress of planned activities, issues, risks and their mitigation, and plans for the following month.								
Location of work	<input type="checkbox"/> Exact Address/es <i>[pls. specify]</i> <input checked="" type="checkbox"/> At Contractor's Location: Home-based / Albania								
Expected duration of work	The assignment is foreseen to be completed in one hundred and twenty (120) working days during the period of February 2021 – October 2022.								
Target start date	16 February 2021								
Latest completion date	31 October 2022								
Travels Expected	<table border="1"> <thead> <tr> <th>Destination/s</th><th>Estimated Duration</th><th>Brief Description of Purpose of the Travel</th><th>Target Date/s</th></tr> </thead> <tbody> <tr> <td>ADISA service windows</td><td>Day trips</td><td>Assessment and audit</td><td>March 2021 – July 2022</td></tr> </tbody> </table>	Destination/s	Estimated Duration	Brief Description of Purpose of the Travel	Target Date/s	ADISA service windows	Day trips	Assessment and audit	March 2021 – July 2022
Destination/s	Estimated Duration	Brief Description of Purpose of the Travel	Target Date/s						
ADISA service windows	Day trips	Assessment and audit	March 2021 – July 2022						
Special Security Requirements	N/A								
Facilities to be Provided by UNDP (i.e., must be excluded from Price Proposal)	N/A								
Implementation Schedule indicating	<input checked="" type="checkbox"/> Required <input type="checkbox"/> Not Required								

breakdown and timing of activities/sub-activities	
Names and curriculum vitae of individuals who will be involved in completing the services	<input checked="" type="checkbox"/> Required <input type="checkbox"/> Not Required
Currency of Proposal	<input checked="" type="checkbox"/> United States Dollars (US\$) (for international providers) <input type="checkbox"/> Euro <input checked="" type="checkbox"/> Local Currency (ALL) (for local providers)
Value Added Tax on Price Proposal ²	<input checked="" type="checkbox"/> must be inclusive of VAT and other applicable indirect taxes <p>"In case the services provided by your entity will be exempt or out of scope of Albanian VAT, please clearly state the law provisions your organization makes reference to.</p> <p>In case of non for-profit organizations, please note that based on Law 92/2014 dated 24.07.2014 and Decision 953, dated 29.12.2014, there are certain conditions to be met in order for the services provided by the latter to be considered as exempt from VAT. In case your entity will opt for such exemption, please provide us proof that your organization meets all the conditions stipulated in article 2 of Decision 953."</p> <input type="checkbox"/> must be exclusive of VAT and other applicable indirect taxes
Validity Period of Proposals (Counting for the last day of submission of quotes)	<input type="checkbox"/> 60 days <input type="checkbox"/> 90 days <input checked="" type="checkbox"/> 120 days <p>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.</p>
Partial Quotes	<input checked="" type="checkbox"/> Not permitted <input type="checkbox"/> Permitted

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

Payment Terms ³	Installment of Payment/ Period	Deliverables or Documents to be Delivered	Approval should be obtained from:	Percentage of Payment
	1 st Installment	Inception report	AMT and UNDP	10 %
	2 nd Installment	QM and AC ISO overview for the certification process, ADISA preparedness assessment reports and certification work plan	AMT and UNDP	35 %
	3 rd Installment	Own audit reports and comprehensive bespoke guidance on the certification application and review processes for ADISA	AMT and UNDP	35 %
	4 th Installment	Final assignment narrative report	AMT and UNDP	20 %
Person(s) to review/inspect/ approve outputs / completed services and authorize the disbursement of payment	The ADISA's Assignment Management Team (AMT) and UNDP.			
Type of Contract to be Signed	<input type="checkbox"/> Purchase Order <input type="checkbox"/> Institutional Contract <input checked="" type="checkbox"/> Contract for Professional Services <input type="checkbox"/> Long-Term Agreement ⁴ <input type="checkbox"/> Other Type of Contract			
Criteria for Contract Award	<input type="checkbox"/> Lowest Price Quote among technically responsive offers <input checked="" type="checkbox"/> Highest Combined Score (based on the 70% technical offer and 30% price weight distribution) <input checked="" type="checkbox"/> 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.			
Criteria for the Assessment of Proposal	<u>Technical Proposal (70%)</u> <input checked="" type="checkbox"/> Expertise of the Firm 30% <input checked="" type="checkbox"/> Methodology, Its Appropriateness to the Condition and Timeliness of the Implementation Plan 40%			

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.

