

REQUEST FOR PROPOSAL

Tailor made business services to SMES for the successful development of agro-processing value chains

RFP No.: rfp-st01.2021

Project: AGRIBUSINESS EXPORT PROMOTION PROJECT

Country: São Tomé and Principe

Issued on: 17 June 2021

Contents

		er of Invitation	
Section 2		ction to BiddersGENERAL PROVISIONS	
	1.	Introduction	
	2.	Fraud & Corruption, Gifts and Hospitality	
	3.	Eligibility	
	4.	Conflict of Interests	
	В.	PREPARATION OF PROPOSALS	
	5.	General Considerations	6
	6.	Cost of Preparation of Proposal	6
	7.	Language	6
	8.	Documents Comprising the Proposal	6
	9.	Documents Establishing the Eligibility and Qualifications of the Bidder	7
	10.	Technical Proposal Format and Content	7
	11.	Financial Proposals	7
	12.	Proposal Security	7
	13.	Currencies	8
	14.	Joint Venture, Consortium or Association	8
	15.	Only One Proposal	9
	16.	Proposal Validity Period	9
	17.	Extension of Proposal Validity Period	9
	18.	Clarification of Proposal	9
	19.	Amendment of Proposals	9
	20.	Alternative Proposals	10
	21.	Pre-Bid Conference	10
	C.	SUBMISSION AND OPENING OF PROPOSALS	10
	22.	Submission	10
	23.	Deadline for Submission of Proposals and Late Proposals	11
	24.	Withdrawal, Substitution, and Modification of Proposals	11
	25.	Proposal Opening	12
	D.	EVALUATION OF PROPOSALS	12
	26.	Confidentiality	12
	27.	Evaluation of Proposals	12
	28.	Preliminary Examination	12
	29.	Evaluation of Eligibility and Qualification	12
	30.	Evaluation of Technical and Financial Proposals	13
	31.	Due Diligence	14

32.	Clarification of Proposals	14
33.	Responsiveness of Proposal	14
34.	Nonconformities, Reparable Errors and Omissions	14
E. A	AWARD OF CONTRACT	15
35.	Right to Accept, Reject, Any or All Proposals	15
36.	Award Criteria	15
37.	Debriefing	15
38.	Right to Vary Requirements at the Time of Award	15
39.	Contract Signature	
40.	Contract Type and General Terms and Conditions	
41.	Performance Security	
42.	Bank Guarantee for Advanced Payment	16
43.	Liquidated Damages	
44.	Payment Provisions	16
45.	Vendor Protest	16
46.	Other Provisions	16
Section 3. Bid Da	ata Sheet	17
Section 4. Evalua	ation Criteria	19
Section 5. Terms	of Reference	23
Section 6: Return	hable Bidding Forms / Checklist	32
form A: Tecl	nnical Proposal Submission Form	33
	der Information Form	
Form C: Join	nt Venture/Consortium/Association Information Form	35
Form D: Qua	alification Form	35
Form E: For	mat of Technical Proposal	38
	ancial Proposal Submission Form	
Form G: Fin	ancial Proposal Form	1

SECTION 1. LETTER OF INVITATION

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

This RFP includes the following documents and the General Terms and Conditions of Contract which is inserted in the Bid Data Sheet (BDS):

Section 1: This Letter of Invitation Section 2: Instruction to Bidders Section 3: Bid Data Sheet (BDS) Section 4: Evaluation Criteria Section 5: Terms of Reference

Section 6: Returnable Bidding Forms

- o Form A: Technical Proposal Submission Form
- o Form B: Bidder Information Form
- o Form C: Joint Venture/Consortium/Association Information Form
- o Form D: Qualification Form
- o Form E: Format of Technical Proposal
- o Form F: Financial Proposal Submission Form
- o Form G: Financial Proposal Form

If you are interested in submitting a Proposal in response to this RFP, please prepare your Proposal in accordance with the requirements and procedure as set out in this RFP and submit it by the Deadline for Submission of Proposals set out in Bid Data Sheet.

Please acknowledge receipt of this RFP by sending an email to Procurement STP procurement.st@undp.org indicating whether you intend to submit a Proposal or otherwise. You may also utilize the "Accept Invitation" function in eTendering system, where applicable. This will enable you to receive amendments or updates to the RFP. Should you require further clarifications, kindly communicate with the contact person/s identified in the attached Bid Data Sheet as the focal point for queries on this RFP.

UNDP looks forward to receiving your Proposal and thank you in advance for your interest in UNDP procurement opportunities.

Issued by:

<u>Cesaltina Almeida</u>

Name: Cesaltina Almeida

Title: Procurement

Date: **June 21, 2021**

Approved by:

Name: Katarzyna Wawiernia Title: Resident Representative

Date: June 21, 2021

K. Naxiemia

SECTION 2. INSTRUCTION TO BIDDERS

A. GENERAL PROVIS	IONS	
1. Introduction	1.1	Bidders shall adhere to all the requirements of this RFP, including any amendments in writing by UNDP. This RFP is conducted in accordance with the UNDP Programme and Operations Policies and Procedures (POPP) on Contracts and Procurement which can be accessed at https://popp.undp.org/SitePages/POPPBSUnit.aspx?TermID=254a9f96-b883-476a-8ef8-e81f93a2b38d
	1.2	Any Proposal submitted will be regarded as an offer by the Bidder and does not constitute or imply the acceptance of the Proposal by UNDP. UNDP is under no obligation to award a contract to any Bidder as a result of this RFP.
	1.3	As part of the bid, it is desired that the Bidder registers at the United Nations Global Marketplace (UNGM) website (www.ungm.org). The Bidder may still submit a bid even if not registered with the UNGM. However, if the Bidder is selected for contract award, the Bidder must register on the UNGM prior to contract signature.
2. Fraud & Corruption, Gifts and Hospitality	2.1	UNDP strictly enforces a policy of zero tolerance on proscribed practices, including fraud, corruption, collusion, unethical or unprofessional practices, and obstruction of UNDP vendors and requires all bidders/vendors observe the highest standard of ethics during the procurement process and contract implementation. UNDP's Anti-Fraud Policy can be found at http://www.undp.org/content/undp/en/home/operations/accountability/audit/officeof audit andinvestigation.html#anti
	2.2	Bidders/vendors shall not offer gifts or hospitality of any kind to UNDP staff members including recreational trips to sporting or cultural events, theme parks or offers of holidays, transportation, or invitations to extravagant lunches or dinners.
	2.3	In pursuance of this policy, UNDP (a) Shall reject a proposal if it determines that the selected bidder has engaged in any corrupt or fraudulent practices in competing for the contract in question; (b) Shall declare a vendor ineligible, either indefinitely or for a stated period of time, to be awarded a contract if at any time it determines that the vendor has engaged in any corrupt or fraudulent practices in competing for, or in executing a UNDP contract.
	2.4	All Bidders must adhere to the UN Supplier Code of Conduct, which may be found at http://www.un.org/depts/ptd/pdf/conduct_english.pdf
3. Eligibility	3.1	A vendor should not be suspended, debarred, or otherwise identified as ineligible by any UN Organization or the World Bank Group or any other international Organization. Vendors are therefore required to disclose to UNDP whether they are subject to any sanction or temporary suspension imposed by these organizations.
	3.2	It is the Bidder's responsibility to ensure that its employees, joint venture members, sub-contractors, service providers, suppliers and/or their employees meet the eligibility requirements as established by UNDP.

4. Conflict of Interests

- 4.1 Bidders must strictly avoid conflicts with other assignments or their own interests, and act without consideration for future work. Bidders found to have a conflict of interest shall be disqualified. Without limitation on the generality of the above, Bidders, and any of their affiliates, shall be considered to have a conflict of interest with one or more parties in this solicitation process, if they:
 - a) Are or have been associated in the past, with a firm or any of its affiliates which have been engaged by UNDP to provide services for the preparation of the design, specifications, Terms of Reference, cost analysis/estimation, and other documents to be used for the procurement of the goods and services in this selection process;
 - b) Were involved in the preparation and/or design of the programme/project related to the services requested under this RFP; or
 - c) Are found to be in conflict for any other reason, as may be established by, or at the discretion of UNDP.
- 4.2 In the event of any uncertainty in the interpretation of a potential conflict of interest, Bidders must disclose to UNDP, and seek UNDP's confirmation on whether or not such a conflict exists.
- 4.3 Similarly, the Bidders must disclose in their proposal their knowledge of the following:
 - a) If the owners, part-owners, officers, directors, controlling shareholders, of the bidding entity or key personnel are family members of UNDP staff involved in the procurement functions and/or the Government of the country or any Implementing Partner receiving services under this RFP; and
 - b) All other circumstances that could potentially lead to actual or perceived conflict of interest, collusion or unfair competition practices.

Failure to disclose such an information may result in the rejection of the proposal or proposals affected by the non-disclosure.

4.4 The eligibility of Bidders that are wholly or partly owned by the Government shall be subject to UNDP's further evaluation and review of various factors such as being registered, operated and managed as an independent business entity, the extent of Government ownership/share, receipt of subsidies, mandate and access to information in relation to this RFP, among others. Conditions that may lead to undue advantage against other Bidders may result in the eventual rejection of the Proposal.

B. PREPARATION OF PROPOSALS

5. General Considerations

- 5.1 In preparing the Proposal, the Bidder is expected to examine the RFP in detail. Material deficiencies in providing the information requested in the RFP may result in rejection of the Proposal.
- 5.2 The Bidder will not be permitted to take advantage of any errors or omissions in the RFP. Should such errors or omissions be discovered, the Bidder must notify the UNDP
- 6. Cost of
 Preparation of
 Proposal
- 6.1 The Bidder shall bear any and all costs related to the preparation and/or submission of the Proposal, regardless of whether its Proposal was selected or not. UNDP shall not be responsible or liable for those costs, regardless of the conduct or outcome of the procurement process.
- 7. Language
- 7.1 The Proposal, as well as any and all related correspondence exchanged by the Bidder and UNDP, shall be written in the language (s) specified in the BDS.
- 8. Documents
- 8.1 The Proposal shall comprise of the following documents:

Comprising the Proposal	 a) Documents Establishing the Eligibility and Qualifications of the Bidder; b) Technical Proposal; c) Financial Proposal; d) Proposal Security, if required by BDS; e) Any attachments and/or appendices to the Proposal.
9. Documents Establishing the Eligibility and Qualifications of the Bidder	9.1 The Bidder shall furnish documentary evidence of its status as an eligible and qualified vendor, using the Forms provided under Section 6 and providing documents required in those forms. In order to award a contract to a Bidder, its qualifications must be documented to UNDP's satisfaction.
10. Technical Proposal Format	10.1 The Bidder is required to submit a Technical Proposal using the Standard Forms and templates provided in Section 6 of the RFP.
and Content	10.2 The Technical Proposal shall not include any price or financial information. A Technical Proposal containing material financial information may be declared non-responsive.
	10.3 Samples of items, when required as per Section 5, shall be provided within the time specified and unless otherwise specified by UNDP, and at no expense to UNDP
	10.4 When applicable and required as per Section 5, the Bidder shall describe the necessary training programme available for the maintenance and operation of the services and/or equipment offered as well as the cost to the UNDP. Unless otherwise specified, such training as well as training materials shall be provided in the language of the Bid as specified in the BDS.
11. Financial Proposals	11.1 The Financial Proposal shall be prepared using the Standard Form provided in Section 6 of the RFP. It shall list all major cost components associated with the services, and the detailed breakdown of such costs.
	11.2 Any output and activities described in the Technical Proposal but not priced in the Financial Proposal, shall be assumed to be included in the prices of other activities or items, as well as in the final total price.
	11.3 Prices and other financial information must not be disclosed in any other place except in the financial proposal.
12. Proposal Security	12.1 A Proposal Security, if required by BDS, shall be provided in the amount and form indicated in the BDS. The Proposal Security shall be valid up to thirty (30) days after the final date of validity of the Proposal.
	12.2 The Proposal Security shall be included along with the Technical Proposal. If Proposal Security is required by the RFP but is not found along with the Technical Proposal, the Proposal shall be rejected.
	12.3 If the Proposal Security amount or its validity period is found to be less than what is required by UNDP, UNDP shall reject the Proposal.
	12.4 In the event an electronic submission is allowed in the BDS, Bidders shall include a copy of the Bid Security in their proposal and the original of the Proposal Security must be sent via courier or hand delivery as per the instructions in BDS.
	12.5 The Proposal Security may be forfeited by UNDP, and the Proposal rejected, in the event of any one or combination, of the following conditions:
	a) If the Bidder withdraws its offer during the period of the Proposal Validity specified in the BDS, or;b) In the event that the successful Bidder fails:

	 i. to sign the Contract after UNDP has issued an award; or 2.6 to furnish the Performance Security, insurances, or other documents that UNDP may require as a condition precedent to the effectivity of the contract that may be awarded to the Bidder.
13. Currencies	 3.1 All prices shall be quoted in the currency or currencies indicated in the BDS. Where Proposals are quoted in different currencies, for the purposes of comparison of all Proposals: a) UNDP will convert the currency quoted in the Proposal into the UNDP preferred currency, in accordance with the prevailing UN operational rate of exchange on the last day of submission of Proposals; and b) In the event that UNDP selects a proposal for award that is quoted in a currency different from the preferred currency in the BDS, UNDP shall reserve the right to award the contract in the currency of UNDP's preference, using the conversion method specified above.
14. Joint Venture, Consortium or Association	4.1 If the Bidder is a group of legal entities that will form or have formed a Joint Venture (JV), Consortium or Association for the Proposal, they shall confirm in their Proposal that: (i) they have designated one party to act as a lead entity, duly vested with authority to legally bind the members of the JV, Consortium or Association jointly and severally, which shall be evidenced by a duly notarized Agreement among the legal entities, and submitted with the Proposal; and (ii) if they are awarded the contract, the contract shall be entered into, by and between UNDP and the designated lead entity, who shall be acting for and on behalf of all the member entities comprising the joint venture.
	4.2 After the Deadline for Submission of Proposal, the lead entity identified to represent the JV, Consortium or Association shall not be altered without the prior written consent of UNDP.
	4.3 The lead entity and the member entities of the JV, Consortium or Association shall abide by the provisions of Clause 9 herein in respect of submitting only one proposal.
	4.4 The description of the organization of the JV, Consortium or Association must clearly define the expected role of each of the entity in the joint venture in delivering the requirements of the RFP, both in the Proposal and the JV, Consortium or Association Agreement. All entities that comprise the JV, Consortium or Association shall be subject to the eligibility and qualification assessment by UNDP.
	4.5 A JV, Consortium or Association in presenting its track record and experience should clearly differentiate between:
	 Those that were undertaken together by the JV, Consortium or Association; and
	b) Those that were undertaken by the individual entities of the JV, Consortium or Association.
	4.6 Previous contracts completed by individual experts working privately but who are permanently or were temporarily associated with any of the member firms cannot be claimed as the experience of the JV, Consortium or Association or those of its members, but should only be claimed by the individual experts themselves in their presentation of their individual credentials.
	4.7 JV, Consortium or Associations are encouraged for high value, multi-sectoral requirements when the spectrum of expertise and resources required may not be available within one firm.

15. Only One Proposal	15.1	The Bidder (including the individual members of any Joint Venture) shall submit only one Proposal, either in its own name or as part of a Joint Venture.
	15.2	 Proposals submitted by two (2) or more Bidders shall all be rejected if they are found to have any of the following: 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; or 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 influence on the Proposal of, another Bidder regarding this RFP process; e) they are subcontractors to each other's Proposal, or a subcontractor to one Proposal also submits another Proposal under its name as lead Bidder; or f) some key personnel proposed to be in the team of one Bidder participates in more than one Proposal received for this RFP process. This condition relating to the personnel, does not apply to subcontractors being included in more than one Proposal.
16. Proposal Validity Period	16.1	Proposals shall remain valid for the period specified in the BDS, commencing on the Deadline for Submission of Proposals. A Proposal valid for a shorter period may be rejected by UNDP and rendered non-responsive.
	16.2	During the Proposal validity period, the Bidder shall maintain its original Proposal without any change, including the availability of the Key Personnel, the proposed rates and the total price.
17. Extension of Proposal Validity Period	17.1	In exceptional circumstances, prior to the expiration of the proposal validity period, UNDP may request Bidders to extend the period of validity of their Proposals. The request and the responses shall be made in writing, and shall be considered integral to the Proposal.
	17.2	If the Bidder agrees to extend the validity of its Proposal, it shall be done without any change in the original Proposal.
	17.3	The Bidder has the right to refuse to extend the validity of its Proposal, and in which case, such Proposal will not be further evaluated.
18. Clarification of Proposal	18.1	Bidders may request clarifications on any of the RFP documents no later than the date indicated in the BDS. Any request for clarification must be sent in writing in the manner indicated in the BDS. If inquiries are sent other than specified channel, even if they are sent to a UNDP staff member, UNDP shall have no obligation to respond or confirm that the query was officially received.
	18.2	UNDP will provide the responses to clarifications through the method specified in the BDS.
	18.3	UNDP shall endeavor to provide responses to clarifications in an expeditious manner, but any delay in such response shall not cause an obligation on the part of UNDP to extend the submission date of the Proposals, unless UNDP deems that such an extension is justified and necessary.
19. Amendment of Proposals	19.1	At any time prior to the deadline of Proposal submission, UNDP may for any reason, such as in response to a clarification requested by a Bidder, modify the RFP in the form of an amendment to the RFP. Amendments will be made available to all prospective bidders.

	19.2 If the amendment is substantial, UNDP may extend the Deadline for submission of proposal to give the Bidders reasonable time to incorporate the amendment into their Proposals.
20. Alternative Proposals	20.1 Unless otherwise specified in the BDS, alternative proposals shall not be considered. If submission of alternative proposal is allowed by BDS, a Bidder may submit an alternative proposal, but only if it also submits a proposal conforming to the RFP requirements. UNDP shall only consider the alternative proposal offered by the Bidder whose conforming proposal ranked the highest as per the specified evaluation method. Where the conditions for its acceptance are met, or justifications are clearly established, UNDP reserves the right to award a contract based on an alternative proposal.
	20.2 If multiple/alternative proposals are being submitted, they must be clearly marked as "Main Proposal" and "Alternative Proposal"
21. Pre-Bid Conference	21.1 When appropriate, a Bidder's conference will be conducted at the date, time and location specified in the BDS. All Bidders are encouraged to attend. Non-attendance, however, shall not result in disqualification of an interested Bidder. Minutes of the Bidder's conference will be disseminated on the procurement website and shared by email or on the e-Tendering platform as specified in the BDS. No verbal statement made during the conference shall modify the terms and conditions of the RFP, unless specifically incorporated in the Minutes of the Bidder's Conference or issued/posted as an amendment to RFP.
C. SUBMISSION AND	OPENING OF PROPOSALS
22. Submission	22.1 The Bidder shall submit a duly signed and complete Proposal comprising the documents and forms in accordance with the requirements in the BDS. The submission shall be in the manner specified in the BDS.
	22.2 The Proposal shall be signed by the Bidder or person(s) duly authorized to commit the Bidder. The authorization shall be communicated through a document evidencing such authorization issued by the legal representative of the bidding entity, or a Power of Attorney, accompanying the Proposal.
	22.3 Bidders must be aware that the mere act of submission of a Proposal, in and of itself, implies that the Bidder fully accepts the UNDP General Contract Terms and Conditions.
Hard copy (manual) submission	22.4 Hard copy (manual) submission by courier or hand delivery allowed or specified in the BDS shall be governed as follows:
	a) The signed Proposal shall be marked "Original", and its copies marked "Copy" as appropriate. The number of copies is indicated in the BDS. All copies shall be made from the signed original only. If there are discrepancies between the original and the copies, the original shall prevail.
	b) The Technical Proposal and the Financial Proposal envelopes MUST BE COMPLETELY SEPARATE and each of them must be submitted sealed individually and clearly marked on the outside as either "TECHNICAL PROPOSAL" or "FINANCIAL PROPOSAL", as appropriate. Each envelope SHALL clearly indicate the name of the Bidder. The outer envelopes shall:
	i. Bear the name and address of the bidder;
	ii. Be addressed to UNDP as specified in the BDS

