



REQUEST FOR PROPOSAL (RFP)

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| NAME & ADDRESS OF FIRM | DATE: June 28, 2021 |
| | REFERENCE: Consolidation of Citizen Centric Public Service Delivery in Albania (CSDA Project)/ Project ID: 00115506 |

Dear Sir / Madam:

We kindly request you to submit your Proposal for **“Technical Assistance on Universal Service and Financing Schemes/State Aid related to Broadband in Albania”**.

Please be guided by the form attached hereto as Annex 2, in preparing your Proposal. Proposals may be submitted on or before Monday, July 12, 2021 at 14:00 hrs via eTendering.

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

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

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

Electronic submission (e-Tendering) requirements:

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

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

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

In the course of preparing your Proposal, it shall remain your responsibility to ensure that it reaches the address above on or before the deadline. Proposals that are received by UNDP after the deadline indicated above, for whatever reason, shall not be considered for evaluation. Services proposed shall be reviewed and evaluated based on completeness and compliance of the Proposal and

responsiveness with the requirements of the RFP and all other annexes providing details of UNDP requirements.

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

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

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

Any Contract or Purchase Order that will be issued as a result of this RFP shall be subject to the General Terms and Conditions attached hereto. The mere act of submission of a Proposal implies that the Service Provider accepts without question the General Terms and Conditions of UNDP, herein attached as Annex 3. Please be advised that UNDP is not bound to accept any Proposal, nor award a contract or Purchase Order, nor be responsible for any costs associated with a Service Providers preparation and submission of a Proposal, regardless of the outcome or the manner of conducting the selection process.

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

<http://www.undp.org/content/undp/en/home/operations/procurement/business/protest-and-sanctions.html>

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

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

https://www.un.org/Depts/ptd/sites/www.un.org.Depts.ptd/files/files/attachment/page/pdf/unscs/conduct_english.pdf

Thank you and we look forward to receiving your Proposal.

Sincerely yours,

Limya Eltayeb
Resident Representative

Annex 1

Description of Requirements

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| Context of the Requirement | The overall objective of the assignment is to support the Government of Albania to implement the NBP especially as regards the revision of the legal and regulatory framework for universal service in electronic communication with broadband access focus, to address the needs and actions that will be identified within the subject of Universal Service and its funding schemes. This revision comes as a result of the adaptation of the European Electronic Communications Code (EECC) of the European Union approved by Directive 2018/1972/EU in national legislation regarding universal services as well as with provision of state aid designed scheme for broadband to be implemented in Albania's context. |
| Implementing Partner of UNDP | Ministry of Infrastructure and Energy of Albania (MIE) |
| Brief Description of the Required Services ¹ | <p>The selected Service Provider shall perform the following tasks during the engagement period:</p> <ul style="list-style-type: none"> • Assess Albania's existing legal framework for universal service in electronic communications including state aid guideline for broadband compared with EU practice/requirements; • Draft the revision of legal provisions for Universal Service for electronic communications in line with the EECC directive including regulatory impact assessment linked with new regulations; • Support government during the consultation and approval process of the proposed legal changes, as needed; • Based on EU and international best practice, provide a comprehensive analysis of up to three best suited options for implementing in Albania the financial support for broadband infrastructure under universal service; • Propose modalities for establishing the Universal Service Fund, its financing models for contributions from public and / or private funds, as well as the disbursement mechanisms and oversight of this Fund; • Design the state aid scheme for broadband, in compliance with law in force for state aid in Albania, article 13/c of Law no 9374/2005 "On state aid" as amended, which should include considerations of area of implementation, duration of the scheme, the aid provider and its beneficiaries, financing instrument, monitoring and the claw-back mechanism, as well as manner of reporting. The scheme should be based on the principle of technological neutrality and the use of existing infrastructure in case it is present; • Submit full project design for pilot implementation of the state aid scheme in broadband in terms of both supply and demand side. |
| List and Description of Expected Outputs to be Delivered | The selected Service Provider shall provide the following deliverables. The indicated timeframes are inclusive of the required feedback from the Ministry of Infrastructure and Energy and UNDP, and imply the submission of final documents before its lapse. |

¹ A detailed TOR is attached.

