



REQUEST FOR PROPOSAL (RFP)

NAME & ADDRESS OF FIRM:	DATE: February 15, 2021
All interested and potential companies	REFERENCE: RFP/002/21 tender on provision of quality management system's certification audit for the compliance with international standards' requirements for the Public Services Agency to obtain an independent confirmation of compliance with the requirements of international standards ISO 9001:2015 and ISO 27001:2013 and issuance of certificate of compliance

Dear Sir / Madam:

We kindly request you to submit your Proposal for provision of quality management system's certification audit for the compliance with international standards' requirements for the Public Services Agency to obtain an independent confirmation of compliance with the requirements of international standards ISO 9001:2015 and ISO 27001:2013 and issuance of certificate of compliance.

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

Proposals may be submitted **on or before: 1 March, 2021, 6:00 pm local time (Tashkent)** via email, courier mail or fax to the address below:

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

For email proposals: bids.uz@undp.org

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

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

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

“TO: UNDP Uzbekistan
ATTENTION: PROCUREMENT UNIT
SEALED QUOTATION ref:

Tender on provision of integrated management system certification services for the Public Services Agency under the Ministry of Justice of the Republic of Uzbekistan for the compliance with the requirements of international standards ISO 9001:2015 and ISO 27001:2013

PROPOSER: [NAME AND ADDRESS OF YOUR COMPANY]"

DEADLINE: 1 March, 2021, 6:00 pm local time (Tashkent)

"DO NOT OPEN"

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

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

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

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

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

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

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

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

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

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

http://www.un.org/depts/ptd/pdf/conduct_english.pdf

Sincerely yours,

Description of Requirements

Context of the Requirement	In the frame of Technical Capacity Building component of the Programme on “Improved Public Service Delivery and Enhanced Governance in Rural Uzbekistan”
Implementing Partner of UNDP	Ministry of Justice of Uzbekistan
Brief Description of the Required Services ¹	<p>For the purposes of implementation of the «Action Plan to develop the Public Services Agency’s activity for 2020» dated January 29, 2019, as well as the Work Plan for 2020 of the Joint Project of UNDP, EU and the Public Services Agency under the Ministry of Justice of the Republic of Uzbekistan «Improved Public Service Delivery and Enhanced Governance in Rural Uzbekistan», the Public Services Agency under the Ministry of Justice of the Republic of Uzbekistan is planning to receive integrated management system certification services for the compliance with the requirements of international standards ISO 9001:2015 and ISO 27001:2013.</p> <p>This document sets forth the requirements to the organization, performance and acceptance of works on provision of quality management system's certification audit for the compliance with international standards' requirements for the Public Services Agency to obtain an independent confirmation of compliance with the requirements of international standards ISO 9001:2015 and ISO 27001:2013 and issuance of certificate of compliance.</p> <p>All qualification requirements (to the Contractor) must meet or exceed the minimum requirements specified in these Terms of Reference.</p>
List and Description of Expected Outputs to be Delivered	<p>Deliverable #1. Preliminary audit Documentation analysis of the introduced integrated management system and assessment of preparedness for the certification audit.</p> <p>Deliverable #2. Certification audit</p> <p>Deliverable #3. Supervisory audit #1</p> <p>Deliverable #4. Supervisory audit #2</p>
Person to Supervise the Work/Performance of the Service Provider	Programme Coordinator of Project

¹ A detailed TOR is attached to the solicitation document.

Frequency of Reporting	As per TOR
Progress Reporting Requirements	See section Results of the TOR
Location of work	<input type="checkbox"/> Exact Address/es [pls. specify] <input checked="" type="checkbox"/> According to agreement of the parties
Expected Business trips	Regions of Uzbekistan
Expected duration of work	90 calendar days from the date of signing the contract by both parties for preliminary and certification audit. Moreover, 3 years for supervisory audit.
Target start date	During 10 calendar days upon signing a contract by both parties
Latest completion date	90 calendar days from the date of signing the contract by both parties for preliminary and certification audit. Moreover, 3 years for supervisory audit.
Implementation Schedule indicating breakdown and timing of activities/sub-activities	<input checked="" type="checkbox"/> Required
Names and curriculum vitae of individuals who will be involved in completing the services	<input checked="" type="checkbox"/> Required
Currency of Proposal	<input checked="" type="checkbox"/> United States Dollars for foreign companies with a legal address and bank account outside Uzbekistan <input checked="" type="checkbox"/> Local Currency UZS for local companies registered in Uzbekistan
Value Added Tax on Price Proposal ²	<input checked="" type="checkbox"/> Must be exclusive of VAT for foreign companies registered outside of Uzbekistan; <input checked="" type="checkbox"/> Must be inclusive of VAT for local companies registered in Uzbekistan (if registered as VAT payer);
Validity Period of Proposals (Counting for the last day of	<input checked="" type="checkbox"/> 90 calendar days In exceptional circumstances, UNDP may request the Proposer to extend the validity of the Proposal beyond what has been initially indicated in this RFP. The Proposal shall then confirm the extension in writing, without any modification whatsoever on the Proposal.

