

REQUEST FOR QUOTATION FOR LOW-VALUE GOODS/SERVICES

DATE: **11 June 2021**

SUBJECT: Request for Quotation on provision of Quality Management System (QMS) 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

REF: **RFQ/042/21 PROVISION OF QUALITY MANAGEMENT SYSTEM (QMS) 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**

DEADLINE: **by 18:00 (Tashkent time) on June 28, 2021**

Dear Sirs,

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

Subject: Provision of Quality Management System (QMS) 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

Background

With a view to implement the Law of the Republic of Uzbekistan dated January 8, 2018 No. ZRU-457 "On administrative procedures", Decrees of the President of the Republic of Uzbekistan dated September 8, 2017 No. UP-5185 "On approval of the Concept of administrative reform in the Republic of Uzbekistan", dated December 12, 2017 No. UP-5278 "On measures to radically reform the national system of providing public services to the population", dated May 27, 2019 No. UP-5729 "On measures to further improve the fight against corruption in the Republic of Uzbekistan", dated January 31, 2020 No. UP-5930 "On additional measures to accelerate the development of the national system for the provision of public services", dated March 23, 2021 No. UP-6191 "On additional measures to further create favorable conditions for the population and business entities when using public services, reduce bureaucratic barriers in this direction", resolutions of the President of the Republic of Uzbekistan dated December 9, 2019 No. PP-4546 "On measures to further reduce bureaucratic barriers and the introduction of modern management principles in the activities of state bodies and organizations", dated February 15, 2019 No. PP-4193 "On measures for the further comprehensive development of the national system for the provision of public services", Resolution of the Cabinet of Ministers of the Republic of Uzbekistan "On measures to introduce quality management systems that meet international standards" dated July 22, 2004 No. 349, as well as the Work Plan for 2021 of the joint project of the Public Services Agency under the Ministry of Justice of the Republic of Uzbekistan, the United Nations Development Program and the European Union "Improving the provision of public services and improving the level of governance in rural areas of Uzbekistan" the UNDP

hires the certification organ for the provision of services on Quality Management Systems (QMS) certification of the Public Services Agency under the Ministry of Justice of the Republic of Uzbekistan (hereinafter - the Public Services Agency) for the compliance with the requirements of the ISO 9001:2015.

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 Quality Management Systems (QMS) 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 Shurchi) of the Public Services Agency (hereinafter – the Client) in accordance with the requirements of ISO 9001:2015.

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 ISO 9001:2015.

1. Certification objectives

- 1.1. 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 the ISO 9001:2015.
- 1.2. Public Services Agency upon receiving the certificate of compliance with the requirements of the ISO 9001:2015, 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.

2. Requirements to the Contractor

- 2.1. 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.
- 2.2. Availability of Contractor's international accreditation in Quality Management Systems' certification ISO 9001:2015. The issuance of international certificate. Link to the accreditation sphere on Contractor's web site.
- 2.3. 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.
- 2.4. Lack of negative reviews/accusations of corruption in the media about the Contractor. Absence of such information when searching on the Internet.
- 2.5. The recognized auditing competence of the proposed auditors for the upcoming certification (IRCA or IPC) with the provision of copies of the documents.
- 2.6. The Contractor must provide conditions which guarantee confidentiality of information received during the fulfilment of its functions.

3. Requirements to the service delivery

- 3.1. Quality Management System's certification service delivery for the Public Services Agency for the

compliance with the requirements of the ISO 9001:2015 shall include the following:

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

After the certification audit of the Quality Management System for the compliance with the requirements of the ISO 9001:2015 there must be completed the following phases:

- confirmation of compliance – The first supervisory audit of the Quality Management System;
- confirmation of compliance – The second supervisory audit of the Quality Management System.

3.2. The Contractor shall perform the following:

Phase 1.

- analysis of available with the Client documentation on the quality of Quality Management System of the Public Services Agency for the compliance with the requirements of the ISO 9001:2015;
- 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 Quality Management System of the Public Services Agency for the compliance with the requirements of the ISO 9001:2015 (if required);
- preparedness assessment for the certified audit.

Phase 2.