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| | <ul style="list-style-type: none"> • Assignment Inception Report including a detailed work plan, within two calendar weeks from contract signature, to be submitted in English language • Analysis of Albania's legal framework for universal service in electronic communications, and required draft legal provisions and supporting documentation required for the legal changes review and approval, within four calendar weeks after the assessment report, to be submitted in Albanian and English languages; • Assessment report for most suited options for implementing in Albania the financial support for broadband infrastructure under universal service, as well as recommended modalities for establishing the Universal Service Fund, within six calendar weeks from the previous deliverable, to be submitted in Albanian and English languages; • Designed state aid scheme for broadband in compliance with law in force for state aid in Albania, and a full project proposal for its pilot implementation, within six calendar weeks from the previous deliverable, to be submitted in Albanian and English languages; • Final narrative report to include lessons learned and next steps, no later than one calendar week before the contract end date, to be submitted in English and Albanian languages. |
| Person to Supervise the Work / Performance of the Service Provider | The selected organization will work under the overall supervision of MIE's Assignment Management Team (AMT) and UNDP. |
| Frequency of Reporting | Monthly Reporting |
| Progress Reporting Requirements | Concise reports shall be submitted on a monthly basis consisting of progress of planned activities, issues, risks and their mitigation, and plans for the following month. |
| Location of work | <input type="checkbox"/> Exact Address/es <i>[pls. specify]</i> <input checked="" type="checkbox"/> At Contractor's Location: Home-based / Albania |
| Expected duration of work | The assignment is foreseen to be completed in sixty (60) working days during the period of July 2021 – December 2021. |
| Target start date | 20 July 2021 |
| Latest completion date | 24 December 2021 |
| Travels Expected | N/A |
| Special Security Requirements | N/A |
| Facilities to be Provided by UNDP (i.e., must be excluded from Price Proposal) | N/A |

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|---|---|--|-----------------------------------|-----------------------|
| Implementation Schedule indicating breakdown and timing of activities/sub-activities | <input checked="" type="checkbox"/> Required <input type="checkbox"/> Not Required | | | |
| Names and curriculum vitae of individuals who will be involved in completing the services | <input checked="" type="checkbox"/> Required <input type="checkbox"/> Not Required | | | |
| Currency of Proposal | <input checked="" type="checkbox"/> United States Dollars (US\$) (for international providers) <input type="checkbox"/> Euro <input checked="" type="checkbox"/> Local Currency (ALL) (for local providers) | | | |
| Value Added Tax on Price Proposal | <input checked="" type="checkbox"/> must be inclusive of VAT and other applicable indirect taxes <input type="checkbox"/> must be exclusive of VAT and other applicable indirect taxes | | | |
| Validity Period of Proposals (Counting for the last day of submission of quotes) | <input type="checkbox"/> 60 days <input type="checkbox"/> 90 days <input checked="" type="checkbox"/> 120 days In exceptional circumstances, UNDP may request the Proposer to extend the validity of the Proposal beyond what has been initially indicated in this RFP. The Proposal shall then confirm the extension in writing, without any modification whatsoever on the Proposal. | | | |
| Partial Quotes | <input checked="" type="checkbox"/> Not permitted <input type="checkbox"/> Permitted | | | |
| Payment Terms | Installment of Payment/ Period | Deliverables or Documents to be Delivered | Approval should be obtained from: | Percentage of Payment |
| | 1 st Installment | Assignment Inception Report, Legal analysis and draft legal provisions | AMT and UNDP | 30 % |
| | 2 nd Installment | Assessment report on options and Universal Service Fund Proposal | AMT and UNDP | 30 % |
| | 3 rd Installment | Broadband state aid scheme, pilot project proposal and final assignment narrative report | AMT and UNDP | 40 % |
| Person(s) to review/inspect/ | | | | |