Email Submission Email Submission, if allowed or specified in the BDS, shall be governed as follows: a) Electronic files that form part of the proposal must be in accordance with the format and requirements indicated in BDS; b) The Technical Proposal and the Financial Proposal shall be encrypted with different passwords and clearly labelled. The files must be sent to the dedicated email address specified in the BDS. c) The password for opening the Financial Proposal should be provided only upon request of UNDP. UNDP will request password only from bidders whose Technical Proposal has been found to be technically responsive. Failure to provide correct password may result in the proposal being rejected. 22.6 Electronic submission through eTendering, if allowed or specified in the BDS, shall be governed as follows: a) Electronic files that form part of the proposal must be in accordance with the format and requirements indicated in BDS; b) The Technical Proposal and the Financial Proposal files MUST BE COMPLETELY SPARATE and each of them must be uploaded individually and clearly labelled. d) The Financial Proposal file must be encrypted with a password so that it cannot be opened nor-viewed until the password is provided. The password for opening the Financial Proposal being rejected. c) Documents which are required to be in original form (e.g. Bid Security, etc.) must be sent via courier or hand delivery as per the instructions in BDS. d) Detailed instructions on how to submit, modify or cancel a bid in the effendering system are provided in the EDS. UNDP in the manner, and no later than the date and itine, specified in the BDS. UNDP shall only recognize the date and time that the bid was received by UNDP. 23.1 Complete				
as required, UNDP shall assume no responsibility for the misplacement, loss, or premature opening of the Proposal. 22.5 Email submission, if allowed or specified in the BDS, shall be governed as follows: a) Electronic files that form part of the proposal must be in accordance with the format and requirements indicated in BDS; b) The Technical Proposal and the Financial Proposal files MUST BE COMPLETELY SEPARATE. The financial proposal shall be encrypted with different passwords and clearly labelled. The files must be sent to the dedicated email address specified in the BDS. c) The password for opening the Financial Proposal should be provided only upon request of UNDP. UNDP will request password only from bidders whose Technical Proposal has been found to be technically responsive. Failure to provide correct password may result in the proposal being rejected. 22.6 Electronic submission through eTendering, if allowed or specified in the BDS, shall be governed as follows: a) Electronic files that form part of the proposal must be in accordance with the format and requirements indicated in BDS; b) The Technical Proposal and the Financial Proposal files MUST BE COMPLETELY SEPARATE and each of them must be uploaded individually and clearly labelled. d) The Financial Proposal file must be encrypted with a password so that it cannot be opened nor viewed until the password is provided. The password for opening the Financial Proposal should be provided only upon request of UNDP, UNDP will request password only from bidders whose technical proposal has been found to be technically responsive Failure to provide the correct password may result in the proposal being rejected. c) Documents which are required to be in original form (e.g. Bid Security, etc.) must be sent via courier or hand delivery as per the instructions in BDS. d) Detailed instructions on how to submit, modify or cancel a bid in the eTendering system are provided in the eTendering system Bidder User Guide and Instructions on how to submit, modify		i	ii.	
or premature opening of the Proposal. 22.5 Email submission, if allowed or specified in the BDS, shall be governed as follows: a) Electronic files that form part of the proposal must be in accordance with the format and requirements indicated in BDS; b) The Technical Proposal and the Financial Proposal files MUST BE COMPLETELY SPEARATE. The financial proposal shall be encrypted with different passwords and clearly labelled. The files must be sent to the dedicated email address specified in the BDS. c) The password for opening the Financial Proposal should be provided only upon request of UNDP. UNDP will request password only from bidders whose Technical Proposal has been found to be technically responsive Failure to provide correct password may result in the proposal being rejected. 22.6 Electronic submission through eTendering, if allowed or specified in the BDS, shall be governed as follows: a) Electronic files that form part of the proposal must be in accordance with the format and requirements indicated in BDS; b) The Technical Proposal and the Financial Proposal files MUST BE COMPLETELY SEPARATE and each of them must be uploaded individually and clearly labelled. d) The Financial Proposal file must be encrypted with a password so that it cannot be opened nor viewed until the password is provided. The password for opening the Financial Proposal should be provided only upon request UNDP, UNDP will request password only from bidders whose technical proposal has been found to be technically responsive. Failure to provide the correct password may result in the proposal being rejected. c) Documents which are required to be in original form (e.g. Bid Security, etc.) must be sent via courier or hand delivery as per the instructions in BDS. d) Detailed instructions on how to submit, modify or cancel a bid in the eTendering system are provided in the ETendering system Bidder User Guide and Instructions on how to submit, modify or cancel a bid in the eTendering system are provided in the ETendering system Bid				If the envelopes and packages with the Proposal are not sealed and marked
22.5 Email submission, if allowed or specified in the BDS, shall be governed as follows: a) Electronic files that form part of the proposal must be in accordance with the format and requirements indicated in BDS; b) The Technical Proposal and the Financial Proposal files MUST BE COMPLETELY SEPARATE. The financial proposal shall be encrypted with different passwords and clearly labelled. The files must be sent to the dedicated email address specified in the BDS. c) The password for opening the Financial Proposal should be provided only upon request of UNDP. UNDP will request password only from bidders whose Technical Proposal has been found to be technically responsive. Failure to provide correct password may result in the proposal being rejected. 22.6 Electronic submission through eTendering, if allowed or specified in the BDS, shall be governed as follows: a) Electronic files that form part of the proposal must be in accordance with the format and requirements indicated in BDS; b) The Technical Proposal and the Financial Proposal files MUST BE COMPLETELY SEPARATE and each of them must be uploaded individually and clearly labelled. d) The Financial Proposal file must be encrypted with a password so that it cannot be opened nor viewed until the password is provided. The password for opening the Financial Proposal should be provided only upon request of UNDP. UNDP will request password only from bidders whose technical proposal has been found to be technically responsive. Failure to provide the correct password may result in the proposal being rejected. c) Documents which are required to be in original form (e.g. Bid Security, etc.) must be sent via courier or hand delivery as per the instructions in BDS. d) Detailed instructions on how to submit, modify or cancel a bid in the eTendering system are provided in the eTendering system Bidder User Guide and Instructions on how to submit, modify or cancel a bid in the eTendering system are provided in the BDS. UNDP shall only recognize the date and time that				as required, UNDP shall assume no responsibility for the misplacement, loss,
a) Electronic files that form part of the proposal must be in accordance with the format and requirements indicated in BDS; b) The Technical Proposal and the Financial Proposal files MUST BE COMPLETELY SEPARATE. The financial proposal shall be encrypted with different passwords and clearly labelled. The files must be sent to the declicated email address specified in the BDS. c) The password for opening the Financial Proposal should be provided only upon request of UNDP. UNDP will request password only from bidders whose Technical Proposal has been found to be technically responsive. Failure to provide correct password may result in the proposal being rejected. 22.6 Electronic submission through eTendering, if allowed or specified in the BDS, shall be governed as follows: a) Electronic files that form part of the proposal must be in accordance with the format and requirements indicated in BDS; b) The Technical Proposal and the Financial Proposal files MUST BE COMPLETELY SEPARATE and each of them must be uploaded individually and clearly labelled. d) The Financial Proposal file must be encrypted with a password so that it cannot be opened nor viewed until the password is provided. The password for opening the Financial Proposal should be provided only upon request of UNDP. UNDP will request password only from bidders whose technical proposal has been found to be technically responsive. Failure to provide the correct password may result in the proposal being rejected. c) Documents which are required to be in original form (e.g. Bid Security, etc.) must be sent via courier or hand delivery as per the instructions in BDS. d) Detailed instructions on how to submit, modify or cancel a bid in the eTendering system are provided in the eTendering system Bidder User Guide and Instructional videos available on this link: http://www.undp.org/content/undp/en/home/operations/procurement/business/procurement-notices/resources/	Email Submission			or premature opening of the Proposal.
the format and requirements indicated in BDS; b) The Technical Proposal and the Financial Proposal files MUST BE COMPLETELY SEPARATE. The financial proposal shall be encrypted with different passwords and clearly labelled. The files must be sent to the dedicated email address specified in the BDS. c) The password for opening the Financial Proposal should be provided only upon request of UNDP. UNDP will request password only from bidders whose Technical Proposal has been found to be technically responsive. Failure to provide correct password may result in the proposal being rejected. 22.6 Electronic submission through eTendering, if allowed or specified in the BDS, shall be governed as follows: a) Electronic files that form part of the proposal must be in accordance with the format and requirements indicated in BDS; b) The Technical Proposal and the Financial Proposal files MUST BE COMPLETELY SEPARATE and each of them must be uploaded individually and clearly labelled. d) The Financial Proposal file must be encrypted with a password so that it cannot be opened nor viewed until the password is provided. The password for opening the Financial Proposal should be provided only upon request of UNDP. UNDP will request password only from bidders whose technical proposal has been found to be technically responsive. Failure to provide the correct password may result in the proposal being rejected. c) Documents which are required to be in original form (e.g. Bid Security, etc.) must be sent via courier or hand delivery as per the instructions in BDS. d) Detailed instructions on how to submit, modify or cancel a bid in the eTendering system are provided in the eTendering system Bidder User Guide and Instructional videos available on this link: http://www.undp.org/content/undp/en/home/operations/procurement/bu siness/procurement-notices/resources/ 23. Deadline for Submission of Proposals must be received by UNDP in the manner, and no later than the date and time, specified in the BDS. UNDP shall only recognize the		22.5	Em	ail submission, if allowed or specified in the BDS, shall be governed as follows:
COMPLETELY SEPARATE. The financial proposal shall be encrypted with different passwords and clearly labelled. The files must be sent to the dedicated email address specified in the BDS. c) The password for opening the Financial Proposal should be provided only upon request of UNDP, UNDP will request password only from bidders whose Technical Proposal has been found to be technically responsive. Failure to provide correct password may result in the proposal being rejected. 22.6 Electronic submission through eTendering, if allowed or specified in the BDS, shall be governed as follows: a) Electronic files that form part of the proposal must be in accordance with the format and requirements indicated in BDS; b) The Technical Proposal and the Financial Proposal files MUST BE COMPLETELY SEPARATE and each of them must be uploaded individually and clearly labelled. d) The Financial Proposal file must be encrypted with a password so that it cannot be opened nor viewed until the password is provided. The password for opening the Financial Proposal should be provided only upon request of UNDP. UNDP will request password only from bidders whose technical proposal has been found to be technically responsive. Failure to provide the correct password may result in the proposal being rejected. c) Documents which are required to be in original form (e.g. Bid Security, etc.) must be sent via courier or hand delivery as per the instructions in BDS. d) Detailed instructions on how to submit, modify or cancel a bid in the eTendering system are provided in the eTendering system Bidder User Guide and Instructional videos available on this link. http://www.undp.org/content/undp/en/home/operations/procurement/bu siness/procurement-notices/resources/ 23. Deadline for Submission of Proposals must be received by UNDP in the manner, and no later than the date and time, specified in the BDS. UNDP shall only recognize the date and time that the bid was received by UNDP in the manner, and no later than the date and time, specified in t			a)	
eTendering submission 22.6 Electronic submission through eTendering, if allowed or specified in the BDS, shall be governed as follows: a) Electronic files that form part of the proposal must be in accordance with the format and requirements indicated in BDS; b) The Technical Proposal and the Financial Proposal files MUST BE COMPLETELY SEPARATE and each of them must be uploaded individually and clearly labelled. d) The Financial Proposal file must be encrypted with a password so that it cannot be opened nor viewed until the password is provided. The password for opening the Financial Proposal should be provided only upon request of UNDP. UNDP will request password only from bidders whose technical proposal has been found to be technically responsive. Failure to provide the correct password may result in the proposal being rejected. c) Documents which are required to be in original form (e.g. Bid Security, etc.) must be sent via courier or hand delivery as per the instructions in BDS. d) Detailed instructions on how to submit, modify or cancel a bid in the eTendering system are provided in the eTendering system Bidder User Guide and Instructional videos available on this link: http://www.undp.org/content/undp/en/home/operations/procurement/business/procurement-notices/resources/ 23. Deadline for Submission of Proposals and Late Proposals 23. Complete Proposals must be received by UNDP in the manner, and no later than the date and time, specified in the BDS. UNDP shall only recognize the date and time that the bid was received by UNDP 23.2 UNDP shall not consider any Proposal that is submitted after the deadline for the submission of Proposals.			b)	COMPLETELY SEPARATE. The financial proposal shall be encrypted with different passwords and clearly labelled. The files must be sent to the
shall be governed as follows: a) Electronic files that form part of the proposal must be in accordance with the format and requirements indicated in BDS; b) The Technical Proposal and the Financial Proposal files MUST BE COMPLETELY SEPARATE and each of them must be uploaded individually and clearly labelled. d) The Financial Proposal file must be encrypted with a password so that it cannot be opened nor viewed until the password is provided. The password for opening the Financial Proposal should be provided only upon request of UNDP. UNDP will request password only from bidders whose technical proposal has been found to be technically responsive. Failure to provide the correct password may result in the proposal being rejected. c) Documents which are required to be in original form (e.g. Bid Security, etc.) must be sent via courier or hand delivery as per the instructions in BDS. d) Detailed instructions on how to submit, modify or cancel a bid in the eTendering system are provided in the eTendering system Bidder User Guide and Instructional videos available on this link: http://www.undp.org/content/undp/en/home/operations/procurement/business/procurement-notices/resources/ 23. Deadline for Submission of Proposals and Late Proposals and Late Proposals and Late Proposals and Late Proposals 23.1 Complete Proposals must be received by UNDP in the manner, and no later than the date and time, specified in the BDS. UNDP shall only recognize the date and time that the bid was received by UNDP 23.2 UNDP shall not consider any Proposal that is submitted after the deadline for the submission of Proposals. A Bidder may withdraw, substitute or modify its Proposal after it has been submitted at any time prior to the deadline for submission.	eTendering submission		c)	upon request of UNDP. UNDP will request password only from bidders whose Technical Proposal has been found to be technically responsive. Failure to provide correct password may result in the proposal being
the format and requirements indicated in BDS; b) The Technical Proposal and the Financial Proposal files MUST BE COMPLETELY SEPARATE and each of them must be uploaded individually and clearly labelled. d) The Financial Proposal file must be encrypted with a password so that it cannot be opened nor viewed until the password is provided. The password for opening the Financial Proposal should be provided only upon request of UNDP. UNDP will request password only from bidders whose technical proposal has been found to be technically responsive. Failure to provide the correct password may result in the proposal being rejected. c) Documents which are required to be in original form (e.g. Bid Security, etc.) must be sent via courier or hand delivery as per the instructions in BDS. d) Detailed instructions on how to submit, modify or cancel a bid in the eTendering system are provided in the eTendering system Bidder User Guide and Instructional videos available on this link: http://www.undp.org/content/undp/en/home/operations/procurement/business/procurement-notices/resources/. 23. Deadline for Submission of Proposals must be received by UNDP in the manner, and no later than the date and time, specified in the BDS. UNDP shall only recognize the date and time that the bid was received by UNDP 23.2 UNDP shall not consider any Proposal that is submitted after the deadline for the submission of Proposals. 44. Withdrawal, Substitution, and With the formal proposal of the deadline for submission.		22.6		
COMPLETELY SEPARATE and each of them must be uploaded individually and clearly labelled. d) The Financial Proposal file must be encrypted with a password so that it cannot be opened nor viewed until the password is provided. The password for opening the Financial Proposal should be provided only upon request of UNDP. UNDP will request password only from bidders whose technical proposal has been found to be technically responsive. Failure to provide the correct password may result in the proposal being rejected. c) Documents which are required to be in original form (e.g. Bid Security, etc.) must be sent via courier or hand delivery as per the instructions in BDS. d) Detailed instructions on how to submit, modify or cancel a bid in the eTendering system are provided in the eTendering system Bidder User Guide and Instructional videos available on this link: http://www.undp.org/content/undp/en/home/operations/procurement/business/procurement-notices/resources/ 23. Deadline for Submission of Proposals and Late Proposals and Late Proposals 23.1 Complete Proposals must be received by UNDP in the manner, and no later than the date and time, specified in the BDS. UNDP shall only recognize the date and time that the bid was received by UNDP 23.2 UNDP shall not consider any Proposal that is submitted after the deadline for the submission of Proposals. A Bidder may withdraw, substitute or modify its Proposal after it has been submitted at any time prior to the deadline for submission.			a)	
cannot be opened nor viewed until the password is provided. The password for opening the Financial Proposal should be provided only upon request of UNDP. UNDP will request password only from bidders whose technical proposal has been found to be technically responsive. Failure to provide the correct password may result in the proposal being rejected. c) Documents which are required to be in original form (e.g. Bid Security, etc.) must be sent via courier or hand delivery as per the instructions in BDS. d) Detailed instructions on how to submit, modify or cancel a bid in the eTendering system are provided in the eTendering system Bidder User Guide and Instructional videos available on this link: http://www.undp.org/content/undp/en/home/operations/procurement/bu siness/procurement-notices/resources/ 23. Deadline for Submission of Proposals must be received by UNDP in the manner, and no later than the date and time, specified in the BDS. UNDP shall only recognize the date and time that the bid was received by UNDP 23.2 UNDP shall not consider any Proposal that is submitted after the deadline for the submission of Proposals. 24. Withdrawal, Substitution, and Malifer to the deadline for submission.			b)	COMPLETELY SEPARATE and each of them must be uploaded individually
must be sent via courier or hand delivery as per the instructions in BDS. d) Detailed instructions on how to submit, modify or cancel a bid in the eTendering system are provided in the eTendering system Bidder User Guide and Instructional videos available on this link: http://www.undp.org/content/undp/en/home/operations/procurement/business/procurement-notices/resources/ 23. Deadline for Submission of Proposals and Late Proposals and Late Proposals 23.1 Complete Proposals must be received by UNDP in the manner, and no later than the date and time, specified in the BDS. UNDP shall only recognize the date and time that the bid was received by UNDP 23.2 UNDP shall not consider any Proposal that is submitted after the deadline for the submission of Proposals. 24. Withdrawal, Substitution, and Substitution, and Substitution, and Substitution, and Submitted at any time prior to the deadline for submission.			d)	cannot be opened nor viewed until the password is provided. The password for opening the Financial Proposal should be provided only upon request of UNDP. UNDP will request password only from bidders whose technical proposal has been found to be technically responsive. Failure to provide the
eTendering system are provided in the eTendering system Bidder User Guide and Instructional videos available on this link: http://www.undp.org/content/undp/en/home/operations/procurement/business/procurement-notices/resources/ 23. Deadline for Submission of Proposals and Late Proposals and Late Proposals 23.1 Complete Proposals must be received by UNDP in the manner, and no later than the date and time, specified in the BDS. UNDP shall only recognize the date and time that the bid was received by UNDP 23.2 UNDP shall not consider any Proposal that is submitted after the deadline for the submission of Proposals. 24.1 A Bidder may withdraw, substitute or modify its Proposal after it has been submitted at any time prior to the deadline for submission.			c)	
Submission of Proposals and Late Proposals 23.2 UNDP shall not consider any Proposal that is submitted after the deadline for the submission of Proposals. 24. Withdrawal, Substitution, and Substitution, and Substitution, and Submitted at any time prior to the deadline for submission.			d)	eTendering system are provided in the eTendering system Bidder User Guide and Instructional videos available on this link: http://www.undp.org/content/undp/en/home/operations/procurement/bu
the submission of Proposals. 24. Withdrawal, Substitution, and submitted at any time prior to the deadline for submission.	Submission of	23.1	the	date and time, specified in the BDS. UNDP shall only recognize the date and
Substitution, and submitted at any time prior to the deadline for submission.	Proposals	23.2		
Modification of 24.2 Manual and Email submissions: A bidder may withdraw, substitute or modify its	,	24.1		· · · · · · · · · · · · · · · · · · ·
	Modification of	24.2	Ma	nual and Email submissions: A bidder may withdraw, substitute or modify its