⁴ Minimum of one (1) year period and may be extended up to a maximum of three (3) years subject to satisfactory performance evaluation. This RFP may be used for LTAs if the annual purchases will not exceed \$200,000.00.

	<input checked="" type="checkbox"/> Management Structure and Qualification of Key Personnel 30% <i>See Annex 4 for Technical Evaluation Criteria</i> <u>Financial Proposal (30%)</u> To be computed as a ratio of the Proposal's offer to the lowest price among the proposals received by UNDP.
UNDP will award the contract to:	<input checked="" type="checkbox"/> One and only one Service Provider <input type="checkbox"/> One or more Service Providers, depending on the following factors:
Contract General Terms and Conditions ⁵	<input type="checkbox"/> General Terms and Conditions for contracts (goods and/or services) Annex 5 <input checked="" type="checkbox"/> General Terms and Conditions for de minimis contracts (services only, less than \$50,000) Applicable Terms and Conditions are available at: http://www.undp.org/content/undp/en/home/procurement/business/how-we-buy.html
Annexes to this RFP ⁶	<input checked="" type="checkbox"/> Form for Submission of Proposal (Annex 2) <input checked="" type="checkbox"/> Detailed TOR (Annex 3) <input checked="" type="checkbox"/> Evaluation Criteria (Annex 4) <input checked="" type="checkbox"/> General Terms and Conditions (Annex 5)
Contact Person for Inquiries (Written inquiries only) ⁷	<i>Procurement Unit</i> <i>UNDP Albania</i> <i>procurement.al@undp.org</i> 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]	N/A

⁵ 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.

⁶ Where the information is available in the web, a URL for the information may simply be provided.

⁷ 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

FORM FOR SUBMITTING SERVICE PROVIDER'S PROPOSAL⁸***(This Form must be submitted only using the Service Provider's Official Letterhead/Stationery⁹)***

[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 :

A. Qualifications of the Service Provider

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

- a) Company Profile, which should not exceed ten (10) pages;*
- b) Business Licenses – Registration Papers, Local and National Tax Payment Certification;*
- c) Latest Audited Financial Statement – income statement and balance sheet to indicate its financial stability, liquidity, credit standing, and market reputation, etc. ;*
- d) Track Record – list of clients for similar services as those required by UNDP, indicating description of contract scope, contract duration, contract value, contract references;*
- e) Certificates and Accreditation – including Quality Certificates, Patent Registrations, Environmental Sustainability Certificates, etc.*
- f) 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.*
- g)*

B. Proposed Methodology for the Completion of Services

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.

⁸ This serves as a guide to the Service Provider in preparing the Proposal.

⁹ Official Letterhead/Stationery must indicate contact details – addresses, email, phone and fax numbers – for verification purposes

C. Qualifications of Key Personnel

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

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

D. Cost Breakdown per Deliverable*

	Deliverables <i>[list them as referred to in the RFP]</i>	Percentage of Total Price <i>(Weight for payment)</i>	Price <i>(Lump Sum, All Inclusive)</i>
1	Deliverable 1		
2	Deliverable 2		
3		
	Total	100%	

**This shall be the basis of the payment tranches*

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

Description of Activity	Remuneration per Unit of Time	Total Period of Engagement	No. of Personnel	Total Rate
I. Personnel Services				
1. Services from Home Office				
a. Expertise 1				
b. Expertise 2				
2. Services from Field Offices				
a. Expertise 1				
b. Expertise 2				
3. Services from Overseas				
a. Expertise 1				
b. Expertise 2				
II. Out of Pocket Expenses				
1. Travel Costs				
2. Daily Allowance				
3. Communications				
4. Reproduction				
5. Equipment Lease				
6. Others				
III. Other Related Costs				

