



REQUEST FOR PROPOSAL (RFP)

NAME & ADDRESS OF FIRM:	DATE: June 11, 2021
All interested and potential companies	REFERENCE: RFP/011/21 tender for development of the Electronic Apostille information system

Dear Sir / Madam:

We kindly request you to submit your Proposal for development of the Electronic Apostille information system.

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

Proposals may be submitted **on or before: June 30, 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.

It shall remain your responsibility to ensure that your quotation will reach the address above on or before the deadline. Quotations that are received by UNDP after the deadline indicated above, for whatever reason, shall not be considered for evaluation. If you are submitting your quotation 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:
RFP/011/21 - Tender for development of the Electronic Apostille information system
PROPOSER: [NAME AND ADDRESS OF YOUR COMPANY]”
DEADLINE: June 30, 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,
Procurement Unit, UNDP Uzbekistan
6/11/2021

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>“Improved Public Service Delivery and Enhanced Governance in Rural Uzbekistan” is a joint project implemented by the Public Services Agency under the Ministry of Justice of the Republic of Uzbekistan and the United Nations Development Program, funded by the European Union.</p> <p>The project aims to facilitate the expansion of public service delivery by expanding the reach of public services, integrating systems, improving organizational structure and decentralized service delivery, strengthening strategic management tools and the necessary mechanisms to support these changes.</p> <p>The project also aims to strengthen citizen engagement by supporting various accountability mechanisms that will enhance the participation of all parties in the decision-making process and access to information and increase the transparency of the local government system in the country.</p> <p>In line with activity 3.2 of the Project Document: Streamline provision of at least 10 public services through PSCs in five (5) pilot regions, it is planned to automate the procedure for the provision of public services by affixing a special Apostille stamp on official documents issued in the territory of the Republic of Uzbekistan. The planned IS will allow the introduction of a completely new the procedure for issuance of apostille of official documents in the country, and will also allow using the E-App software for submitting documents for obtaining an apostille and E-register for verifying the authenticity of the apostilled documents contained in the register via the Internet. The information system being created will make it possible to create tools for working with apostilles issued in the Republic of Uzbekistan using information and communication technologies.</p>
List and Description of Expected Outputs to be Delivered	<ol style="list-style-type: none"> 1. Development of the E-App information system and its adoption by the project 2. E-register development and project acceptance 3. Provision of reports on the work done and source codes, documentation and acceptance by the project 4. Conducting trainings for the customer's employees 5. Information system technical support
Person to Supervise the Work/Performance	Programme Coordinator of Project

¹ A detailed TOR is attached to the solicitation document.

of the Service Provider																			
Pre-proposal conference	<p>Will be Conducted</p> <p>Date: 17 of June 2021 at 15:00 (Tashkent time)</p> <p>Venue: via Zoom</p> <p>Bidders who are interested in attending Pre-Bid conference must send notification in writing to pu.uz@undp.org by providing full name, contacts for Zoom invitation (active email account), occupation and relationship of the individual who will attend the conference on behalf of the Bidder.</p>																		
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"/> Contractor premises/According to agreement of the parties																		
Expected Business trips	Regions of Uzbekistan																		
Expected duration of work	<table border="1"> <thead> <tr> <th>No.</th> <th>Outputs</th> <th>Deadline</th> </tr> </thead> <tbody> <tr> <td>1.</td> <td>Development of the E-App information system and its adoption by the project</td> <td>90 days from the date of signing the contract</td> </tr> <tr> <td>2.</td> <td>E-register development and project acceptance</td> <td>90 days from the date of signing the contract</td> </tr> <tr> <td>3.</td> <td>Provision of reports on the work done and source codes, documentation and acceptance by the project</td> <td>15 days from the date of acceptance of the E-register and E-App</td> </tr> <tr> <td>4.</td> <td>Conducting trainings for the customer's employees</td> <td>15 days from the date of acceptance of the E-register and E-App</td> </tr> <tr> <td>5.</td> <td>Information system technical support</td> <td>365 days from the date of adoption of the information system</td> </tr> </tbody> </table>	No.	Outputs	Deadline	1.	Development of the E-App information system and its adoption by the project	90 days from the date of signing the contract	2.	E-register development and project acceptance	90 days from the date of signing the contract	3.	Provision of reports on the work done and source codes, documentation and acceptance by the project	15 days from the date of acceptance of the E-register and E-App	4.	Conducting trainings for the customer's employees	15 days from the date of acceptance of the E-register and E-App	5.	Information system technical support	365 days from the date of adoption of the information system
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5.	Information system technical support	365 days from the date of adoption of the information system																	
Target start date	During 10 calendar days upon signing a contract by both parties																		
Latest completion date	For provision of Outputs 1-4: 210 calendar days from the date of signing the contract by both parties. Moreover, technical support: 365 calendar days from the date of signing the contract by both parties.																		
Implementation Schedule indicating breakdown and	<input checked="" type="checkbox"/> Required																		