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

submission of quotes)					
Partial Quotes	<input checked="" type="checkbox"/> Not permitted				
Payment Terms	Outputs	Percentage	Timing	Condition for Payment Release	
	The payments shall be made to the banking account in the following order:				
	Result No. 1 Preliminary audit Documentation analysis of the introduced integrated management system and assessment of preparedness for the certification audit.	10% of the total contract amount	After 30 calendar days from the date of contract signing	within fifteen (15) calendar days from the date of fulfillment of the following conditions: a) Written acceptance document for UNDP outputs; and b) Receipt of an invoice from the Service Provider	
	Result No. 2 Certification audit	40% of the total contract amount	After 90 calendar days from the date of contract signing		
	Result No. 3 Supervisory audit #1	25% of the total contract amount	One year after the issue of the certificate		
	Result No. 4 Supervisory audit #2	25% of the total contract amount	Within the last year of 3-year validity period of the certificate.		
	100% payment will be made from the date the following terms are completed: a) A written document of acceptance by UNDP of Outputs 1, 2, 3 and 4. b) Receiving of the invoice for payment of Vendor c) The signing by the parties of documents confirming the completion of the contractual obligations and the adoption of UNDP.				
Person(s) to review/inspect/ approve outputs/completed services and authorize the	Programme Coordinator of Project				

disbursement of payment																				
Type of Contract to be Signed	<input checked="" type="checkbox"/> Contract for Professional Services/Face sheet																			
Criteria for Contract Award	<input checked="" type="checkbox"/> Lowest Price Quote among technically responsive offers <input checked="" type="checkbox"/> Full acceptance of the UNDP Contract General Terms and Conditions (GTC). This is a mandatory criteria and cannot be deleted regardless of the nature of services required. Non-acceptance of the GTC may be grounds for the rejection of the Proposal.																			
Criteria for the Assessment of Proposal	<div><u>Technical Proposal</u></div> <table><tr><td>#</td><td>Technical evaluation of proposal</td><td>%</td><td>Score</td></tr><tr><td>1</td><td>Expertise of the Firm</td><td>40%</td><td>40 points</td></tr><tr><td>2</td><td>Methodology, Its Appropriateness to the Condition and Timeliness of the Implementation Plan</td><td>30%</td><td>30 points</td></tr><tr><td>3</td><td>Management Structure and Qualification of Key Personnel.</td><td>30%</td><td>30 points</td></tr></table> <p>Contract will be awarded to the technical responsive offer proposed the lowest price. Offers are not received the minimum pass score of 70% of technical proposal scores will be recognized as the proposal does not meet the technical requirements of the tender.</p>				#	Technical evaluation of proposal	%	Score	1	Expertise of the Firm	40%	40 points	2	Methodology, Its Appropriateness to the Condition and Timeliness of the Implementation Plan	30%	30 points	3	Management Structure and Qualification of Key Personnel.	30%	30 points
#	Technical evaluation of proposal	%	Score																	
1	Expertise of the Firm	40%	40 points																	
2	Methodology, Its Appropriateness to the Condition and Timeliness of the Implementation Plan	30%	30 points																	
3	Management Structure and Qualification of Key Personnel.	30%	30 points																	
UNDP will award the contract to:	<input checked="" type="checkbox"/> One and only one Service Provider Sub-contracting is not allowed. Service Provider must perform the entire scope of work on their own, without the involving sub-contractors or experts.																			
Annexes to this RFP ³	<input checked="" type="checkbox"/> Form for Submission of Proposal (Annex 2) <input checked="" type="checkbox"/> Statement of interest (Annex 3) <input checked="" type="checkbox"/> Detailed TOR (Annex 4) <input checked="" type="checkbox"/> General Terms and Conditions / Special Conditions ⁴ Applicable conditions are available at: http://www.undp.org/content/undp/en/home/procurement/business/how-we-buy.html																			