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

[Designation]

[Date]

Terms of Reference (TOR)

GENERAL INFORMATION

Services/Work Description:	Quality Management and Anticorruption Certification Support for ADISA
Project/Program Title:	Consolidation of Citizen Centric Public Service Delivery in Albania (CSDA Project)
Duty Station:	Albania
Type of the Contract:	Contract for Professional Services
Duration:	120 working days (during the period of February 2021 – October 2022)
Expected Start Date:	16 February 2021

I. BACKGROUND / RATIONALE

The Government of Albania's (GoA) ambitious transformation of the way public administration delivers services to its citizens by placing them in the center, launched in 2014, with ADISA (Agency for the Delivery of Integrated Services in Albania) as its institutional champion, entails a path-breaking reform that reinvents the way public administration delivers services to its citizens. The on-going reform involves a fundamental shift from operating in a narrow or isolated departmental view within the government, to a more holistic citizen-centric approach, and is now in its consolidation phase.

With support by development partners in the design and implementation of the priority public services reform recognized as an essential component for its success, the project "Consolidation of Citizen Centric Public Service Delivery in Albania" (CSDA) builds on the results by its predecessor, the ISDA Support Project (Support for innovation against corruption: Building a citizen centric service delivery model in Albania).

The CSDA Project responds to GoA further assistance requests to assist in strengthening access to public services and the quality and efficiency in their delivery in Albania sustainably through citizen-centric innovation and utilization of information technology. It continues to support the progress of the public service delivery reform in Albania, with special reference to: i) expansion of impact in the territory, ii) monitoring of customer care standards' implementation by public institutions, iii) institutional consolidation, and iv) service delivery innovation and digital agenda promotion.

The key intervention areas in which the CSDA Project is engaged include:

1. Policy and oversight,
2. ADISA sustainability support,
3. Public service standards, and
4. Innovation and digitalization.

Relying on a human right-based approach, the project aims to make a significant contribution to the gender equality agenda. It asserts the concept of the right to quality public services for all citizens, while ensuring special attention to women and vulnerable groups including the elderly, persons with disabilities, ethnic minorities – with specific reference to Roma and Egyptian, the economically disadvantaged, and the rural population in particular in remote locations.

Through its activities, CSDA is positioned to support the country's EU integration and regional cooperation agendas, help further compliance with SDG goals and promote South-to-South cooperation, while ensuring synergy and complementarity with the activities of concurrent reform programs that impact service delivery activities, as well as partner assistance projects.

CSDA is a donor pool fund project with Government of Austria through the Austrian Development Agency (ADA), the operational unit of Austrian Development Cooperation, as key contributor besides UNDP. The project is implemented by the Government of Albania in partnership with UNDP, following UNDP's national implementation modality. UNDP provides project and financial management support in accordance with UNDP's regulations and rules for project management.

As part of its objectives, CSDA project is focused on ensuring sustainability of citizen-centric public services reform gains.

The Deputy Prime Minister, as leader of the reform, assigned also to lead the digital revolution currently in focus in Albania, provides policy guidance and oversight. ADISA, established in October 2014, based on the Front Office Public Service Delivery Law approved by the parliament in February 2016¹⁰, operates as an autonomous agency under the Prime Minister's Office (PMO) and supports the public services reform leader.

ADISA law entails the overhaul of public service delivery in Albania with the establishment of service standards and performance monitoring based on customer-care principles across all channels of service delivery, physical or virtual. Its provisions, as a rule, apply to all services provided by the state administration institutions. They also apply to services delivered by independent institutions and local government units primarily on the basis of cooperation agreements, which are entered into in full respect of the principles independence and autonomy that govern their functioning.

Based on the law, ADISA, is mandated to implement the separation of front offices (FO) from back offices (BO) for central institutions.