Proposals	Proposal by sending a written notice to UNDP, duly signed by an authorized representative, and shall include a copy of the authorization (or a Power of Attorney). The corresponding substitution or modification of the Proposal, if any, must accompany the respective written notice. All notices must be submitted in the same manner as specified for submission of proposals, by clearly marking them as "WITHDRAWAL" "SUBSTITUTION," or "MODIFICATION"
	eTendering: A Bidder may withdraw, substitute or modify its Proposal by Canceling, Editing, and re-submitting the proposal directly in the system. It is the responsibility of the Bidder to properly follow the system instructions, duly edit and submit a substitution or modification of the Proposal as needed. Detailed instructions on how to cancel or modify a Proposal directly in the system are provided in Bidder User Guide and Instructional videos.
	24.4 Proposals requested to be withdrawn shall be returned unopened to the Bidders (only for manual submissions), except if the bid is withdrawn after the bid has been opened
25. Proposal Opening	25.1 There is no public bid opening for RFPs. UNDP shall open the Proposals in the presence of an ad-hoc committee formed by UNDP, consisting of at least two (2) members. In the case of e-Tendering submission, bidders will receive an automatic notification once their proposal is opened.
D. EVALUATION OF	PROPOSALS
26. Confidentiality	26.1 Information relating to the examination, evaluation, and comparison of Proposals, and the recommendation of contract award, shall not be disclosed to Bidders or any other persons not officially concerned with such process, even after publication of the contract award.
	26.2 Any effort by a Bidder or anyone on behalf of the Bidder to influence UNDP in the examination, evaluation and comparison of the Proposals or contract award decisions may, at UNDP's decision, result in the rejection of its Proposal and may be subject to the application of prevailing UNDP's vendor sanctions procedures.
27. Evaluation of Proposals	27.1 The Bidder is not permitted to alter or modify its Proposal in any way after the proposal submission deadline except as permitted under Clause 24 of this RFP. UNDP will conduct the evaluation solely on the basis of the submitted Technical and Financial Proposals.
	 Evaluation of proposals is made of the following steps: a) Preliminary Examination b) Minimum Eligibility and Qualification (if pre-qualification is not done) c) Evaluation of Technical Proposals d) Evaluation of Financial Proposals
28. Preliminary Examination	28.1 UNDP shall examine the Proposals to determine whether they are complete with respect to minimum documentary requirements, whether the documents have been properly signed, and whether the Proposals are generally in order, among other indicators that may be used at this stage. UNDP reserves the right to reject any Proposal at this stage.
29. Evaluation of Eligibility and Qualification	29.1 Eligibility and Qualification of the Bidder will be evaluated against the Minimum Eligibility/Qualification requirements specified in the Section 4 (Evaluation Criteria).
	29.2 In general terms, vendors that meet the following criteria may be considered qualified:a) They are not included in the UN Security Council 1267/1989 Committee's

- list of terrorists and terrorist financiers, and in UNDP's ineligible vendors' list:
- b) They have a good financial standing and have access to adequate financial resources to perform the contract and all existing commercial commitments,
- They have the necessary similar experience, technical expertise, production capacity where applicable, quality certifications, quality assurance procedures and other resources applicable to the provision of the services required;
- d) They are able to comply fully with UNDP General Terms and Conditions of Contract;
- e) They do not have a consistent history of court/arbitral award decisions against the Bidder; and
- f) They have a record of timely and satisfactory performance with their clients.

30. Evaluation of Technical and Financial Proposals

- 30.1 The evaluation team shall review and evaluate the Technical Proposals on the basis of their responsiveness to the Terms of Reference and other RFP documents, applying the evaluation criteria, sub-criteria, and point system specified in the Section 4 (Evaluation Criteria). A Proposal shall be rendered non-responsive at the technical evaluation stage if it fails to achieve the minimum technical score indicated in the BDS. When necessary and if stated in the BDS, UNDP may invite technically responsive bidders for a presentation related to their technical proposals. The conditions for the presentation shall be provided in the bid document where required.
- 30.2 In the second stage, only the Financial Proposals of those Bidders who achieve the minimum technical score will be opened for evaluation. The Financial Proposals corresponding to Technical Proposals that were rendered non-responsive shall remain unopened, and, in the case of manual submission, be returned to the Bidder unopened. For emailed Proposals and e-tendering submissions, UNDP will not request for the password of the Financial Proposals of bidders whose Technical Proposal were found not responsive.
- 30.3 The evaluation method that applies for this RFP shall be as indicated in the BDS, which may be either of two (2) possible methods, as follows: (a) the lowest priced method which selects the lowest evaluated financial proposal of the technically responsive Bidders; or (b) the combined scoring method which will be based on a combination of the technical and financial score.
- 30.4 When the BDS specifies a combined scoring method, the formula for the rating of the Proposals will be as follows:

Rating the Technical Proposal (TP):

TP Rating = (Total Score Obtained by the Offer / Max. Obtainable Score for TP) x 100

Rating the Financial Proposal (FP):

FP Rating = (Lowest Priced Offer / Price of the Offer Being Reviewed) x 100

Total Combined Score:

Combined Score = (TP Rating) x (Weight of TP, e.g. 70%) + (FP Rating) x (Weight of FP, e.g., 30%)

31. Due Diligence	 31.1 UNDP reserves the right to undertake a due diligence exercise, also called post qualification, aimed at determining to its satisfaction, the validity of the information provided by the Bidder. Such exercise shall be fully documented and may include, but need not be limited to, all or any combination of the following: a) Verification of accuracy, correctness and authenticity of information provided by the Bidder; b) Validation of extent of compliance to the RFP requirements and evaluation criteria based on what has so far been found by the evaluation team; c) Inquiry and reference checking with Government entities with jurisdiction on the Bidder, or with previous clients, or any other entity that may have done business with the Bidder; d) Inquiry and reference checking with previous clients on the performance on on-going or contracts completed, including physical inspections of previous works, as necessary; e) Physical inspection of the Bidder's offices, branches or other places where business transpires, with or without notice to the Bidder; f) Other means that UNDP may deem appropriate, at any stage within the selection process, prior to awarding the contract.
32. Clarification of Proposals	32.1 To assist in the examination, evaluation and comparison of Proposals, UNDP may, at its discretion, ask any Bidder for a clarification of its Proposal.
	32.2 UNDP's request for clarification and the response shall be in writing and no change in the prices or substance of the Proposal shall be sought, offered, or permitted, except to provide clarification, and confirm the correction of any arithmetic errors discovered by UNDP in the evaluation of the Proposals, in accordance with RFP.
	32.3 Any unsolicited clarification submitted by a Bidder in respect to its Proposal, which is not a response to a request by UNDP, shall not be considered during the review and evaluation of the Proposals.
33. Responsiveness of Proposal	33.1 UNDP's determination of a Proposal's responsiveness will be based on the contents of the Proposal itself. A substantially responsive Proposal is one that conforms to all the terms, conditions, TOR and other requirements of the RFP without material deviation, reservation, or omission.
	33.2 If a Proposal is not substantially responsive, it shall be rejected by UNDP and may not subsequently be made responsive by the Bidder by correction of the material deviation, reservation, or omission.
34. Nonconformitie s, Reparable Errors and	34.1 Provided that a Proposal is substantially responsive, UNDP may waive any non-conformities or omissions in the Proposal that, in the opinion of UNDP, do not constitute a material deviation.
Omissions	34.2 UNDP may request the Bidder to submit the necessary information or documentation, within a reasonable period of time, to rectify nonmaterial nonconformities or omissions in the Proposal related to documentation requirements. Such omission shall not be related to any aspect of the price of the Proposal. Failure of the Bidder to comply with the request may result in the rejection of its Proposal.
	34.3 For Financial Proposal that has been opened, UNDP shall check and correct arithmetical errors as follows:
	 a) if there is a discrepancy between the unit price and the line item total that is obtained by multiplying the unit price by the quantity, the unit price shall prevail and the line item total shall be corrected, unless in the opinion

		of UNDP there is an obvious misplacement of the decimal point in the unit price; in which case the line item total as quoted shall govern and the unit price shall be corrected; b) if there is an error in a total corresponding to the addition or subtraction
		of subtotals, the subtotals shall prevail and the total shall be corrected; and
		c) if there is a discrepancy between words and figures, the amount in words shall prevail, unless the amount expressed in words is related to an arithmetic error, in which case the amount in figures shall prevail.
	34.4	If the Bidder does not accept the correction of errors made by UNDP, its Proposal shall be rejected.
E. AWARD OF CONT	RACT	
35. Right to Accept, Reject, Any or All Proposals	35.1	UNDP reserves the right to accept or reject any Proposal, to render any or all of the Proposals as non-responsive, and to reject all Proposals at any time prior to award of contract, without incurring any liability, or obligation to inform the affected Bidder(s) of the grounds for UNDP's action. UNDP shall not be obliged to award the contract to the lowest priced offer.
36. Award Criteria	36.1	Prior to expiration of the proposal validity, UNDP shall award the contract to the qualified Bidder based on the award criteria indicated in the BDS.
37. Debriefing	37.1	In the event that a Bidder is unsuccessful, the Bidder may request a debriefing from UNDP. The purpose of the debriefing is to discuss the strengths and weaknesses of the Bidder's submission, in order to assist the Bidder in improving its future proposals for UNDP procurement opportunities. The content of other proposals and how they compare to the Bidder's submission shall not be discussed.
38. Right to Vary Requirements at the Time of Award	38.1	At the time of award of Contract, UNDP reserves the right to vary 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.
39. Contract Signature	39.1	Within fifteen (15) days from the date of receipt of the Contract, the successful Bidder shall sign and date the Contract and return it to UNDP. Failure to do so may constitute sufficient grounds for the annulment of the award, and forfeiture of the Proposal Security, if any, and on which event, UNDP may award the Contract to the Second Ranked Bidder or call for new Proposals.
40. Contract Type and General Terms and Conditions	40.1	The types of Contract to be signed and the applicable UNDP Contract General Terms and Conditions, as specified in BDS, can be accessed at http://www.undp.org/content/undp/en/home/procurement/business/how-we-buy.html
41. Performance Security	41.1	specified in BDS and form available at
		https://popp.undp.org/ layouts/15/WopiFrame.aspx?sourcedoc=/UNDP POPP _DOCUMENT LIBRARY/Public/PSU Solicitation Performance%20Guarantee%20
		Form.docx&action=default within fifteen (15) days of the contract signature by
		both parties. Where a performance security is required, the receipt of the
		performance security by UNDP shall be a condition for rendering the contract
	1	