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

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

Documents to be submitted	<p><input checked="" type="checkbox"/> Duly filled in Form as provided in Annex 1, and in accordance with the list of requirements in Annex 1;</p> <p><input checked="" type="checkbox"/> Profile – describing the nature of business, information about the company (10 pages max.) confirming the field of expertise, practical experience of the Offeror in the required area;</p> <p><input checked="" type="checkbox"/> Company’s profile with detailed information (name of the company, address, contact details etc.) using form provided in Table 1 of Annex 2</p> <p><input checked="" type="checkbox"/> Declaration of owners’ interest in other companies issued on company’s letterhead duly signed and stamped (Part 1, Annex2);</p> <p><input checked="" type="checkbox"/> At least 3 successfully completed contracts signed between the Applicant firm and clients, within the framework of which the Applicant has performed similar work over the past 5 (five) years using the form using the form (Table 2, Appendix 2);</p> <p><input checked="" type="checkbox"/> The presence of letters of recommendation - at least 3, which such services were provided.</p> <p><input checked="" type="checkbox"/> Availability of Contractor’s international accreditation in management systems certification ISO 9001:2015 and ISO 27001:2013;</p> <p><input checked="" type="checkbox"/> Availability of internationally recognized accreditation in the IAF system (certificate and scope of accreditation);</p> <p><input checked="" type="checkbox"/> Availability of national accreditation in management systems certification. Issuance of the national certificate.</p> <p><input checked="" type="checkbox"/> Availability of agreement between the local legal entity (representative/ contractor/ organizer) and foreign certification body;</p> <p><input checked="" type="checkbox"/> Verified copy of Latest Business Registration Certificate and License;</p> <p><input checked="" type="checkbox"/> Verified copy of the page from company’s Charter where the information on company founders is provided;</p> <p><input checked="" type="checkbox"/> Financial statements for the last 2 years verified by independent third party such as auditors or similar as may be applicable</p> <p><input checked="" type="checkbox"/> Self-declaration confirming that the Company is not in the UN sanctions list 1267/1989 list, UN Procurement Division List or other UN Ineligibility List;</p> <p><input checked="" type="checkbox"/> Any information regarding any past and current litigation during the last five (5) years</p> <p><input checked="" type="checkbox"/> Signed by owners resumes and declaration of availability of involved specialists during contract implementation period</p> <p><input checked="" type="checkbox"/> Recommendations and list of corporate orderers/clients to whom such services were provided</p> <p><input checked="" type="checkbox"/> The service provider should provide a step-by-step concept and implementation scheme for the tasks/methodology with a work schedule (10 pages max.) for detailed information please see Annex 2, A. Proposed Methodology for the Completion of Services.</p>
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	Failure to provide any of the above specified documents will serve as a ground for disqualifying the Offeror from the tender by declaring it as technically non-compliant.
Eligibility Criteria	<p><input checked="" type="checkbox"/> The contractor must have at least 5-year experience in certification sphere of Uzbekistan;</p> <p><input checked="" type="checkbox"/> The availability of the required personnel for the successful completion of works ;</p> <p><input checked="" type="checkbox"/> At least 3 similar works performed by the Contractor within the last 5 (five) years;</p> <p><input checked="" type="checkbox"/> Demonstrated availability of a permanent office reachable via landline telephone and permanent staff of at least 5 persons;</p> <p><input checked="" type="checkbox"/> The availability of reference letters – at least 3, from the clients to whom similar services were delivered;</p> <p><input checked="" type="checkbox"/> Strong financial position: (a) Liquidity ratio for the last two years not less than 1, if financial reports were presented, OR (b) Confirmation from bank regarding strong financial;</p> <p><input checked="" type="checkbox"/> Availability of internationally recognized accreditation in the IAF system (certificate and scope of accreditation);</p> <p><input checked="" type="checkbox"/> Availability of agreement between the local legal entity (representative/ contractor/ organizer) and foreign certification body;</p> <p><input checked="" type="checkbox"/> Availability of Contractor's international accreditation in management systems certification ISO 9001:2015 and ISO 27001:2013;</p> <p><input checked="" type="checkbox"/> Capacity to issue additional certificates that would increase the company's potential for recognition of its management system by other international certification bodies;</p> <p><input checked="" type="checkbox"/> Availability of national accreditation in management systems certification. Issuance of the national certificate.;</p> <p><input checked="" type="checkbox"/> The recognized auditing competence of the proposed auditors for the upcoming certification (IRCA or IPC) with the provision of copies of the documents.</p>
Contact Person for Inquiries (Written inquiries only) ⁵	<p>Procurement Unit</p> <p>+998 71 1203485/ pu.uz@undp.org</p> <p>Any delay in UNDP's response shall be not used as a reason for extending the deadline for submission, unless UNDP determines that such an extension is necessary and communicates a new deadline to the Proposers.</p>