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| approve outputs / completed services and authorize the disbursement of payment | MIE's Assignment Management Team (AMT) and UNDP |
| Type of Contract to be Signed | <input type="checkbox"/> Purchase Order <input type="checkbox"/> Institutional Contract <input checked="" type="checkbox"/> Contract for Professional Services <input type="checkbox"/> Long-Term Agreement <input type="checkbox"/> Other Type of Contract |
| Criteria for Contract Award | <input type="checkbox"/> Lowest Price Quote among technically responsive offers <input checked="" type="checkbox"/> Highest Combined Score (based on the 70% technical offer and 30% price weight distribution) <input checked="" type="checkbox"/> Full acceptance of the UNDP Contract General Terms and Conditions (GTC). This is a mandatory criterion and cannot be deleted regardless of the nature of services required. Non-acceptance of the GTC may be grounds for the rejection of the Proposal. |
| Criteria for the Assessment of Proposal | <p><u>Technical Proposal (70%)</u></p> <input checked="" type="checkbox"/> Expertise of the Firm 30% <input checked="" type="checkbox"/> Methodology, Its Appropriateness to the Condition and Timeliness of the Implementation Plan 40% <input checked="" type="checkbox"/> Management Structure and Qualification of Key Personnel 30% <i>See Annex 4 for Technical Evaluation Criteria</i> <p><u>Financial Proposal (30%)</u></p> <p>To be computed as a ratio of the Proposal's offer to the lowest price among the proposals received by UNDP.</p> |
| UNDP will award the contract to: | <input checked="" type="checkbox"/> One and only one Service Provider <input type="checkbox"/> One or more Service Providers, depending on the following factors: |
| Contract General Terms and Conditions ² | <input type="checkbox"/> General Terms and Conditions for contracts (goods and/or services) Annex 5 <input checked="" type="checkbox"/> General Terms and Conditions for de minimis contracts (services only, less than \$50,000) <p>Applicable Terms and Conditions are available at: http://www.undp.org/content/undp/en/home/procurement/business/how-we-buy.html </p> |

² Service Providers are alerted that non-acceptance of the terms of the General Terms and Conditions (GTC) may be grounds for disqualification from this procurement process.

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| Annexes to this RFP | <input checked="" type="checkbox"/> Form for Submission of Proposal (Annex 2) <input checked="" type="checkbox"/> Detailed TOR (Annex 3) <input checked="" type="checkbox"/> Evaluation Criteria (Annex 4) <input checked="" type="checkbox"/> General Terms and Conditions (Annex 5) |
| Contact Person for Inquiries (Written inquiries only) ³ | <i>Procurement Unit</i> <i>UNDP Albania</i> <i>procurement.al@undp.org</i> Any delay in UNDP's response shall be not used as a reason for extending the deadline for submission, unless UNDP determines that such an extension is necessary and communicates a new deadline to the Proposers. |
| Other Information [pls. specify] | N/A |

³ This contact person and address is officially designated by UNDP. If inquiries are sent to other person/s or address/es, even if they are UNDP staff, UNDP shall have no obligation to respond nor can UNDP confirm that the query was received.

FORM FOR SUBMITTING SERVICE PROVIDER’S PROPOSAL⁴

(This Form must be submitted only using the Service Provider’s Official Letterhead/Stationery⁵)

[insert: Location].
[insert: Date]

To: [insert: Name and Address of UNDP focal point]

Dear Sir/Madam:

We, the undersigned, hereby offer to render the following services to UNDP in conformity with the requirements defined in the RFP dated [specify date] , and all of its attachments, as well as the provisions of the UNDP General Contract Terms and Conditions :

A. Qualifications of the Service Provider

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

- a) Company Profile, which should not exceed ten (10) pages;*
- b) Business Licenses – Registration Papers, Tax Payment Certification;*
- c) Latest Audited Financial Statement – income statement and balance sheet to indicate its financial stability, liquidity, credit standing, and market reputation, etc. ;*
- d) Track Record – list of clients for similar services as those required by UNDP, indicating description of contract scope, contract duration, contract value, contact references;*
- e) Certificates and Accreditation – including Quality Certificates, Patent Registrations, Environmental Sustainability Certificates, etc.*
- f) Written Self-Declaration that the company is not in the UN Security Council 1267/1989 List, UN Procurement Division List or Other UN Ineligibility List.*

B. Proposed Methodology for the Completion of Services

The Service Provider must describe how it will address/deliver the demands of the RFP; providing a detailed description of the essential performance characteristics, reporting conditions and quality assurance mechanisms that will be put in place, while demonstrating that the proposed methodology will be appropriate to the local conditions and context of the work.

⁴ This serves as a guide to the Service Provider in preparing the Proposal.