	effective.
42. Bank Guarantee for Advanced Payment	Except when the interests of UNDP so require, it is UNDP's preference to make no advance payment(s) (i.e., payments without having received any outputs). If an advance payment is allowed as per BDS, and exceeds 20% of the total contract price, or USD 30,000, whichever is less, the Bidder shall submit a Bank Guarantee in the full amount of the advance payment in the form available at <a business="" content="" en="" home="" href="https://popp.undp.org/layouts/15/WopiFrame.aspx?sourcedoc=/UNDP POPP_DOCUMENT_LIBRARY/Public/PSU Contract%20Management%20Payment%20and%20Taxes_Advanced%20Payment%20Guarantee%20Form.docx&action=default</td></tr><tr><td>43. Liquidated
Damages</td><td>13.1 If specified in BDS, UNDP shall apply Liquidated Damages resulting from the Contractor's delays or breach of its obligations as per the Contract.</td></tr><tr><td>44. Payment
Provisions</td><td>Payment will be made only upon UNDP's acceptance of the work performed. The terms of payment shall be within thirty (30) days, after receipt of invoice and certification of acceptance of work issued by the proper authority in UNDP with direct supervision of the Contractor. Payment will be effected by bank transfer in the currency of contract.</td></tr><tr><td>45. Vendor Protest</td><td>45.1 UNDP's vendor protest procedure provides an opportunity for appeal to those persons or firms not awarded a contract through a competitive procurement process. In the event that a Bidder believes that it was not treated fairly, the following link provides further details regarding UNDP vendor protest procedures: http://www.undp.org/content/undp/en/home/operations/procurement/business/protest-and-sanctions.html
46. Other Provisions	In the event that the Bidder offers a lower price to the host Government (e.g. General Services Administration (GSA) of the federal government of the United States of America) for similar services, UNDP shall be entitled to same lower price. The UNDP General Terms and Conditions shall have precedence.
	46.2 UNDP is entitled to receive the same pricing offered by the same Contractor in contracts with the United Nations and/or its Agencies. The UNDP General Terms and Conditions shall have precedence.
	The United Nations has established restrictions on employment of (former) UN staff who have been involved in the procurement process as per bulletin ST/SGB/2006/15 http://www.un.org/en/ga/search/view doc.asp?symbol=ST/SGB/2006/15&referer

SECTION 3. BID DATA SHEET

The following data for the services to be procured shall complement, supplement, or amend the provisions in the Request for Proposals. In the case of a conflict between the Instructions to Bidders, the Data Sheet, and other annexes or references attached to the Data Sheet, the provisions in the Data Sheet shall prevail.

BDS No.	Ref. to Section.2	Data	Specific Instructions / Requirements
1	7	Language of the Proposal	English or Portuguese
2		Submitting Proposals for Parts or sub-parts of the TOR (partial bids)	Not Allowed
3	20	Alternative Proposals	Shall not be considered
4	21	Pre-proposal conference	Will not be conducted
5	10	Proposal Validity Period	90 days
6	14	Bid Security	Not Required
7	41	Advanced Payment upon signing of contract	Not Allowed
8	42	Liquidated Damages	Will not be imposed
9	40	Performance Security	Not Required
10	18	Currency of Proposal	United States Dollar
11	31	Deadline for submitting requests for clarifications/ questions	7 days before the submission deadline
12	31	Contact Details for submitting clarifications/questions	Focal Person in UNDP: Cesaltina Almeida E-mail address: procurement.st@undp.org

13	18, 19 and 21	Manner of Disseminating Supplemental Information to the RFP and responses/clarification s to queries	Posted directly to eTendering
14	23	Deadline for Submission	05 th July 2021 For eTendering submission - as indicated in eTendering system. Note that system time zone is in EST/EDT (New York) time zone.
14	22	Allowable Manner of Submitting Proposals	e-Tendering
15	22	Proposal Submission Address	https://etendering.partneragencies.org BU Code :STP10 and Event ID number: 0000009605
16	22	Electronic submission (email or eTendering) requirements	Format: PDF files only File names must be maximum 60 characters long and must not contain any letter or special character other than from Latin alphabet/keyboard .•All files must be free of viruses and not corrupted. •Password for financial proposal mustnot be provided to UNDP until requested by UNDP •Max. File Size per transmission:50 MB
17	27 36	Evaluation Method for the Award of Contract	Combined Scoring Method, using the 70%-30% distribution for technical and financial proposals respectively The minimum technical score required to pass is 70%.
18		Expected date for commencement of Contract	July 26, 2021
19		Maximum expected duration of contract	10 MONTHS
20	35	UNDP will award the contract to:	One Proposer Only
21	39	Type of Contract	Purchase Order and Contract for Goods and Services for UNDP http://www.undp.org/content/undp/en/home/procurement/business/how-we-buy.html
22	39	UNDP Contract Terms and Conditions that will apply	UNDP General Terms and Conditions for Professional Services http://www.undp.org/content/undp/en/home/procurement/business/how-we-buy.html
23		Other Information Related to the RFP	N/A

SECTION 4. EVALUATION CRITERIA

Preliminary Examination Criteria

Proposals will be examined to determine whether they are complete and submitted in accordance with RFP requirements as per below criteria on a Yes/No basis:

- Appropriate signatures
- Power of Attorney
- Minimum documents provided
- Technical and Financial Proposals submitted separately
- Bid Validity

Minimum Eligibility and Qualification Criteria

Eligibility and Qualification will be evaluated on Pass/Fail basis.

If the Proposal is submitted as a Joint Venture/Consortium/Association, each member should meet minimum criteria, unless otherwise specified in the criterion.

Subject	Criteria	Document Submission requirement
ELIGIBILITY		
Legal Status	Vendor is a legally registered entity.	Form B: Bidder Information Form
Eligibility	Vendor is not suspended, nor debarred, nor otherwise identified as ineligible by any UN Organization or the World Bank Group or any other international Organization in accordance with ITB clause 3.	Form A: Technical Proposal Submission Form
Conflict of Interest	No conflicts of interest in accordance with ITB clause 4.	Form A: Technical Proposal Submission Form
Bankruptcy	Not declared bankruptcy, not involved in bankruptcy or receivership proceedings, and there is no judgment or pending legal action against the vendor that could impair its operations in the foreseeable future.	Form A: Technical Proposal Submission Form
QUALIFICATION		
History of Non- Performing Contracts ¹	Non-performance of a contract did not occur as a result of contractor default for the last 3 years.	Form D: Qualification Form
Litigation History	No consistent history of court/arbitral award decisions against the Bidder for the last 3 years.	Form D: Qualification Form
Previous		Form D: Qualification Form
Experience	Relevant experience- Minimum 2 contracts of similar projects, in similar country contexts and similar characteristics implemented over the last 5 years.	Form D: Qualification Form
	(For JV/Consortium/Association, all Parties cumulatively should	

¹ Non-performance, as decided by UNDP, shall include all contracts where (a) non-performance was not challenged by the contractor, including through referral to the dispute resolution mechanism under the respective contract, and (b) contracts that were so challenged but fully settled against the contractor. Non-performance shall not include contracts where Employers decision was overruled by the dispute resolution mechanism. Non-performance must be based on all information on fully settled disputes or litigation, i.e. dispute or litigation that has been resolved in accordance with the dispute resolution mechanism under the respective contract and where all appeal instances available to the Bidder have been exhausted.

	meet requirement). Statement of Satisfactory Performance from at least 2 relevant Clients. Such statements shall be dated 12months or later, before the deadline for submission of bids in response to this RFP.	
Financial Standing	n.a.	Form D: Qualification Form
	Bidder must demonstrate the current soundness of its financial standing and indicate its prospective long-term profitability.	Form D: Qualification Form
	(For JV/Consortium/Association, all Parties cumulatively should meet requirement).	

Technical Evaluation Criteria

Summ	nary of Technical Proposal Evaluation Forms	Points Obtainable
1.	Bidder's qualification, capacity and experience	200
2.	Proposed Methodology, Approach and Implementation Plan	<mark>300</mark>
3.	Management Structure and Key Personnel	<mark>200</mark>
	Total	700

Sectio	n 1. Bidder's qualification, capacity and experience	Points obtainable
1.1	Reputation of Organization and Staff Credibility / Reliability / Industry Standing	<mark>50</mark>
1.2	General Organizational Capability which is likely to affect implementation: management structure, financial stability and project financing capacity, project management controls, extent to which any work would be subcontracted	<mark>50</mark>
1.3	Relevance of specialized knowledge and experience on similar engagements done in the region/country. Relevant work experience in the context of Small Island Developing States (SIDS) and in developing countries would be an added value.	<mark>75</mark>
1.4	Quality assurance procedures and risk mitigation measures	<mark>25</mark>
	Total Section 1	200

Sectio	n 2. Proposed Methodology, Approach and Implementation Plan	Points obtainable
2.1	Understanding of the requirement: Have the important aspects of the task been addressed in sufficient detail? Are the different components of the project adequately weighted relative to one another?	<mark>60</mark>
2.2	Description of the Offeror's approach and methodology for meeting or exceeding the requirements of the Terms of Reference	<mark>60</mark>
2.3	Details on how the different service elements shall be organized, controlled and delivered	<mark>50</mark>
2.4	Description of available performance monitoring and evaluation mechanisms and tools; how they shall be adopted and used for a specific requirement	<mark>40</mark>
2.5	Assessment of the implementation plan proposed including whether the activities are properly sequenced and if these are logical and realistic	<mark>50</mark>
2.6	Demonstration of ability to plan, integrate and effectively implement sustainability measures in the execution of the contract	<mark>40</mark>
	Total Section 2	300

Section 3. Management Structure and Key Personnel			Points obtainable
3.1	Composition and structure of the team proposed. Are the proposed roles of the management and the team of key personnel suitable for the provision of the necessary services?		20

3.2 Qualifications of key personnel proposed		
3.2 a Expert 1		<mark>80</mark>
 General Experience Deep understanding of the private sector context, challenges, and constraints in developing countries, especially in small and commercially remote countries like STP; 	25	
- Specific Experience relevant to the assignment At least 10 years of relevant working experience either in the private sector and/or in developing and managing technical assistance, advisory services, business projects or consultancy programs in the area of agrobusiness and/or agro-processing	30	
Excellent knowledge of value chain and SME development;	25	
3.2 b Expert 2 - General Experience At least 7 years of experience in marketing, branding and/or e- commerce of which at least 5 direct experience in agro-processing products sales	10	<mark>50</mark>
- Specific Experience relevant to the assignment Good understanding of the private sector context, challenges, and constraints in developing countries, especially in small and commercially remote countries like STP;	30	
Previous experience working with small businesses is an asset; Capacity to network with stakeholders and partners; Strong communications and advocacy skills;	10	
3.2 c Expert 3		<mark>50</mark>
- General Experience At least 7 years of professional experience in trade and investment promotion, and among these at least three years working advising exporting companies from developing countries or emerging markets;	20	
- Specific Experience relevant to the assignment Proven direct knowledge of, and accessibility to, relevant networks/buyers/commercial chains within the eco-bio agro-processing sector in the EU markets;	20	
Good understanding of the private sector context, challenges, and constraints in developing countries, especially in least developed and commercially remote countries like STP;	10	
Previous experience working with small businesses is an asset;		
Tot	al Section 3	200

AGRIBUSINESS EXPORT PROMOTION PROJECT

Call for bid

"Tailor made business services to SMES for the successful development of agro-processing value chains"

The United Nations Development Programme (UNDP) is recruiting an international firm with considerable experience in the agribusiness sector to provide a series of business services to selected SMEs for the successful development of their activities within their value chains. These services will be part of a project on export promotion to enhance women's participation and boost the agribusiness sector in the post COVID recovery in São Tomé and Príncipe (STP).