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

Other Information (other requirements)	<p>Offers submitted by two (2) or more Offerors shall all be rejected if they are found to have <u>any</u> of the following:</p> <ul style="list-style-type: none"> a) they have at least one controlling partner, director or shareholder in common; or b) any one of them receive or have received any direct or indirect subsidy from the other/s; or c) they have the same legal representative for purposes of this RFQ; d) they have a relationship with each other, directly or through common third parties, that puts them in a position to have access to information about, or e) influence on the Offer of, another Offerer regarding this RFQ process; f) they are subcontractors to each other's Offer, or a subcontractor to one Offer also submits another Proposal under its name as lead Offerer; or an expert proposed to be in the team of one Offerer participates in more than one Offer received for this RFP process. This condition does not apply to subcontractors being included in more than one Offer.
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EVALUATION OF PROPOSALS

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

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

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

Form 1: Expertise of the Company

Form 2: Methodology -Proposed Work Plan and Approach

Form 3: Management Structure and Key Personnel

Technical Proposal Evaluation		Points Obtainable	Company / Other Entity				
Form 1			A	B	C	D	E
Expertise of the Company							
1.1	Reputation of Organization and Staff (Competence / Reliability): At least 5 years of experience in certification sphere in the market of the Republic of Uzbekistan. <ul style="list-style-type: none">• More than 9 years – 15 points;• From 7 to 8 years – 12 points;• From 5 to 6 years – 9 points;• Less than 5 years is not acceptable	15					
1.2	Recommendations at least 3 to whom such services were provided. <ul style="list-style-type: none">• More than 7 recommendations – 10 points;• From 5 to 6 recommendations – 8 points;• From 3 to 4 recommendations – 6 points;• Less than 3 recommendations are not acceptable	10					
1.3	At least 3 similar works performed by the Contractor within the last 5 years <ul style="list-style-type: none">• More than 7 similar works – 15 points;• From 5 to 6 similar works – 12 points;• From 3 to 4 similar works – 9 points;• Less than 3 similar works is not acceptable	15					

Total Part 1	40					
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Technical Proposal Evaluation Form 2		Points Obtainable	Company / Other Entity				
			A	B	C	D	E
Methodology – Proposed Work Plan and Approach							
2.1	Is the scope of task well defined and does it correspond to the TOR? <ul style="list-style-type: none">Perfect – 10 points;Good – 8 points;Satisfactory – 6 points;Not acceptable – 0.	10					
2.2	To what degree does the Proposer understand the task and effective method of its provision? <ul style="list-style-type: none">Perfect – 10 points;Good – 8 points;Satisfactory – 6 points;Not acceptable – 0.	10					
2.3	Does the provided methodology meet the requirements specified in the terms of reference? <ul style="list-style-type: none">Perfect – 10 points;Good – 8 points;Satisfactory – 6 points;Not acceptable – 0.	10					
Total Part 2		30					

Technical Proposal Evaluation Form 3		Points Obtainable	Company / Other Entity				
			A	B	C	D	E
Management Structure and Key Personnel							
<i>The recognized auditing competence of the proposed auditors for the upcoming certification (IRCA or IPC) with the provision of copies of the documents</i>							
3.1	Chief auditor						
3.1.1	Higher education in certification sphere (copy of the diploma, certificates and other documents, proving the higher education can be requested additionally)	6					