timing of activities/sub-activities	
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 <i>(Counting for the last day of submission of quotes)</i>	<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.
Partial Quotes	<input checked="" type="checkbox"/> Not 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	Outputs	Percentage	Timing	Condition for Payment Release
	Result No. 1 Development of the E-App information system and its adoption by the project.	40% of the total contract amount	90 days from the date of signing the contract	within fifteen (30) 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 E-register development and project acceptance	40% of the total contract amount	90 days from the date of signing the contract	
	Result No. 3 Provision of reports on the work done and source codes, documentation and acceptance by the project	5% of the total contract amount	15 days from the date of acceptance of the E-register and E-App	
	Result No. 4 Conducting trainings for the customer's employees	10% of the total contract amount	15 days from the date of acceptance of the E-register and E-App	
	Result No. 5 Information system technical support	5% of the total contract amount	365 days from the date of adoption of the information system	
	Payment will be proceeded by output bases by bank transfer 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, 4 and 5. 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 disbursement of payment	Programme Coordinator of Project		
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	<p><u>Technical Proposal</u></p> <table><tr><th>#</th><th>Technical evaluation of proposal</th><th>%</th><th>Score</th></tr><tr><td>1</td><td>Expertise of the Firm</td><td>30%</td><td>30 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>40%</td><td>40 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	30%	30 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.	40%	40 points
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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 copy of successfully completed contracts signed between the Applicant firm and clients, within the framework of which the Applicant has performed a similar scale over on the experience in the development and implementation of the past 5 years;</p> <p><input checked="" type="checkbox"/> Information on the experience in the development and implementation of at least three projects of a similar scale over the past three years using the form using the form (Table 2, Appendix 2);</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 OR Confirmation from bank regarding strong financial</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 brief concept and implementation scheme for the tasks/methodology with a work schedule (5 pages max.) for detailed information please see Annex 2, A. Proposed Methodology for the Completion of Services.</p> <p>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.</p>
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Eligibility Criteria	<p>☒ The availability of the required personnel for the successful completion of works ;</p> <p>☒ At least 1 similar type of work “development of E-apostille” performed by the Contractor within the last 5 (five) years;</p> <p>☒ At least three projects of a similar scale over on the experience in the development and implementation of the past 5 years</p> <p>☒ 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>☒ Demonstrated availability of a permanent office reachable via landline telephone and permanent staff of at least 3 persons;</p>
Contact Person for Inquiries (Written inquiries only) ⁵	Procurement Unit +998 71 1203485/ pu.uz@undp.org Any delay in UNDP’s response shall be not used as a reason for extending the deadline for submission, unless UNDP determines that such an extension is necessary and communicates a new deadline to the Proposers.
Other Information (other requirements)	Offers submitted by two (2) or more Offerors shall all be rejected if they are found to have <u>any</u> of the following: <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 RFP; 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.

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.