CONTEXT

STP has achieved remarkable progress in terms of human development, especially driven by public investments in health and education. However, its economy displays the criticalities and dependencies typical of a small island developing state (SIDS) that underpin its limited capacity to generate business opportunities and create enough productive jobs. As a result, STP's economic growth has not been inclusive, women and youth often left behind. The arrival of COVID-19 has further exacerbated this context of poverty and inequality.

The government is aware that to develop its economic potential, STP as a small market, has no choice but to reach out to foreign markets and investors - both regional and global - to expand its market boarders, while effectively strengthening the country's current limited competitiveness. It is also in this context that STP has recently ratified and started the implementation of the African Continental Free Trade Area (AfCFTA) to accelerate its integration process with the African continent.

Agriculture, largely untapped, is one of the most promising sectors to generate business (especially for SMEs) and decent employment opportunities (especially for women) for a more balanced and inclusive growth trajectory. Limited investment, weak know-how and a discouraging business environment are jeopardizing the growth potential of this sector.

The main agricultural products that will be the basis for the agribusiness value chains supported by the project are cocoa (for chocolate and related products), coffee, fruits (for marmalade, dried fruits, liquors), plants (for tea, essential oils and cosmetic uses), coconut, palm tree products, bread fruit, banana, manioc, sweet potato, pepper. Other agricultural products might be later identified.

In this context, the project wants to create the conditions to generate significant employment and income generation opportunities, especially among women and youth during this post COVID-19 recovery phase. In doing so, the project is also expected to contribute indirectly to a number of desirable social protection and social cohesion issues that are central to UNDP's work in STP.

OBJECTIVE AND APPROACH

This project aims to address some of the most pressing bottlenecks faced by local SMEs engaged in agro-processing value addition, for the successful development and export of their products. One of the strategic approaches is to develop value chains that are **demand driven**, through the identification of -and whenever possible partnering with- leading buyers and distribution networks that are active **in highly segmented markets for bio and eco labeled agricultural products**. A

particular focus of this project is to empower women and SMEs to develop products that respond to the needs of markets and buyers.

The objective will be facilitated through two interlinked sets of action:

- 1. First, the project aims to support local SMEs to identify export markets (and networks/buyers potentially interested in their agricultural products, and then support them to achieve the required levels of quality and standards required by the end markets. *The underlying objective is to increase the quality of national agribusinesses, the production of high-value crops, their marketing and promote export.*
- 2. Second, and in parallel, the project will contribute to address some of the most pressing governance impediments to trade by helping to create a more predictable business operating environment in STP, with more robust legal and regulatory frameworks, a reduction of "red tape" to improve the ease of doing business, and by encouraging investors to choose STP as a producing market for premium agricultural processed products. The objective will be to allow SMEs to navigate exports procedures and requirements while also improving the business environment through the adoption of dispute settlement mechanisms and expansion of e-governance services for exporting SMEs with the overall objective to facilitate their trade.

These sets of actions will have the dual impact of connecting producers to markets and investors to producers, in an improved business environment for SMEs, with the overall goal to increase women's participation in the agribusiness sector. The geographical focus will be especially on European and new export markets, including the forming AfCFTA.

TARGET GROUP AND SERVICES TO BE PROVIDED

The services to be provided by this project will be tailor made for each target SME. To that end the project will select, on a competitive basis, between 20 to 25 SMEs that operate in the sector of processing local agricultural products and are willing to expand or start exports, that manifest strong interest in being part of this project.

Once the SMEs are selected, a needs assessment will be conducted for each of them, to understand their challenges and opportunities, and then identify the specific technical, technological, and organizational capacity needs to be strengthened as well as bottlenecks and information gaps to be addressed (in both the local and export markets) in order to successfully develop their products, within their value chain, till end markets.

More specifically, the project will directly benefit these SMEs through:

- Training adapted to the needs of each company or entity (management, technical, technological, marketing, etc.);
- Access to means of production, technologies and seed capital;
- Support to the Organic Certification and other similar certification processes;
- Better and more information and access to export markets and buyers networks;
- An improved functioning of the Single Window and the export bureaucratic process;
- A stronger associative movement among operators to improve business synergies.

Regarding the Organic Certification, dedicated support will be ensured by an accredited Certification Body, which will be in charge of leading the SMEs through training and control, towards the certification of compliance with the official European regulations on organic farming. The Certification Body will be selected through competitive process and will work in collaboration with the consulting firm selected by this tender process.

OVERALL OBJECTIVE OF THE CONSULTANCY

It is within this project context and complexity that UNDP will recruit an international consulting firm, with considerable experience in the agribusiness sector, to identify and implement tailor

made business services to the selected SMES for the successful development of their activities and value chains.

In particular, the selected firm will concentrate its support in all aspects of the project that relate to enhance the SMEs industrial capacity in agro-processing and in marketing, including by providing them with top notch market intelligence for their products and access to buyers and networks. To this end the preliminary service required to the selected firm will be to assess the specific needs of each company, within their operating value chain, and develop an actionable plan to address them. In the provision of its business services, the selected firm will have to work in close cooperation and organically with the above-mentioned certification entity to ensure both actions support each other towards the desired goals expected from this project.

In addition, the selected firm will have to seek synergies and complementarity, **while also transferring** *know-how*, with locally existent business services and facilities available to both SMEs and startups, (and that especially target youth and women), such as those provided by the UNDP sponsored project "Emprende Jovem", in order **to further strengthen the overall business support services ecosystem** being developed in STP.

Besides coordinating the entire project and work, UNDP will concentrate its efforts in creating a more enabling environment for exports by supporting an improved functioning of the Single Export Counter, the establishment of an effective and trusted litigation system and by streamlining some of the export bureaucratic process including through e-governance solutions. UNDP will also foster and facilitate a stronger associative movement among operators to improve business synergies and companies clustering.

DURATION AND SPECIFIC AREA OF SUPPORT REQUIRED OF THIS CONSULTANCY

The overall duration of the business support to be provided to the SMEs will be of one year, on a non-continuous basis as further clarified below,. The support provided will be organized into 2 phases.

In the first phase the support will be to undertake an assessment of the SMEs specific needs, within their specific VCs (including mapping and analysis of the VCs from production to consumer), to upgrade and enhance their product/production processes and marketing. It is already anticipated that business support will be needed in 3 broad lines of services:

- 1- Agro-processing production support services;
- 2- Marketing services;
- 3- Market brokering and buyers partnering services.

Based on the first phase, in the second phase, each SME will receive a unique and innovative business service through an individual tailor-made support package (both technical and financial, within the limits set by the project).

For the delivery of both phases it is planned that the consultancy firm will provide 03 specialists in the three areas of work identified above, that will operate and provide the services, both in-country and remotely, with the following specific tasks, responsibilities and requirements:

KEY EXPERT 1: SENIOR AGRO-PROCESSING EXPERT AND TEAM LEADER (90 DAYS)

An overall amount of 90 working days of this consultancy will be invested to assess and build and/or transfer the **required technical, technological and organizational capacities** for the improvement of the industrial processes of the specific products of the selected SMEs.

It is anticipated that, in a flexible manner, an estimated 40 working days in country will be undertaking the SMEs needs assessment and 50 working days (both remotely and in presence to be

further defined) will be devoted to the provision of the capacity building services to address some of the critical needs identified.

An important element of the assignment will be the transfer and local adaptation of knowledge from relevant regional and international experiences, including through south-south cooperation. The identification of the **most appropriate technologies** is also a key service to be delivered by this consultancy, since one component of the tailor-made business package is to provide seed capital for the acquisition of technical equipment.

Specific services

- Coordinate with project staff, government partners, farmer cooperatives and other relevant stakeholders and projects to develop agribusinesses with export potential;
- Quick mapping and analysis of the Value Chains where the selected SMEs operate;
- Conduct company specific need assessment/diagnostic of the selected SMEs, to understand their
 challenges and opportunities, and then identify the specific technical, technological and
 organizational capacities needs to be strengthened/build as well as their marketing bottlenecks and
 information gaps to be addressed (in both the local and export markets);
- Elaborate each company specific business service package in terms of both technical assistance and seed capital needed to be provided by the project in the short to medium period (12 months) to the selected SMEs for them to upgrade and enhance their industrial/marketing capacity;
- Identify new technologies that each company can use to modernize and increase production outputs, processes and efficiency, including information technology and support the identification of techniology providers;
- Implement the specific business service package for the selected SMEs and recommend complementary and specialized technical training to enhance their capacity to export;
- Provision of on-the-job training in the field and workshops (making use of the existing network of business incubators) to build the business capacity of the micro and small agro-processing selected by this project, with particular focus on innovation, technical, technological capacities. These may include inter alia:
 - o Provide the business services for SMEs to meet the quality, sanitary and phytosanitary, and standards requirements, among others;
 - Advice on best practices to allow for economies of scale in production, including through clustering solutions;
 - o Identify opportunities for value added operation and bi-products.
- In collaboration with the existing business development services, support the selected SMEs elaborate a medium-term growth strategy (2 to 3 years) with clear targets and indicators for them to further consolidate and expand their businesses and export performance over time.
- Document the overall support provided, the results achieved, the challenges and the lessons learned that will inform future UNDP and other partners programming could be used to inform.

Qualifications and experience

- Master's or equivalent degree in agronomy and/or agro-processing, food science, economics, industrial and production cycles studies, business, and related field;
- Deep understanding of the private sector context, challenges, and constraints in developing countries, especially in small and commercially remote countries like STP;

- At least 10 years of relevant working experience either in the private sector and/or in developing and managing technical assistance, advisory services, business projects or consultancy programs in the area of agrobusiness and/or agro-processing;
- Excellent knowledge of value chain and SME development;
- Strong communications and advocacy skills; ability to interface effectively with both government and private sector;
- Knowledge of trade and investment matters is an advantage;
- Fluent in both Portuguese and English.

KEY EXPERT 2: SENIOR MARKETING EXPERT (50 DAYS)

An overall amount of 50 days of this consultancy will be invested in building and/or transferring to selected SMEs capacity for product marketing. It is anticipated that, in a flexible manner, an estimated 30 full time in-country and 20 remotely. This will encompass business services to improve SMEs capacity in key marketing issues.

Specific services will include, inter alia:

- Identify innovative approaches to strengthen marketing strategies and information networks;
- Provide product development options based on market potential (in close collaboration with expert 3) and PESTLE and SWOT analysis;
- Support brand development and assessment, labelling and packaging requirements;
- Identify market requirements and market awareness support services;
- Recommend on sales and pricing;
- Recommend on storage and commercial logistics (including transport) model an costs;
- Advice on new commercialization models and enhance the e-commerce readiness of targeted SMES);
- Undertake competitive analysis for product market combinations including several distribution channels, starting with B2B and build up to B2C component;
- Support expert 3 in undertaking strategic sales channels, networks and buyers' appraisals;
- Assess existing customer feedback;
- Document the overall support provided, the results achieved, the challenges and the lessons learned that will inform future programming of UNDP and other partners.

Qualifications and experience

- Masters or University degree in business administration, international trade, marketing, economics, food sciences or related field.
- At least 7 years of experience in marketing, branding and/or e-commerce of which at least 5 direct experience in agro-processing products sales.
- Good understanding of the private sector context, challenges, and constraints in developing countries, especially in small and commercially remote countries like STP;
- Previous experience working with small businesses is an asset;
- Capacity to network with stakeholders and partners;
- Strong communications and advocacy skills;
- Fluent in both Portuguese and English.

KEY EXPERT 3: MARKET BROKER AND PARTNERSHIP EXPERT (50 DAYS)

An overall amount of 50 working days of this consultancy will be invested in producing information on selected markets and buyers with greater potential for bio/eco agro-processed. It is anticipated that, in a flexible manner, an estimated 10 days full time in-country and 40 days remotely. As part

of this support, the expert will also help the SMEs identify international companies interested in partnering (including through knowledge and *know how* transfer, co-investments, long term commercial contracts, etc.) with local agribusiness in São Tome to better respond to their markets and clients needs, in a win-win solution for both producers and sellers.