ADISA manages integrated citizen service centers and co-located service windows in municipal one stop shops (OSS). It is currently present in 19 locations with 9 integrated Citizen Service Centers in Kavaja, Kruja, Fieri, Gjirokastra, Shkodra, Lushnja, Elbasan and 2 in Tirana, as well as 11 ADISA-Municipal joint OSSs / co-locations in Maliq, Belsh, Patos, Librazhd, Divjaka, Malësi e Madhe, Kukës, Mat/Burrel, Pogradec, Roskovec and Ersekë/Kolonjë. In October 2019, ADISA piloted the first mobile office (a vehicle converted into a service delivery space with two service windows, capable of autonomous operation, and with handicap access), to ensure greater access to services for citizens in remote areas in three location in the county of Tirana: Zall-Herr, Shëngjergj and Baldushk.

Since 2016, ADISA is assigned as the responsible service delivery standards authority. Its work on service delivery standards comprises the Citizen Charter on rights in obtaining public services, the FO customer-care operation and staff ethics manuals¹¹.

¹⁰Law no. 13/2016, dated February 18, 2016 "On the way of delivering public services at front office level in the Republic of Albania".

¹¹VKMs nos. 623, 624 and 625, dated 26 October 2018.

Based on its authority, ADISA manages the state database of public services with all relevant information¹², conducts the classification and unique codification of public services and application forms standardization¹³, and produces the unified service passports¹⁴.

In October 2016, ADISA established a unique service information call center to provide information of what is required to obtain a service, which it operates in-house since February 2019.

Among other duties mandated by the public services law, ADISA has been appointed as the authority for the assessment of service delivery¹⁵.

In this context, sustainable capacity building support for ADISA under the CSDA Project includes also assistance in its certification in the areas of quality management and anti corruption. This support builds upon capacity building received by ADISA on quality management frameworks and ISO certification enabled by the Regional School for Public Administration (ReSPA) with funding also by the Austrian Development Cooperation under the BACID II Project (Capacity Building in Ländern des Westbalkans und der Republik Moldau).

II. OBJECTIVES OF THE SERVICE / WORK

The overall objective of the assignment is to provide ADISA with the needed guidance to complete successfully its certification process in terms of quality management (QM) and anticorruption (AC) as a means to secure a comprehensive framework of excellence to sustain the ongoing contribution for citizen centric public service delivery in Albania.

III. SCOPE OF THE SERVICE / WORK

The selected Service Provider (SP) shall perform the following tasks during the engagement period:

- Organize an informative session on the standard QM and AC ISO certification for ADISA staff and provide comprehensive guidance on the certification application and review processes, including the choice of the certification company;
- Conduct an initial assessment of the degree of readiness by ADISA for the QM and AC ISO certification (gap analysis), carry out a risk analysis, and identify recommendations for ADISA actions towards certification;
- Present and help ADISA adopt a detailed timeline and work plan for a successful process;
- Help coordinate the approved work plan implementation and risk mitigation;
- Carry out own milestone audits to ensure that work is on track;
- Assist ADISA in preparation of documentation, as needed, and prepare staff for the audit visits;
- Assume required certification costs, including but not limited to official documents, application and third party audits;
- Provide a checklist for future surveillance audits and certification renewal;
- Offer recommendations on additional certification that ADISA can pursue in line with its mission and mandate.

¹²VKM no. 522, dated 13 July 2016 "On the creation of the state database "Public Services Information Passports Information System".

¹³Decision of the Council of Ministers (VKM) No. 584, dated 27 July 2016 "On standardization of the manner of classification and codification of service application forms".

¹⁴VKM No. 648, dated 31 October 2018 "On information passports for public services for citizens".

¹⁵VKM No. 640, dated 2 October 2019 "On the determination of the responsible authority for assessing the quality in service delivery and performance".