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 <u>Form 1</u>		Points Obtainable	Company / Other Entity				
			A	B	C	D	E
Expertise of the Company							
1.1	At least three projects of a similar scale over the past five years <ul style="list-style-type: none">Over 5 projects of a similar scale - 20 points;From 3 to 4 projects of a similar scale - 15 points;Less than 3 is not acceptable	20					
1.2	At least 1 similar type of work “development of E-apostille” performed by the Contractor within the last 5 (five) years <ul style="list-style-type: none">	10					
Total Part 1		30					

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 brief information of task well defined and does it correspond to the TOR? <ul style="list-style-type: none"> • Perfect – 15 points; • Good – 12 points; • Satisfactory – 10 points; • Not acceptable – 0. 	15					
2.2	To what degree does the Proposer understand the task and effective method of its provision? <ul style="list-style-type: none"> • Perfect – 15 points; • Good – 12 points; • Satisfactory – 10 points; • Not acceptable – 0. 	15					
Total Part 2		30					

Technical Proposal Evaluation Form 3		Points Obtain able	Company / Other Entity				
			A	B	C	D	E
Management Structure and Key Personnel.							
CVs demonstrating qualifications must be submitted. Moreover, a written confirmation from each personnel that they are available for the entire duration of the contract.							
3.1	Project Manager						
3.1.1	At least 3 years of experience, having the skills to solve all project-related issues in setting tasks and monitoring their implementation in the development group <ul style="list-style-type: none">• More than 5 years – 6 points;• From 3 to 4 years – 4 points;• Less than 3 years is not acceptable	6					
3.1.2	At least 3 successfully implemented projects for government agencies (the presence of letters of recommendation is an advantage) <ul style="list-style-type: none">• Less than 3 years is not acceptable	3					
3.1.3	Language skills: Russian and / or English	1					
	Subtotal	10					
3.2	System analyst / solution architect						

3.2.1	At least 3 years of experience in the field of IT development, having the skills to build and develop large information systems, as well as their further support, a portfolio of at least 3 successfully implemented projects <ul style="list-style-type: none"> • More than 5 years – 8 points; • From 3 to 4 years – 8 points; • Less than 3 years is not acceptable 	8					
	Subtotal	8					
3.3	Frontend Developer (Frontend Developer)						
	At least 3 years of experience in the field of frontend development, having skills in HTML, CSS and jQuery, Java, Angular JS, React JS, Backbone libraries and others, with a portfolio of at least 3 successful projects <ul style="list-style-type: none"> • More than 5 years – 8 points; • From 3 to 4 years – 6 points; • Less than 3 years is not acceptable 						
	Subtotal	8					
3.4	Backend developer						
3.4.1	At least 3 years of experience in the field of backend development, having skills in deploying server platforms, as well as information systems software, knowledge of PHP, Ruby, Python, Java technologies, as well as knowledge of DBMS (MySQL, PostgreSQL, SQLite, Oracle, MongoDB) with a portfolio of at least 3 successful projects <ul style="list-style-type: none"> • More than 5 years – 7 points; • From 3 to 4 years – 5 points; • Less than 3 years is not acceptable 	7					
	Subtotal	7					
3.5	A tester (QA expert) with ,						
3.5.1.	at least 3 years of experience in the field of software testing, having the skills to use code testing software (the presence of letters of recommendation is an advantage) with a portfolio of at least 3 successful projects <ul style="list-style-type: none"> • More than 5 years –7 points; • From 3 to 4 years – 5 points; • Less than 3 years is not acceptable 	7					

	Subtotal	9					
	Total Part 3	40					
	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**. Bidder which receives less than 70% of technical score is rejected for further review.

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: UNDP Uzbekistan

We, the undersigned, hereby offer UNDP the following services in accordance with the requirements specified in **RFP/011/21** 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.

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 (5 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:

- Names and qualifications of the key personnel that will perform the services indicating who is Team Leader, who are supporting, etc.;
- CVs demonstrating qualifications must be submitted if required by the RFP; and
- Written confirmation from each personnel that they are available for the entire duration of the contract.
- 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)
1.	Result No. 1 Development of the E-App information system and its adoption by the project	40%	
2.	Result No. 2 Разработка E-register и принятие со стороны проекта	40%	
3.	Result No. 3 Provision of reports on the work done and source codes, documentation and acceptance by the project	5%	
4.	Result No. 4 Conducting trainings for the customer's employees	10%	
5.	Result No. 5 Information system technical support	5%	
	TOTAL	100%	
	V. VAT (if applicable for companies registered in the Republic of Uzbekistan)		