Specific business services could include:

- Identify and engage with key players (importers, distribution networks, companies) in agribusiness value chains products in the exporting markets;
- Support expert 2 in competitive analysis for product market combinations including several distribution channels, starting with B2B and build up to B2C component;
- Undertake strategic sales channels, networks and buyers' appraisals;
- Identifying ways to mobilize potential partners (public and private, diaspora) for international business development, whether in terms of investment and technological partnerships, or in terms of the market and potential commercial partners (leveraging also on the idea of responsible/ethical businesses and the SDGs);
- Facilitate introductions to potential buyers through B2Bs, based on consultant's contact database and marketing strategy;
- Provide personalized guidance to each beneficiary with buyers leads, including facilitating communication between a producer and a buyer in the buyers preferred format (phone call, video conference, email only), suggest eventual sending of samples, recommending 'quick wins' and longterm opportunities and providing relevant contact details;
- Identify trade and investment events relevant to targeted SMEs;
- Compile a toolkit of resources that will enable SMEs to better access selected markets, including
 relevant contacts, custom requirements, certifications, label and packaging, channel appraisals,
 pricing recommendations and communicational and branding tools that are tailored to each company;
- Document the overall support provided, the results achieved, the challenges and the lessons learned that will inform future programming of UNDP and other partners.

Oualifications and experience

- A Degree in business, marketing, economics, or another relevant field, preferably with a focus on international trade;
- At least 7 years of professional experience in trade and investment promotion, and among these at least three years working advising exporting companies from developing countries or emerging markets;
- Proven direct knowledge of, and accessibility to, relevant networks/buyers/commercial chains within the eco-bio agro-processing sector in the EU markets;
- Good understanding of the private sector context, challenges, and constraints in developing countries, especially in least developed and commercially remote countries like STP;
- Previous experience working with small businesses is an asset;
- Mandatory fluency in both Portuguese and English; candidates with no Portuguese skills will be excluded from evaluation.

FIRM OVERALL REPORTING

The overall responsibility of the quality of the services will be under the consulting company.

The experts will work under the direct supervision of the Team Leader in close collaboration with UNDP Project Team. The experts will have to articulate and coordinate their efforts and service delivery with other relevant projects to increase synergies and complementarities.

The consulting company will be required to provide UNDP with quality information and monthly technical reports of the business services being provided and their impacts. A final report will be due at the end of the consultancy.

The firm should also prove:

- Experience in similar projects and in similar country contexts (small islands: their development and institutional environment);
- Experience in similar projects, characteristics, and capacity, should include projects implemented, information and means available for eventual confirmation, regarding the deviations between the projected and the commissioned ones in terms of investment and production;
- Experience in economic and financial analysis, and development of value chains projects.

OUTPUTS AND TIMELINES

The consultancy firm will provide the following outputs/result:

- The team of 3 experts (with the above described profile) recruited and fully operational;
- An inception Report that includes a context analysis and work plan for the assignment no later than 1 month after the signature of contract;
- Bi-monthly reports that show the technical progress towards the objectives of the assignment/ service provided, that include data
- A document with best practices and lessons learn to inform future UNDP programming.
- Final Technical Report
- Results achieved through the project intervention in comparison with the baseline established by expert 1 at the beginning of the intervention

Specific deliverables by expert:

For Expert 1

- Quick mapping and analysis of the main value chains where the selected SMEs operate completed.
- 20 to 25 company specific need assessment/diagnostic conducted including PESTLE and SWOT analyses for each SME produced (these will be used by the three experts).
- Company Profiles for all analyzed SMEs that includes baseline data that will be used to measure results by the end of the project.
- 20 to 25 tailor made company specific business service package elaborated and budgeted.
- 20 to 25 business service packages supported through identification of suppliers, trainers, procurement, etc.
- Specialized on-the-job training and targeted workshops benefiting at least 75% of selected SMEs to enhance their business capacity delivered.
- At least 75% of the selected SMEs have specific medium term growth strategy produced in collaboration with the existing business development services.

For Expert 2

Based on the business service package elaborated by expert 1:

- At least 75% of the selected SMEs have their marketing strategies including their brand, labelling and packaging requirements elaborated/enhanced;
- At least 75% of the selected SMEs marketing strategies supported through identification of suppliers, designers, and other related services.
- At least 20 products have a competitive analysis/benchmarking in the target markets to identify current competitiveness and potential for future growth.

For Expert 3

- At least 75% of the selected SMEs (individual or by clusters) have their major key commercial partners in end markets identified.
- At least 50% of the selected SMEs have started engaging with their major key players identified in the end markets.

- At least 10 new partnerships (might include contracts) with buyers leads successfully achieved.
- A toolkit of resources to enable SMEs to better access selected markets elaborated and available in Portuguese.

#	Deliverables	Estimated due date after contract signature	
1	Inception Report that includes a context analysis and work plan for the assignment	One	
2	Quick mapping and analysis of the main value chains where the selected SMEs operate completed	month	
3	Need assessment/diagnostic conducted for the selected SMEs (20 to 25) including PESTLE and SWOT analyses produced		
4	Company Profiles for all selected SMEs that includes baseline and target data to be used to measure results by the end of the assignment	Three months	
5	Business service package elaborated and budgeted 20 to 25 tailor made company		
6	Marketing strategies developed for at least 75% of the selected SMEs including their brand, labelling and packaging requirements	Four	
7	Competitive product analysis/benchmarking in the main target markets to identify current competitiveness and potential for future growth for at least 20 products	months	
8	Key commercial partners in end markets identified for at least 75% of the selected SMEs (individual or by clusters)	Five	
9	Engagements with key commercial partners identified in the end markets by at least 50% of the selected SMEs	months	
10	Specialized on-the-job training and targeted workshops benefiting at least 75% of selected SMEs to enhance their business capacity as identified in the business service package delivered, in collaboration with the existing business development services (business accelerators mentoring team funded by UNDP)		
11	Medium term growth strategy elaborated for at least 75% of the selected SMEs in collaboration with the existing business development services (business accelerators mentoring team funded by UNDP)	Seven months	
12	Toolkit of resources to enable SMEs to better access selected markets elaborated and available in Portuguese.		

13	At least 10 new partnerships (might include contracts) with buyers leads successfully achieved.	Nine months
14	Best practices and lessons learn report to inform future UNDP programming.	
15	Final Technical Report	Ten months
16	Target data showing results achieved through the firm intervention in comparison with the baseline data established by expert 1 at the beginning of the assignment	months

SECTION 6: RETURNABLE BIDDING FORMS / CHECKLIST

This form serves as a checklist for preparation of your Proposal. Please complete the Returnable Bidding Forms in accordance with the instructions in the forms and return them as part of your Proposal submission. No alteration to format of forms shall be permitted and no substitution shall be accepted.

Before submitting your Proposal, please ensure compliance with the Proposal Submission instructions of the BDS 22.

Technical Proposal Envelope:

Have you duly completed all the Returnable Bidding Forms?	
Form A: Technical Proposal Submission Form	
Form B: Bidder Information Form	
 Form C: Joint Venture/Consortium/ Association Information Form 	
Form D: Qualification Form	
Form E: Format of Technical Proposal	
Form H: Proposal Security Form	
Have you provided the required documents to establish compliance with the evaluation criteria in Section 4?	

Financial Proposal Envelope

(Must be submitted in a separate sealed envelope/password protected email)

Form F: Financial Proposal Submission Form	
Form G: Financial Proposal Form	

FORM A: TECHNICAL PROPOSAL SUBMISSION FORM

Name of Bidder:	[Insert Name of Bidder]	Date:	Select date
RFP reference:	[Insert RFP Reference Number]		

We, the undersigned, offer to provide the services for [Insert Title of services] in accordance with your Request for Proposal No. [Insert RFP Reference Number] and our Proposal. We are hereby submitting our Proposal, which includes this Technical Proposal and our Financial Proposal sealed under a separate envelope.

We hereby declare that our firm, its affiliates or subsidiaries or employees, including any JV/Consortium /Association members or subcontractors or suppliers for any part of the contract:

- a) is not under procurement prohibition by the United Nations, including but not limited to prohibitions derived from the Compendium of United Nations Security Council Sanctions Lists;
- b) have not been suspended, debarred, sanctioned or otherwise identified as ineligible by any UN Organization or the World Bank Group or any other international Organization;
- c) have no conflict of interest in accordance with Instruction to Bidders Clause 4;
- d) do not employ, or anticipate employing, any person(s) who is, or has been a UN staff member within the last year, if said UN staff member has or had prior professional dealings with our firm in his/her capacity as UN staff member within the last three years of service with the UN (in accordance with UN post-employment restrictions published in ST/SGB/2006/15);
- e) have not declared bankruptcy, are not involved in bankruptcy or receivership proceedings, and there is no judgment or pending legal action against them that could impair their operations in the foreseeable future;
- f) undertake not to engage in proscribed practices, including but not limited to corruption, fraud, coercion, collusion, obstruction, or any other unethical practice, with the UN or any other party, and to conduct business in a manner that averts any financial, operational, reputational or other undue risk to the UN and we embrace the principles of the United Nations Supplier Code of Conduct and adhere to the principles of the United Nations Global Compact.

We declare that all the information and statements made in this Proposal are true and we accept that any misinterpretation or misrepresentation contained in this Proposal may lead to our disqualification and/or sanctioning by the UNDP.

We offer to provide services in conformity with the Bidding documents, including the UNDP General Conditions of Contract and in accordance with the Terms of Reference

Our Proposal shall be valid and remain binding upon us for the period of time specified in the Bid Data Sheet.

We understand and recognize that you are not bound to accept any Proposal you receive.

I, the undersigned, certify that I am duly authorized by [Insert Name of Bidder] to sign this Proposal and bind it should UNDP accept this Proposal.

Name:	
Title:	
Date:	
Signature:	

[Stamp with official stamp of the Bidder]

FORM B: BIDDER INFORMATION FORM

Legal name of Bidder	[Complete]	
Legal address	[Complete]	
Year of registration	[Complete]	
Bidder's Authorized Representative Information	Name and Title: [Complete] Telephone numbers: [Complete] Email: [Complete]	
Are you a UNGM registered vendor?	☐ Yes ☐ No If yes, [insert UGNM vendor number]	
Are you a UNDP vendor?	☐ Yes ☐ No If yes, [insert UNDP vendor number]	
Countries of operation	[Complete]	
No. of full-time employees	[Complete]	
Quality Assurance Certification (e.g. ISO 9000 or Equivalent) (If yes, provide a Copy of the valid Certificate):	[Complete]	
Does your Company hold any accreditation such as ISO 14001 related to the environment? (If yes, provide a Copy of the valid Certificate):	[Complete]	
Does your Company have a written Statement of its Environmental Policy? (If yes, provide a Copy)	[Complete]	
Contact person UNDP may contact for requests for clarification during Proposal evaluation	Name and Title: [Complete] Telephone numbers: [Complete] Email: [Complete]	
Please attach the following documents:	 Company Profile, which should not exceed fifteen (15) pages, including printed brochures and product catalogues relevant to the goods/services being procured Certificate of Incorporation/ Business Registration Tax Registration/Payment Certificate issued by the Internal Revenue Authority evidencing that the Bidder is updated with its tax payment obligations, or Certificate of Tax exemption, if any such privilege is enjoyed by the Bidder Trade name registration papers, if applicable Local Government permit to locate and operate in assignment location, if applicable Official Letter of Appointment as local representative, if Bidder is submitting a Bid in behalf of an entity located outside the country Power of Attorney 	

FORM C: JOINT VENTURE/CONSORTIUM/ASSOCIATION INFORMATION FORM

Name of Bidder:	[Insert Name of Bidder]	Date:	Select date
RFP reference:	[Insert RFP Reference Number]		

To be completed and returned with your Proposal if the Proposal is submitted as a Joint Venture/Consortium/Association.

No Name of Partner and contact information (address, telephone numbers, fax numbers, e-mail address)		Proposed proportion of responsibilities (in %) and type of services to be performed
1	[Complete]	[Complete]
2	[Complete]	[Complete]
3	[Complete]	[Complete]

Name of leading partner	
(with authority to bind the JV, Consortium,	
Association during the RFP process and, in	[Complete]
the event a Contract is awarded, during	
contract execution)	

We have attached a copy of the below document signed by every partner, which details the likely legal structure of and the confirmation of joint and severable liability of the members of the said joint venture:

☐ Letter of intent to form a joint venture ☐ JV/Consortium/Association agreement

We hereby confirm that if the contract is awarded, all parties of the Joint Venture/Consortium/Association shall be jointly and severally liable to UNDP for the fulfillment of the provisions of the Contract.