3.1.2	At least 5-year work experience as project manager or team leader in ICT <ul style="list-style-type: none"> • Более 9: 10 баллов • С 7-8: 8 балла • С 5-6: 6 баллов • Менее 5 не допускается 	10					
3.1.3	Language skills: Russian, Uzbek are mandatory	2					
	Subtotal	18					
3.2	Auditor						
3.2.1	At least 4 years work experience in certification sphere <ul style="list-style-type: none"> • Более 8: 10 баллов • С 6-7: 8 балла • С 4-5: 6 баллов • Менее 4 не допускается 	10					
3.2.2	Language skills: Russian or Uzbek	2					
	Subtotal	12					
	Total Part 3	30					
	Total Parts 1,2,3	100					

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

FORM FOR SUBMITTING SERVICE PROVIDER'S PROPOSAL⁶

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

[insert: Location].

[insert: Date]

To: Procurement unit

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

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

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

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

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

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

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

A. Qualifications of the Service Provider

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

a) Profile – describing the nature of business, information about the company (10 pages max.) confirming the field of expertise, practical experience of the Offeror in the required area.

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

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

- b) The company's charter should include the right and other permits to provide the service, Registration Papers, Tax Payment Certification, etc.
- c) Recommendations at least 3 to whom such services were provided
- d) At least 3 similar works performed by the Contractor within the last 5 years
- e) A copy of Latest Business Registration Certificate and License verified by signature of authorized person and stamp.

B. Proposed Methodology for the Completion of Services

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

C. Qualifications of Key Personnel

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

- 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) Copy of diplomas, certificates, as required by UNDP.

D. Cost Breakdown per Deliverable*

Out puts	Activity/Output	Payment Structure	Price ____ (indicate currency) (The total amount)
The payments shall be made to the banking account in the following order:			
1.	Result No. 1 Preliminary audit Documentation analysis of the introduced integrated management system and assessment of preparedness for the certification audit.	10%	
2.	Result No. 2 Certification audit	40%	
3.	Result No. 3 Supervisory audit #1	25%	
4.	Result No. 4 Supervisory audit #2	25%	
	TOTAL	100%	
	V. VAT (if applicable for companies registered in the Republic of Uzbekistan)		

For local companies registered in Uzbekistan.

The payments shall be made to the banking account in the following order:

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

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

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

E. Cost Breakdown by Cost Component:

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

Name and signature of authorized person]

[Position]

[Date]

[Stamp of the company]

Part 1: DECLARATION OF INTEREST

Dear Sir/Madam,

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

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

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

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

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

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

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

Name and signature of authorized person]

[Position]

[Date]

[Stamp of the company]

TABLE 1: COMPANY PROFILE

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

Name and signature of authorized person]

[Position]

[Date]

[Stamp of the company]

TABLE 2: PERFORMANCE OF SIMILAR CONTRACTS. *

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

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

[Name and signature of authorized person]

[Position]

[Date]

[Stamp of the company]

TERMS OF REFERENCE (TOR)

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

Subject: provision of quality management system's certification audit for the compliance with international standards' requirements for the Public Services Agency to obtain an independent confirmation of compliance with the requirements of international standards ISO 9001:2015 and ISO 27001:2013 and issuance of certificate of compliance

1. Background information

With a view to implement the Resolution of the Cabinet of Ministers of the Republic of Uzbekistan #349 dated July 22, 2004 About measures to introduce on enterprises the quality management system meeting the international standards, the Public Services Agency under the Ministry of Justice of the Republic of Uzbekistan (hereinafter - the Public Services Agency) hire the certification agency for the provision of services on integrated management system certification of the Public Services Agency for the compliance with the requirements of international standards ISO 9001:2015 and ISO 27001:2013.

These Terms of Reference set forth the main phases of works, their content, scope of responsibilities, reporting, outcomes and requirements to the supplier at providing services on integrated management system certification in the Central Office, 5 regional departments (Tashkent, Syrdarya, Jizzakh, Kashkadrya and Surkhandarya provinces) and 5 centers (cities of Nurafshan, Khavast, Bakhmal, Dehkanabad, and Saryasiya) of the Public Services Agency (hereinafter – the Client) in accordance with the requirements of international management standards ISO 9001:2015 and ISO 27001:2013.