Payment will be proceeded by output bases by bank transfer to the account of a Contractor in accordance with the Breakdown of Costs, upon completion of the works and following terms:

1. A written document of acceptance by UNDP of Outputs 1, 2, 3, 4 and 5.
2. Receiving of the invoice for payment of Vendor
3. 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] Click or tap here to enter text.		
2. In case of Joint Venture (JV), legal name of each party: [insert legal name of each party in JV] Click or tap here to enter text.		
3. Actual or intended Country/ies of Registration/Operation: [insert actual or intended Country of Registration] Click or tap here to enter text.		
4. Year of Registration in its Location: [insert Offeror's year of registration] Click or tap here to enter text.		
5. Countries of Operation Click or tap here to enter text.	6. No. of permanent staff in each Country Click or tap here to enter text.	7. Years of Operation in each Country Click or tap here to enter text.
8. Legal Address/es in Country/ies of Registration/Operation: [insert Offeror's legal address in country of registration] Click or tap here to enter text.		
9. Value and Description of Top 3 (three) Biggest Contracts for the past 5 (five) years Click or tap here to enter text.		
10. Latest Credit Rating (Score and Source, if any) Click or tap here to enter text.		
11. Brief description of litigation history (disputes, arbitration, claims, etc.), indicating current status and outcomes, if already resolved. Click or tap here to enter text.		
12. Offeror's Authorized Representative Information Click or tap here to enter text. Name: [insert Authorized Representative's name] Click or tap here to enter text. Address: [insert Authorized Representative's Address] Click or tap here to enter text. Telephone/Fax numbers: [insert Authorized Representative's telephone/fax numbers] Click or tap here to enter text. Email Address: [insert Authorized Representative's email address] Click or tap here to enter text.		
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"

Terms of reference for the development of the Electronic Apostille information system

General information

"Improved Public Service Delivery and Enhanced Governance in Rural Uzbekistan" is a joint project implemented by the Public Services Agency under the Ministry of Justice of the Republic of Uzbekistan and the United Nations Development Program, funded by the European Union.

The project aims to facilitate the expansion of public service delivery by expanding the reach of public services, integrating systems, improving organizational structure and decentralized service delivery, strengthening strategic management tools and the necessary mechanisms to support these changes.

The project also aims to strengthen citizen engagement by supporting various accountability mechanisms that will enhance the participation of all parties in the decision-making process and access to information and increase the transparency of the local government system in the country.

In line with activity 3.2 of the Project Document: Streamline provision of at least 10 public services through PSCs in five (5) pilot regions, it is planned to automate the procedure for the provision of public services by affixing a special Apostille stamp on official documents issued in the territory of the Republic of Uzbekistan. The planned IS will allow the introduction of a completely new the procedure for issuance of apostille of official documents in the country, and will also allow using the E-App software for submitting documents for obtaining an apostille and E-register for verifying the authenticity of the apostilled documents contained in the register via the Internet. The information system being created will make it possible to create tools for working with apostilles issued in the Republic of Uzbekistan using information and communication technologies.

Purpose of the development of Electronic apostille

The goal of the project is:

- Creation of a unified register of ministries and departments involved in affixing apostilles
- Attracting individuals and legal entities to obtain an apostille in a new format
- Improving the quality of public services, reducing duplication of documents, eliminating bureaucratic barriers in obtaining services
- Reducing the time for checking apostilles
- Obtaining statistical information on issued apostilles
- Control over the provision of public services of affixing an apostille
- Translation into electronic form of the state service for affixing an apostille
- Cancellation of redundant administrative procedures
- Creation of an online payment mechanism for the state service of affixing an apostille.

Achievement of the set goals of the project is assumed using a unified approach and standards for the implementation of information and telecommunication technologies as a result of solving the following project tasks:

- Formation of a single database of apostilles and tools for working with it
- Creation of tools for submitting documents for obtaining an electronic apostille
- Creation of electronic apostille authentication tools

- Creation of a system of interaction between participants in the process of providing services for obtaining an electronic apostille
- Creation of opportunities for obtaining services for obtaining and verifying the apostille through the EPIGU
- Creation of tools for obtaining statistical information regarding apostilles issued in the Republic of Uzbekistan
- Creation of tools for making payments for the services of affixing an apostille.