IV. EXPECTED OUTPUTS / DELIVERABLES

- Assignment Inception Report within ten (10) calendar days from contract signature, to be delivered in English language, in electronic format and two (2) hard copies
- Informative overview for the QM and AC ISO certification process, within thirty (30) calendar days from contract signature, to be delivered in English and Albanian language, in electronic format and two (2) hard copies.
- ADISA QM and AC preparedness assessment reports, inclusive of gap and risk analyses and recommendations for ADISA actions, as well as a detailed timeline and work plan for a successful process within ninety (90) calendar days from contract signature, to be delivered in English and Albanian language, in electronic format and two (2) hard copies
- Audit reports on attainment by ADISA of all approved work plan milestone, to be submitted in English and Albanian language, in electronic format and two (2) hard copies
- Comprehensive bespoke written guidance on the certification application and review processes for ADISA to reflect assistance provided, to be submitted in English language, in electronic format and two (2) hard copies
- Final assignment narrative report to include also the checklist for future surveillance audits and certification renewal recommendations on additional certification that ADISA can pursue in line with its mission and mandate, as well as lessons learned, no later than ten (10) calendar days from the contract end date, to be submitted in English language, in electronic format and two (2) hard copies.

VI. LOCATION, DURATION AND TIMEFRAME OF THE WORK /DELIVERABLES/OUTPUT

The assignment is foreseen to be completed in one hundred and twenty (120) working days during the period of February 2021 – October 2022. The duty station is home-based/Albania.

The team leader is expected to have at least one third of the overall working days anticipated for the assignment.

VII. INSTITUTIONAL ARRANGEMENT / REPORTING RELATIONSHIPS

The selected organization will work under the overall supervision of ADISA's Assignment Management Team (AMT) and UNDP.

Concise reports shall be submitted on a monthly basis consisting of progress of planned activities, issues, risks and their mitigation, and plans for the following month.

VIII. PAYMENT MILESTONES AND AUTHORITY

The selected Service Provider will be paid based on the effective UN exchange rate (in case of other currency denomination than US dollar), and only after the AMT and UNDP confirm the successful completion of each deliverable as stipulated hereunder. In accordance with UNDP rules, the lump sum contract amount to be offered should consider the professional fee inclusive of travel, living allowances, field trips, costs to arrange meetings/workshops, communications, translation, taxes, other fees, out of pocket expenses, and other scope of work related costs.

A winning Proposer shall then be paid the lump sum contract amount upon certification of the satisfactorily completed tasks, as per the following payment schedule:

Installment of Payment/ Period	Deliverables or Documents to be Delivered	Approval should be obtained from:	Percentage of Payment
1 st Installment	Inception report	AMT and UNDP	10 %
2 nd Installment	QM and AC ISO overview for the certification process, ADISA preparedness assessment reports and certification work plan	“	35 %
3 rd Installment	Own audit reports and comprehensive bespoke guidance on the certification application and review processes for ADISA	“	35 %
4 th Installment	Final assignment narrative report	“	20 %

IX. MINIMUM ORGANIZATION AND CONSULTANCY TASK FORCE REQUIREMENTS

9.1 Minimum Organization Requirements

The prospective Service Provider is expected to meet the following minimum requirements. The requirements below apply to the single bidder, or to the consortium/partnership as a whole.

- At least five (5) years of experience in providing relevant ISO certification support;
- At least two (2) successful projects in the past three years involving similar certification in QM and AC, with reference letter(s) from the soliciting institution(s).

Key staff should include at least a team leader and one expert. The proposal is expected to include the structure of the proposed team with names, relevant positions/roles and CVs.

The expected competencies of key staff include:

- Ability to work well as a team and deliver as per deadlines;
- Excellent problem solving and organizational skills;
- Ability to facilitate, consult and negotiate with a broad range of government partners;
- Strong inter-personal, communication and presentation skills;
- Fluency in both English and Albanian for at least one.

9.2 Team Leader

Academic Qualification:

- Advanced degree in exact or social sciences, business management or related fields;

Experience:

- At least seven (7) years of professional experience in ISO certification;
- Required experience with QM and AC ISO certification as well as working with public entities in this context;
- Engagement in at least three (3) similar assignments in a leading role;
- Proven track record with successful certifications;
- Previous experience in the service delivery sector, as well in different geographies;
- Engagement in donor projects is a plus.