All qualification requirements to the certification body (hereinafter – the Contractor) must comply with or exceed the minimum requirements specified in these Terms of Reference.

Upon successful completion of the certification audit, an additional agreement shall be concluded with the Contractor to issue the certificates of compliance according to international standards ISO 9001:2015 and ISO 27001:2013.

2. Certification objectives

2.1. Quality management system's certification audit for the compliance with international standards' requirements allows the Public Services Agency to obtain an independent confirmation of compliance with the requirements of international standards ISO 9001:2015 and ISO 27001:2013.

2.2. Public Services Agency upon receiving the certificate of compliance with the requirements of international management standards ISO 9001:2015 and ISO 27001:2013, actually obtains an independent confirmation of the quality of provided services in accordance with consumer requirements, guarantee of manageability of processes and activities of units, guarantee of transparency of interaction, guarantee of control over various types of risks and guarantee of continuous improvement of the management system, and of the quality of services.

3. Requirements to the Contractor

3.1. Availability of internationally recognized accreditation in the IAF system (certificate and scope of accreditation). Link to the Contractor's name on the accreditation body's website.

- 3.2. Capacity to issue additional certificates that would increase the company's potential for recognition of its management system by other international certification bodies.
- 3.3. Availability of agreement between the local legal entity (representative/ contractor/ organizer) and foreign certification body. Link to the Contractor's web site.
- 3.4. Availability of Contractor's international accreditation in management systems certification ISO 9001:2015 and ISO 27001:2013. The issuance of international certificate. Link to the accreditation sphere on Contractor's web site.
- 3.5. Availability of national accreditation in management systems certification. Issuance of the national certificate.
- 3.6. At least 5 years of experience in sphere of certification in the market of the Republic of Uzbekistan. Certificate of company registration must be attached.
- 3.7. Ethical conduct of the Contractor's specialists who carry out the evaluation is the basis of their professionalism and is the foundation for trust, honesty, confidentiality and tactfulness during the audit.
- 3.8. The Contractor must be impartial, independent from the Client and free from conflicts of interest. The Contractor must ensure that its judgments are objective at all times during the audit to provide for that the outcomes of the audit and the audit conclusions are based only on the evidence and information obtained in the course of the upcoming work.
- 3.9. Lack of negative reviews/accusations of corruption in the media about the Contractor. Absence of such information when searching on the Internet.
- 3.10. The recognized auditing competence of the proposed auditors for the upcoming certification (IRCA or IPC) with the provision of copies of the documents.
- 3.11. The Contractor must provide conditions which guarantee confidentiality of information received during the fulfilment of its functions.

4. Requirements to the service delivery

4.1. Integrated management system certification service delivery for the Public Services Agency for the compliance with the requirements of international standards ISO 9001:2015 and ISO 27001:2013 shall include the following:

- the Contractor's documents analysis on introduced integrated management system;
- verification of addressing non-conformities identified during the certification audit, if any;
- certification audit of the integrated management system for the compliance with the requirements of international standards ISO 9001:2015 and ISO 27001:2013;
- if non-conformities are not found and the certification audit has positive outcomes, confirmation of compliance of the introduced management system with the requirements of international standards ISO 9001:2015 and ISO 27001:2013. If the decision on compliance of the management systems with the requirements of declared standards is positive, issue and registration of the certificate of compliance.

After the certification audit of the management system for the compliance with the requirements of international standards ISO 9001:2015 and ISO 27001:2013 there must be completed the following phases:

- confirmation of compliance – The first supervisory audit of the integrated management system;
- confirmation of compliance – The second supervisory audit of the integrated management system.

4.2. The Contractor shall perform the following:

Phase 1.

- analysis of available with the Client documentation on the quality of integrated management system

(IMS) of the Public Services Agency for the compliance with the requirements of international standards ISO 9001:2015 and ISO 27001:2013;

- analysis of the actual completion of quality management procedures at functional and production units of the Client including the following elements:
- organizational and functional structure – structure of units, their functions and distribution of roles and responsibilities;
- strategic and operational management process;
- main activity process;
- activity ensuring processes;
- documented information management process;
- internal management reporting system;
- regulatory and legislative framework (provisions on activity of the Client and its units, rules and procedures, methodical documents, etc.);
- results analysis of earlier conducted studies on quality of IMS of the Public Services Agency for the compliance with the requirements of international standards ISO 9001:2015 and ISO 27001:2013 (if required);
- preparedness assessment for the certified audit.