Scope of work

Currently, there are no information systems in the Republic of Uzbekistan that fully or partially perform the functions of issuing an electronic apostille.

To receive a public service for affixing an apostille, the applicant applies to the Center for Public Services, or to the responsible organization with notarized copies and translations of the documents to be apostilled.

The departments responsible for affixing the apostille:

- Supreme Court
- Ministry of Foreign Affairs
- Inspectorate for Quality Control of Education under the Cabinet of Ministers
- Territorial administrations of justice
- General Prosecutor's Office

The applicant must pay the state fee for the use of the service, and then, upon the expiration of the specified period, receive a ready-made apostille.

Apostille is issued by placing a stamp on the document (or on a notarized translation of the document).

To verify the authenticity of the apostille, the person concerned must contact the appropriate authority to obtain information about the apostille.

This process takes quite a long time both for the registration and for the verification of the authenticity of the apostilles. At the same time, information about the affixed apostilles is stored in scattered non-digital sources, which complicates the collection of information, its processing and analysis. The process of interaction between departments is also not automated, which creates difficulties in obtaining timely data.

The development of the information system is carried out in order to create a single virtual space to increase information support for the population and stakeholders, including foreign stakeholders.

The following processes are subject to automation through IS:

- Submission of documents for obtaining an electronic apostille
- Payment of the fee
- Verification of the identity of the signature, seal and stamp on the submitted document with signatures, seals and stamps contained in the IP database
- Checking the status of consideration of documents (responsible department, status)
- Formation of a unique QR-code of the apostille
- Receipt of notifications by the applicant on the readiness of the apostille
- Apostille signing with EDS
- Online apostille authentication using a QR code
- Viewing apostille data
- Formation of statistics on apostilles
- Control over the provision of public services of affixing an apostille.

IS implies user access to the system in the "client-server" mode, using Web technologies.

Result of work

The IS functionality should maximally realize the set goals, be scalable and readable. The IC must include the components described in the table below.

#	Name	Description
1.	User authorization module	A module for identifying users (applicants) in the system. Provide authorization through One-ID for individuals, as well as through the use of EDS for legal entities. Authorization must be available through EPIGU.
2.	Authorization module for departments	Authorization of the responsible authorities is intended for: <ul style="list-style-type: none"> • the Supreme Court; • Ministry of Foreign Affairs; • Inspection for control over the quality of education; • Territorial administrations of justice; • General Prosecutor's Office. Also, access should be organized for employees of the Public Services Agency to receive applications, monitor the provision of public services and monitor the system's performance. Authorization must be carried out using an electronic digital signature in accordance with the international standard.
3.	EDS and signature storage module	EDS in the system being developed must fully comply with ITU-T X.509, RFC3279, RFC3280 standards. EDS is intended for certification of apostilles.
4.	Storage module for signatures and seals	The system should allow storing and using digital and graphic signatures (signatures and seals), keeping records of them, and allowing control over the terms of their use in accordance with the regulations. Also, the module should allow comparing the signatures of apostilled documents (scans) and seals, stamps of the organizations that issued them, and determine compliance.
5.	User account	Designed to provide the user with the ability to work with electronic apostilles, including the functions of clauses 4.1-4.4.
5.1.	Application generation module	Formation of an application for an Apostille (one document or a package of documents)
5.2.	Module for adding scanned versions of documents	Adding scanned versions of documents, as well as notarized translations.
5.3.	Application status check module	The user should be able to access: <ul style="list-style-type: none"> • View pending applications; • Checking the status of the application; • Receiving notifications on the status of consideration.
5.4.	Apostille upload module	The user should be able to access: <ul style="list-style-type: none"> • Uploading Apostille and printing it in .pdf format. • View the history of applications and the results of consideration.
6.	Cabinet of Departments	Each department must receive applications in accordance with the rules for consideration.
6.1.	Document queue module	The module involves working with a queue of documents for consideration to obtain an Apostille.