- evaluating the compliance of Quality Management System of the Client including the processes, procedures and service provision conditions with all applicable requirements of the ISO 9001:2015;
- assessment of Quality Management System performance and its ability to achieve the set objectives within implementation of the Client's policy on Quality 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 Quality Management System with issuing the certificate of compliance of Quality Management System with the requirements of the ISO 9001:2015, and register the Client's Quality Management System 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.

3.3. 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 the ISO 9001:2015 of national and international samples in English, Russian and Uzbek languages.
- Authorization to use the mark of the certification system.

4. Responsibilities of the Client

- 4.1. 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.
- 4.2. 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 Quality Management System of the Public Services Agency.
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5. Responsibilities of the Contractor

- 5.1. The Contractor is responsible for the planning and carrying out the audit in accordance with the contract requirements.
- 5.2. Timely notification of the Client on identified non-conformities to allow taking the quality and prompt appropriate agreed measures.
- 5.3. Reporting on the audit results.
- 5.4. At the positive audit result and Quality Management System assessment, to formalize and issue in the established procedure the certificates of compliance.

6. Timeframe and duration

- 6.1. Date of starting the work: within 10 working days from the date of contract signing.
- 6.2. 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.
- 6.3. Completion dates for the works on supervisory audits in accordance with the audit program and the contract for the validity period of the certificate.

7. Payment

- 7.1. 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 Quality 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
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.

- 7.2. 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.
- 7.3. 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.
- 7.4. 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.

A. 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%	
	VAT (if applicable for companies registered in the Republic of Uzbekistan)		
The payments shall be made to the banking account in the following order:			
Payment will be proceeded by output bases by bank transfer during 30 calendar days to the account of a Contractor in accordance with the Breakdown of Costs, upon completion of the works and following terms:			
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 A and B, in that case the price rate indicated in table (A) will be prevalent.*

B. 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)				

Notes:

1. Price includes direct and indirect costs.
2. Site survey of Bidder's office will be arranged on request (as applicable)

The UNDP General Terms and Conditions are an integral part of this RFQ and should be reviewed by all bidders.

In submitting a quotation, bidders expressly accept to be bound by these General Terms and Conditions.

Any Purchase Order resulting from this process shall incorporate them in full.

Please submit your quotation by completing the right column of the form below:

UNDP Requirements [to be filled out by Buyer]	Bidder's Response																				
Validity of Offer: <input checked="" type="checkbox"/> 90 days In exceptional circumstances, UNDP may request the Vendor to extend the validity of the Quotation beyond what has been initially indicated in this RFQ. The Proposal shall then confirm the extension in writing, without any modification whatsoever on the Quotation.	<input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> Please explain in case of "No": <hr/>																				
Documents to be submitted: 1. Internationally recognized accreditation in the IAF system (certificate and scope of accreditation). Link to the Contractor's name on the accreditation body's website. 2. International accreditation in Quality Management Systems' certification ISO 9001:2015. The issuance of international certificate. Link to the accreditation sphere on Contractor's web site. 3. Registration certificate of the company.	<input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> Please explain in case of "No": <hr/>																				
Payment Terms: <input checked="" type="checkbox"/> United States Dollars, for Foreign Suppliers will be paid in US Dollars by bank transfer during 30 calendar days according to the outputs upon delivery and acceptance of outputs <table border="1"> <thead> <tr> <th>Outcome</th> <th>Share from the total contract amount</th> </tr> </thead> <tbody> <tr> <td>Result No. 1 Preliminary audit</td> <td>10% of the total contract amount</td> </tr> <tr> <td>Result No. 2 Certification audit</td> <td>40% of the total contract amount</td> </tr> <tr> <td>Result No. 4 Supervisory audit #1</td> <td>25% of the total contract amount</td> </tr> <tr> <td>Result No. 4 Supervisory audit #2</td> <td>25% of the total contract amount</td> </tr> </tbody> </table> <input checked="" type="checkbox"/> Local Currency: Uzbek Soums (UZS), for Local Suppliers will be paid in Uzbek Soums by bank transfer during 30 calendar days according to the outputs upon delivery and acceptance of outputs <table border="1"> <thead> <tr> <th>Outcome</th> <th>Share from the total contract amount</th> </tr> </thead> <tbody> <tr> <td>Result No. 1 Preliminary audit</td> <td>10% of the total contract amount</td> </tr> <tr> <td>Result No. 2 Certification audit</td> <td>40% of the total contract amount</td> </tr> <tr> <td>Result No. 4 Supervisory audit #1</td> <td>25% of the total contract amount</td> </tr> <tr> <td>Result No. 4 Supervisory audit #2</td> <td>25% of the total contract amount</td> </tr> </tbody> </table>	Outcome	Share from the total contract amount	Result No. 1 Preliminary audit	10% of the total contract amount	Result No. 2 Certification audit	40% of the total contract amount	Result No. 4 Supervisory audit #1	25% of the total contract amount	Result No. 4 Supervisory audit #2	25% of the total contract amount	Outcome	Share from the total contract amount	Result No. 1 Preliminary audit	10% of the total contract amount	Result No. 2 Certification audit	40% of the total contract amount	Result No. 4 Supervisory audit #1	25% of the total contract amount	Result No. 4 Supervisory audit #2	25% of the total contract amount	<input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> Please explain in case of "No": <hr/>
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VAT terms: <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);		<input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> Please explain in case of "No": _____										
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All documentations, including catalogs, instructions and operating manuals, shall be in: <input checked="" type="checkbox"/> English or Russian <input type="checkbox"/> French <input type="checkbox"/> Spanish <input type="checkbox"/> Others		<input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> Please explain in case of "No": _____										
Liquidated Damages: <input type="checkbox"/> Will not be imposed <input checked="" type="checkbox"/> Will be imposed under the following conditions: 0,5% of total contract amount for every day of delay, up to a maximum 10% of the contract amount. The contract may be terminated thereafter or after one month of delay, whichever occurs earlier.		<input type="checkbox"/> Accept <input type="checkbox"/> Does not accept <input type="checkbox"/> Please explain in case of "Does not accept":										
Please confirm that your company is not included in the UN Security Council 1267/1989 list, UN Procurement Division List or other UN Ineligibility List;		<input type="checkbox"/> Not listed <input type="checkbox"/> Listed <input type="checkbox"/> Please explain in case of "Listed":										
Please confirm that you accept the UN Supplier Code of Conduct, available at https://www.un.org/Depts/ptd/about-us/un-supplier-code-conduct		<input type="checkbox"/> Accept <input type="checkbox"/> Does not accept <input type="checkbox"/> Please explain in case of "Does not accept":										
Occupational Health, Safety and Environment The contractor is responsible for the performance of work in accordance with the legislation in the field of health, safety and environmental protection of the Republic of Uzbekistan		<input type="checkbox"/> Accept <input type="checkbox"/> Does not accept <input type="checkbox"/> Please explain in case of "Does not accept":										

We request your duly signed and sealed price quotation in a company letterhead and additional details as outlined, latest by **18:00 (Tashkent time) on 28 June 2021**.

Bid must be submitted electronically in .pdf format to bids.uz@undp.org¹. Quotation submitted by e-mail must be limited to a maximum size of **10 MB**, virus-free and consist of no more than 3 email transmissions. Otherwise, such quotations will be rejected.

Your bid should contain the following reference either on the envelope or email subject:

RFQ/042/21 provision of Quality Management System (QMS) 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 9001:2015².

Please follow these instructions and be mindful of deadlines. Bids submitted through other means or to other addresses will not be accepted.

UNDP will consider an award to the quotation which complies with all requirements in full and offers the lowest price. UNDP reserves the right to conduct post qualification exercise by requesting additional documents/clarifications/information if deemed necessary.

Any offer that does not meet requirements shall be rejected. UNDP is under no obligation to accept any bid.

Any request for additional information or queries must be sent/addressed to Procurement Unit three business days prior to the deadline in writing to pu.uz@undp.org.

Yours Sincerely,

Procurement Unit

¹ Quotations submitted to other e-mail addresses will not be accepted and will be rejected.

² Quotations that do not contain the specified subject or reference to the tender number in the subject line of e-mail message or on the envelope will not be opened and will be rejected.