Phase 2.

- evaluating the compliance of IMS of the Client including the processes, procedures and service provision conditions with all applicable requirements of international standards ISO 9001:2015 and ISO 27001:2013;
- assessment of IMS performance and its ability to achieve the set objectives within implementation of the Client's policy on quality and information security management system;
- assessment of the level of performing by the Client of mandatory procedures and other regulated requirements related to its production activity.

Phase 3.

- evaluation of actions to address non-conformities identified during the audit and of planned corrective and preventive actions (if necessary);
- based on outcomes of the conducted analysis to draw up a final written conclusion containing the objective evaluation of the Client's activity for the compliance with the requirements of standard and to conduct the certification of integrated management system with issuing the certificate of compliance of IMS with the requirements of international standards ISO 9001:2015 and ISO 27001:2013, and register the Client's IMS in the Registry of a body on certification and issue of the certificates of compliance;
- the body on certification and issue of the certificates of compliance shall provide the decision to conduct the certification audit that is issued on the basis of the act on carrying out the certification audit.

Phase 4.

- carrying out the follow up two supervisory audits.

4.3. Upon completion of the certification audit the following package of documents shall be provided:

- Certification audit completion report;

- Decision of the body on certification based on certification audit outcomes;
- At the positive outcome, the certificates confirming the compliance with the requirements of international standards ISO 9001:2015 and ISO 27001:2013 of national and international samples in English, Russian and Uzbek languages.
- Authorization to use the mark of the certification system.

5. Responsibilities of the Client

5.1. The Client shall ensure the engagement of organization's personnel (from the management to the technical staff), vesting them with authorities and distributing the responsibilities, required for the interaction with the Contractor's auditors.

5.2. The Client shall provide the following data:

- information on structure and interaction of units within the existing management system at the Client's enterprise;
- necessary data on the main and auxiliary types of activity, required for the audit, in compliance with requirements regarding the confidentiality and provisions of the Client's Charter.
- access to the documentation of the integrated management system of the Public Services Agency.

6. Responsibilities of the Contractor

6.1. The Contractor is responsible for the planning and carrying out the audit in accordance with the contract requirements.

6.2. Timely notification of the Client on identified non-conformities to allow taking the quality and prompt appropriate agreed measures.

6.3. Reporting on the audit results.

6.4. At the positive audit result and IMS assessment, to formalize and issue in the established procedure the certificates of compliance.

7. Timeframe and duration

7.1. Date of starting the work: within 10 working days from the date of contract signing.

7.2. Date of completion of the work on primary certification according to the program and plan of the audit to be prepared by the Contractor, but no later than 90 calendar days after signing the contract by both parties.

7.3. Completion dates for the works on supervisory audits in accordance with the audit program and the contract for the validity period of the certificate during 3 years.

8. Payment

8.1. The payment for the certification services will be performed in accordance with the established UNDP rules and procedures.

Outcome	Share from the total contract amount	Deadline
Preliminary audit Documentation analysis of the introduced integrated management system and assessment of	10% of the total contract amount	After 30 calendar days from the date of contract signing

preparedness for the certification audit.		
Certification audit Certification audit results	40% of the total contract amount	After 90 calendar days from the date of contract signing
Supervisory audit #1 Results of the supervisory audit	25% of the total contract amount	One year after the issue of the certificate
Supervisory audit #2 Results of the supervisory audit	25% of the total contract amount	Within the last year of 3-year validity period of the certificate.

8.2. The cost of services shall include all overhead (travel) and other expenses associated with the visit of Contractor's staff to the Client's facilities.

8.3. The cost of certification services shall include all additional costs associated with the certification of the Client for the entire period of validity of the certificate of compliance.

8.4. The cost of services for issuing certificates of compliance shall include all additional costs associated with the production of copies (duplicates) and transportation of the original certificates of compliance for the Client's needs.

9. Organization of the bidding competition

Organization and carry out of the bidding competition will be in accordance with the established rules and procedures of the UN Development Programme.