#	Name	Description
6.2.	Dossier Module	The module should provide the ability to view the Dossier of all the documents under consideration.
6.3.	Stock module	The module should be able to view rejected applications.
6.4.	Signed documents module	The module assumes working with signed documents, including viewing, searching through them.
6.5.	Search module	Advanced search for documents, including the ability to filter documents by types, by approving employees, by territorial affiliation, by the date of the Apostille affixing, by the applicant's last name, by country of departure and other possible parameters.
6.6.	Monitoring module for the provision of public services	This module allows ASU employees to monitor the provision of public services
6.7.	Statistics module	It provides for the formation of statistical data on the volume of applications issued by Apostilles, as well as in the context of departments, countries / regions / districts, individuals / legal entities, etc.
7.	Administrative module	System administration and system data management is carried out by an administrator who is authorized in the system using a special Administrator login and password. The module includes: User roles and access management; Formation of an access matrix; Management of directories and classifiers; Viewing logs; Service monitoring; "Help" module for generating reference materials; Notification module (for generating notifications to users)
8.	Apostille information request module	The module is intended for access by external partners, interested parties to check the status of the Apostille (relevance and validity) and the main details of the issued Apostille, as well as scanned versions of documents.
9.	Integration module	For integration with external systems. The first stage implies integration with EPIGU, GCP, Ministry of Internal Affairs, State Tax Committee, with an SMS gateway for sending notifications to users, payment systems.
10.	Payment processing module	Payments can be made by interacting with functioning payment systems in the Republic of Uzbekistan (Click, Payme, Upay, Paynet).

Developer results and payment schedule:

The Contractor undertakes to provide the Customer with the following work results in English or Russian:

Stage No.	Stages of work	Deadline	Payment structure
1	Development of the E-App information system and its adoption by the project	90 days from the date of signing the contract	40%
2	E-register development and project acceptance	90 days from the date of signing the contract	40%
3	Provision of reports on the work done and source codes, documentation and acceptance by the project	15 days from the date of acceptance of the E-register and E-App	5%
3	Conducting trainings for the customer's employees	15 days from the date of acceptance of the E-register and E-App	10%
4	Information system technical support	365 days from the date of adoption of the information system	5%

Requirements for a potential developer

To participate in this project, the developer company must provide the following information:

- The staff of the employees involved (with the attached resume, as well as certificates if any)
- Information on the experience in the development and implementation of at least three projects of a similar scale over the past five years
- Experience in the development of Electronic Apostille will be an advantage
- The company must indicate in the tender proposal and information about the additionally involved specialists, if this is required for the implementation of the tasks specified in the company's proposal
- The development company must declare its readiness to carry out the project in full compliance with this Terms of Reference.

The development company must meet the following criteria for key personnel:

- Project Manager with at least 3 years of experience, having the skills to solve all project-related issues in setting tasks and monitoring their implementation in the development group, a portfolio of at least 3 successfully implemented projects for government agencies (the presence of letters of recommendation is an advantage) fluent in Russian and / or English;
- System analyst / solution architect with at least 3 years of experience in the field of IT development, having the skills to build and develop large information systems, as well as their further support, a portfolio of at least 3 successfully implemented projects
- Frontend Developer (Frontend Developer) with at least 3 years of experience in the field of frontend development, having skills in HTML, CSS and jQuery, Java, Angular JS, React JS, Backbone libraries and others, with a portfolio of at least 3 successful projects
- Backend developer with at least 3 years of experience in the field of backend development, having skills in deploying server platforms, as well as information systems software, knowledge of PHP, Ruby, Python, Java technologies, as well as knowledge of DBMS (MySQL, PostgreSQL, SQLite, Oracle, MongoDB) with a portfolio of at least 3 successful projects
- A tester (QA expert) with at least 3 years of experience in the field of software testing, having the skills to use code testing software (the presence of letters of recommendation is an advantage) , portfolio of at least 3 successfully completed projects as a QA expert..

The development company will work on this project in accordance with the concluded Software Development Agreement and within the time frame specified in the plan attached to the agreement.

Notes: Please see and refer to the Detailed Terms of Reference