9.3 Expert

Academic Qualification:

- Advanced degree in law, business management, exact or social sciences, or related fields;

Experience:

- At least three (3) years of professional experience in ISO certification;
- Engagement in at least three (3) similar assignments;
- Experience with research, assessment work and audits;
- Knowledge and understanding of public service delivery and functioning of the public administration;
- Involvement in donor projects is a plus.

X. CRITERIA FOR SELECTING THE BEST OFFER

Upon the advertisement of the Procurement Notice, the qualified Service Provider is expected to submit both the Technical and Financial Proposals. Accordingly, the Service Provider will be evaluated based on Cumulative Analysis as per the following conditions:

- Responsive/compliant/acceptable as per the Instruction to Bidders (ITB) of the Standard Bid Document (SBD), and
- Having received the highest score out of a pre-determined set of weighted technical and financial criteria specific to the solicitation. In this regard, the respective weight of the proposals is:
 - a. Technical Criteria weight is 70%
 - b. Financial Criteria weight is 30%

XI. LOGISTICAL SUPPORT

ADISA will provide meeting room space for work-related meetings and consultations during the assignment, if required. Videoconferencing will be employed regularly.

XII. RECOMMENDED PRESENTATION OF TECHNICAL PROPOSAL

For purposes of generating proposals whose contents are uniformly presented and to facilitate their comparative review, the Service Provider here below is given a proposed Table of Contents. Accordingly; your Technical Proposal document must have at least the preferred content as outlined in the RFP Standard Bid Document (SBD).

The budget presentation should clearly identify certification costs.

XIII. CONFIDENTIALITY AND PROPRIETARY INTERESTS

The Service Provider shall not either during the term or after termination of the assignment, disclose any proprietary or confidential information related to the consultancy or the Government without prior written consent. Proprietary interests on all materials and documents prepared by the Service Provider under the assignment shall become and remain properties of UNDP. This assignment will be administrated by the United Nations Development Programme (UNDP), and all relevant UNDP rules, policies and procedures will apply.

Annex 4

Evaluation Criteria

Summary of Technical Proposal Evaluation Forms		Score Weight	Points Obtainable
1	Expertise of the Organization	30%	300
2	Proposed Methodology, Approach and Implementation Plan	40%	400
3	Management Structure and Key Personnel	30%	300
TOTAL		100%	1000

Technical Proposal Evaluation (FORM I)		
Expertise of the Organization		Points Obtainable
1.1	Reputation of Organization and Staff / Credibility / Reliability / Standing	50
1.2	General Organizational Capability which is likely to affect implementation	50
	- Financial Stability	
	- Age/size of the organization	
	- Strength of the Project Management Support	
	- Project Financing Capacity	
	- Project Management Control	
1.3	Quality assurance procedure	70
1.4	Relevance of:	130
	- Specialized Knowledge	
	- Experience in Similar Programme / Projects	
	SUB TOTAL	300

Technical Proposal Evaluation (FORM II)		Points Obtainable
Proposed Methodology, Approach and Implementation Plan		
2.1	To what degree does the Proposer understand the task?	40
2.2	Have the important aspects of the task been addressed in sufficient detail?	40
2.3	Are the different components of the project adequately weighted relative to one another?	30
2.4	Is the proposal based on a survey of the project environment and was this data input properly used in the preparation of the proposal?	25
2.5	Is the conceptual framework adopted appropriate for the task?	25
2.6	Is the scope of task well defined and does it correspond to the TOR?	130
2.7	Is the presentation clear and is the sequence of activities and the planning logical, realistic and promise efficient implementation to the project?	110
	SUB TOTAL	400

Technical Proposal Evaluation (FORM III)		Points Obtainable
Management Structure and Key Personnel		
3.1	Team Leader	
	- Professional experience	30
	- Project management experience	40
	- Professional experience in the assignment area	50
	- Specific knowledge	40
	SUB TOTAL	160
3.2	Expert	
	- Similar assignment experience	40
	- Relevant professional experience	60
	- Specific knowledge	40
	SUB TOTAL	140
	Aggregate	1000

GENERAL TERMS AND CONDITIONS FOR SERVICES