Name of partner:	Name of partner:		
Signature:	Signature:		
Date:	Date:		
NI C			
Name of partner:	Name of partner:		
Signature:	Signature:		
Date:	Date:		

FORM D: QUALIFICATION FORM

Name of Bidder:	[Insert Name of Bidder]		Select date
RFP reference:	[Insert RFP Reference Number]		

Historical Contract Non-Performance

☐ Contract non-performance did not occur for the last 3 years ☐ Contract(s) not performed for the last 3 years					
□ Contrac	L(s) not performed it	or the last 3 years			
Year	Non- performed portion of contract	Contract Identification	Total Contract Amount (current value in US\$)		
		Name of Client: Address of Client: Reason(s) for non-performance:			

Litigation History (including pending litigation)

☐ No litigation history for the last 3 years					
☐ Litigation	on History as indicate	ed below			
Year of	Year of Amount in Contract Identification Total Contract Amoun				
dispute dispute (in US\$)		(current value in US\$)			
		Name of Client:			
	Address of Client:				
Matter in dispute:					
Party who initiated the dispute:		Party who initiated the dispute:			
Status of dispute:					
		Party awarded if resolved:			

Previous Relevant Experience

Please list only previous similar assignments successfully completed in the last 3 years.

List only those assignments for which the Bidder was legally contracted or sub-contracted by the Client as a company or was one of the Consortium/JV partners. Assignments completed by the Bidder's individual experts working privately or through other firms cannot be claimed as the relevant experience of the Bidder, or that of the Bidder's partners or sub-consultants, but can be claimed by the Experts themselves in their CVs. The Bidder should be prepared to substantiate the claimed experience by presenting copies of relevant documents and references if so requested by UNDP.

Project name & Country of Assignment	Client & Reference Contact Details	Contract Value	Period of activity and status	Types of activities undertaken

	3idders ma [,]	าง also attach their ow	n Proiect Data Sheets with	more details for assignments above
--	-------------------------	-------------------------	----------------------------	------------------------------------

	Attached are the Statements	of Satisfactory	Performance:	from the T	Гор 3 (t	three) C	llients or	•
mo	re.							

Financial Standing

Annual Turnover for the last 3 years	Year	USD
	Year	USD
	Year	USD
Latest Credit Rating (if any), indicate the source		

Financial information (in US\$ equivalent)	Historic information for the last 3 years			
	Year 1	Year 2	Year 3	
	Information from Balance Sheet			
Total Assets (TA)				
Total Liabilities (TL)				
Current Assets (CA)				
Current Liabilities (CL)				
	Infor	mation from Income Statem	ent	
Total / Gross Revenue (TR)				
Profits Before Taxes (PBT)				
Net Profit				
Current Ratio				

☐ Attached are copies of the audited financial statements (balance sheets, including all related notes, and income statements) for the years required above complying with the following condition:

- a) Must reflect the financial situation of the Bidder or party to a JV, and not sister or parent companies;
- b) Historic financial statements must be audited by a certified public accountant;
- c) Historic financial statements must correspond to accounting periods already completed and audited. No statements for partial periods shall be accepted.

FORM E: FORMAT OF TECHNICAL PROPOSAL

Name of Bidder:	[Insert Name of Bidder]	Date:	Select date
RFP reference:	[Insert RFP Reference Number]		

The Bidder's proposal should be organized to follow this format of Technical Proposal. Where the bidder is presented with a requirement or asked to use a specific approach, the bidder must not only state its acceptance, but also describe how it intends to comply with the requirements. Where a descriptive response is requested, failure to provide the same will be viewed as non-responsive.

SECTION 1: Bidder's qualification, capacity and expertise

- 1.1 Brief description of the organization, including the year and country of incorporation, and types of activities undertaken.
- 1.2 General organizational capability which is likely to affect implementation: management structure, financial stability and project financing capacity, project management controls, extent to which any work would be subcontracted (if so, provide details).
- 1.3 Relevance of specialized knowledge and experience on similar engagements done in the region/country, in the context of Small Island Developing States (SIDS) and in developing countries
- 1.4 Quality assurance procedures and risk mitigation measures.
- 1.5 Experience and knowledge of São Tomé e Príncipe's water resources sector.

SECTION 2: Proposed Methodology, Approach and Implementation Plan

This section should demonstrate the bidder's responsiveness to the TOR by identifying the specific components proposed, addressing the requirements, providing a detailed description of the essential performance characteristics proposed and demonstrating how the proposed approach and methodology meets or exceeds the requirements. All important aspects should be addressed in sufficient detail and different components of the project should be adequately weighted relative to one another.

- 2.1 A detailed description of the approach and methodology for how the Bidder will achieve the Terms of Reference of the project, keeping in mind the appropriateness to local conditions and project environment. Details how the different service elements shall be organized, controlled and delivered.
- 2.2 The methodology shall also include details of the Bidder's internal technical and quality assurance review mechanisms.
- 2.3 Explain whether any work would be subcontracted, to whom, how much percentage of the work, the rationale for such, and the roles of the proposed sub-contractors and how everyone will function as a team.
- 2.4 Description of available performance monitoring and evaluation mechanisms and tools; how they shall be adopted and used for a specific requirement.
- 2.5 Implementation plan including a Gantt Chart or Project Schedule indicating the detailed sequence of activities that will be undertaken and their corresponding timing.
- 2.6 Demonstrate how you plan to integrate sustainability measures in the execution of the contract.
- 2.7 Any other comments or information regarding the project approach and methodology that will be adopted.

SECTION 2A: Bidder's Comments and Suggestions on the Terms of Reference

Provide comments and suggestions on the Terms of Reference, or additional services that will be rendered

beyond the requirements of the TOR, if any.

SECTION 3: Management Structure and Key Personnel

- 3.1 Describe the overall management approach toward planning and implementing the project. Include an organization chart for the management of the project describing the relationship of key positions and designations. Provide a spreadsheet to show the activities of each personnel and the time allocated for his/her involvement.
- 3.2 Provide CVs for key personnel that will be provided to support the implementation of this project using the format below. CVs should demonstrate qualifications in areas relevant to the Scope of Services.

Format for CV of Proposed Key Personnel

NAME OF	
PERSONNEL	[INSERT]
POSITION FOR	[INSERT]
THIS ASSIGNMENT	
NATIONALITY	[INSERT]
LANGUAGE	[INSERT]
PROFICIENCY	
EDUCATION/ QUALIFICATIONS	[SUMMARIZE COLLEGE/UNIVERSITY AND OTHER SPECIALIZED EDUCATION OF PERSONNEL MEMBER, GIVING NAMES OF SCHOOLS, DATES ATTENDED, AND DEGREES/QUALIFICATIONS OBTAINED.]
	OBIAINED.]

	[INSERT]
PROFESSIONAL	[PROVIDE DETAILS OF PROFESSIONAL CERTIFICATIONS RELEVANT TO THE SCOPE OF SERVICES]
CERTIFICATIONS	NAME OF INSTITUTION: [INSERT]DATE OF CERTIFICATION: [INSERT]
EMPLOYMENT RECORD/ EXPERIENCE	[LIST ALL POSITIONS HELD BY PERSONNEL (STARTING WITH PRESENT POSITION, LIST IN REVERSE ORDER), GIVING DATES, NAMES OF EMPLOYING ORGANIZATION, TITLE OF POSITION HELD AND LOCATION OF EMPLOYMENT. FOR EXPERIENCE IN LAST FIVE YEARS, DETAIL THE TYPE OF ACTIVITIES PERFORMED, DEGREE OF RESPONSIBILITIES, LOCATION OF ASSIGNMENTS AND ANY OTHER INFORMATION OR PROFESSIONAL EXPERIENCE CONSIDERED PERTINENT FOR THIS ASSIGNMENT.]
	[INSERT]

	[PROVIDE NAMES, ADDRESSES, PHONE AND EMAIL CONTACT INFORMATION FOR TWO (2) REFERENCES]
	REFERENCE 1:
REFERENCES	[INSERT]
	REFERENCE 2:
	[INSERT]

Signature of Personnel	Date (Day/Month/Year)	
I, the undersigned, certify that to the best of my knowledge and belief, these data correctly describ qualifications, my experiences, and other relevant information about myself.		

FORM F: FINANCIAL PROPOSAL SUBMISSION FORM

Name of Bidder:	[Insert Name of Bidder]	Date:	Select date
RFP reference:	[Insert RFP Reference Number]		

We, the undersigned, offer to provide the services for [Insert Title of services] in accordance with your Request for Proposal No. [Insert RFP Reference Number] and our Proposal. We are hereby submitting our Proposal, which includes this Technical Proposal and our Financial Proposal sealed under a separate envelope.

Our attached Financial Proposal is for the sum of [Insert amount in words and figures].

Our Proposal shall be valid and remain binding upon us for the period of time specified in the Bid Data Sheet.

We understand you are not bound to accept any Proposal you receive.

Name:	 	 	
Title:			
Date:			
Signature:			
3			

[Stamp with official stamp of the Bidder]

FORM G: FINANCIAL PROPOSAL FORM

Name of Bidder:	[Insert Name of Bidder]	Date:	Select date
RFP reference:	[Insert RFP Reference Number]		

The Bidder is required to prepare the Financial Proposal following the below format and submit it in an envelope separate from the Technical Proposal as indicated in the Instruction to Bidders. Any Financial information provided in the Technical Proposal shall lead to Bidder's disqualification.

The Financial Proposal should align with the requirements in the Terms of Reference and the Bidder's Technical Proposal.

Currency of the proposal: [Insert Currency]

Table 1: Summary of Overall Prices

	Amount(s)
Professional Fees (from Table 2)	
Other Costs (from Table 3)	
Total Amount of Financial Proposal	

Table 2: Breakdown of Professional Fees

Name	Position	Fee Rate	No. of Days/months/ hours	Total Amount
		A	В	C=A+B
In-Country				
Home Based				
		Subtotal Pr	ofessional Fees:	

Table 3: Breakdown of Other Costs

Description	иом	Quantity	Unit Price	Total Amount
International flights	Trip			

Subsistence allowance	Day			
Miscellaneous travel expenses	Trip			
Local transportation costs	Lump Sum			
Out-of-Pocket Expenses				
Other Costs: (please specify)				
		Sub	total Other Costs:	

Table 4: Breakdown of Price per Deliverable/Activity

Deliverable/ Activity description	Time (person days)	Professional Fees	Other Costs	Total
Deliverable 1				
Deliverable 2				
Deliverable 3				

Certificate Of Completion

Envelope Id: FB2D3D76CDFF4E538B3A394EF3B82228

Subject: Please DocuSign: RFP Agrobusiness export promotion Project last version.pdf

Source Envelope:

Document Pages: 46 Signatures: 1 Certificate Pages: 1 Initials: 0

AutoNav: Disabled

Envelopeld Stamping: Disabled

Time Zone: (UTC-08:00) Pacific Time (US & Canada)

Envelope Originator: Cesaltina Almeida

Status: Completed

One United Nations Plaza New York, NY 10017 cesaltina.almeida@undp.org IP Address: 154.72.14.18

Record Tracking

Status: Original Holder: Cesaltina Almeida Location: DocuSign

6/21/2021 10:26:14 AM cesaltina.almeida@undp.org

Signer Events

Cesaltina Almeida cesaltina.almeida@undp.org UNDP São Tome and Principe

Security Level: Email, Account Authentication

(None)

Signature

Status

COPIED

Cesaltina almeida

Signature Adoption: Pre-selected Style Using IP Address: 154.72.14.18

Timestamp

Sent: 6/21/2021 10:27:09 AM Viewed: 6/21/2021 10:27:50 AM Signed: 6/21/2021 10:29:29 AM

Freeform Signing

Electronic Record and Signature Disclosure:

Not Offered via DocuSign

In Person Signer Events	Signature	Timestamp
Editor Delivery Events	Status	Timestamp
Agent Delivery Events	Status	Timestamp
Intermediary Delivery Events	Status	Timestamp
Certified Delivery Events	Status	Timestamp

Carbon Copy Events

Cesaltina Almeida cesaltina.almeida@undp.org UNDP São Tome and Principe

Security Level: Email, Account Authentication

Electronic Record and Signature Disclosure:

Not Offered via DocuSign

Timestamp Sent: 6/21/2021 10:29:30 AM

Resent: 6/21/2021 10:29:31 AM Viewed: 6/21/2021 10:30:10 AM

Witness Events	Signature	Timestamp
Notary Events	Signature	Timestamp
Envelope Summary Events	Status	Timestamps
Envelope Sent	Hashed/Encrypted	6/21/2021 10:27:09 AM
Certified Delivered	Security Checked	6/21/2021 10:27:50 AM
Signing Complete	Security Checked	6/21/2021 10:29:29 AM
Completed	Security Checked	6/21/2021 10:29:30 AM
Payment Events	Status	Timestamps