⁵ Official Letterhead/Stationery must indicate contact details – addresses, email, phone and fax numbers – for verification purposes

C. Qualifications of Key Personnel

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

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

D. Cost Breakdown per Deliverable*

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

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

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

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

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

Terms of Reference (TOR)

GENERAL INFORMATION

| | |
|-----------------------------------|--|
| Services/Work Description: | Universal Service and Financing Schemes review in electronic communication sector |
| Project/Program Title: | Consolidation of Citizen Centric Public Service Delivery in Albania (CSDA Project) |
| Duty Station: | Albania |
| Type of the Contract: | Contract for Professional Services |
| Duration: | 60 working days (during the period of July – December 2021) |
| Expected Start Date: | 20 July 2021 |

I. BACKGROUND / RATIONALE

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

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

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

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

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

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

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

CSDA is a donor pool fund project with Austrian Development Cooperation (ADC) as key contributor, besides UNDP. The project is implemented by GoA in partnership with UNDP, following UNDP's national implementation modality. UNDP provides project and financial management support in accordance with UNDP's regulations and rules for project management.

As part of its objectives, CSDA project is engaged in providing assistance for Albania's National Plan for Sustainable Development of Digital Infrastructure, Broadband 2020-2025 (NBP) and implementation of the approved action plan with the focus on broadband as universal service and promoting digital skills development in Albania. Provision of broadband access is closely linked with public service delivery, helping to ensure access with special attention on women and vulnerable groups including the elderly, persons with disabilities, the economically disadvantaged, and the rural population in particular in remote locations.

The NBP, approved a new by Decision of the Council of Ministers No 434 dated 3.6.2020, has defined three strategic objectives of broadband development including reducing the digital divide and providing comprehensive broadband services. Revision of universal service definition, as well as implementation of state aid for broadband are part of actions included in the NBP. They are informed also by the broadband feasibility study prepared during 2019-2020 with EU support through Western Balkans Investment Framework (WBIF), which has provided reference to a number of practices from EU member states regarding broadband development and supporting financial schemes including voucher scheme, state aid practices etc..

According to Law no. 9918, dated 19.5.2008 "On electronic communications in the Republic of Albania", as amended, the Universal Service is a defined minimum of services, of a certain quality, available to all users in the territory of the Republic of Albania, regardless of geographical location, at affordable prices. Quality and conditions are determined by a regulatory act issued by the National Regulatory Authority (AKEP), while the affordable prices are in line with specific national conditions.

The existing universal service scheme which is based on EU regulation of 2002, includes the access to telephony services, the presence of public payphones, directory numbers etc. in addition requirement for affordable services especially for disable people are part of legal requirements for universal services in electronic communications. Since 2012, the functional Internet access is part of the universal services for electronic communications.

The development of digital economy and provision of electronic services asks for better connectivity access in Internet based on broadband technologies. Broadband connectivity is essential to provide a number of services and applications.

Currently Albania has a good coverage with mobile networks, which provide voice and data. A great number of new applications are available through mobile phones. Mobile broadband penetration is 63% by the end of 2020. Besides the good coverage, there are still zones without mobile broadband coverage. Regarding to ICT infrastructure, (fixed network) is relatively well developed in urban centers. However,

considering the fixed broadband access there remains a significant gap between urban and rural areas: while rural areas represent 39.7% of the population, only 5% of the fixed broadband subscriptions are in rural areas. For fixed internet penetration, the urban-rural divide is particularly pronounced. The provision and build-out of infrastructure almost solely relies on commercial provision by network operators. The rollout of infrastructure is very costly, in particular, where there are little or no previous infrastructure, where population density is low and where accessibility due to challenging geography is difficult.

The guideline for state aid in broadband development was approved by Ministry of Finance and Economy in December 2019 but is not implemented yet.

The new EU regulatory framework (the EECC) has brought, among other things, significant changes to the Universal Service. With regard to the universal service objective, the EECC establishes that:

- All consumers must have access at affordable prices, according to the specific conditions of the Member State, in Broadband access services at adequate speed and in voice communication services, according to the quality specified in the respective country, including network connection from fixed location
- Also, Member States may consider the affordability of the services cited above, which are not provided by fixed locations, in cases where they consider this necessary to ensure full social inclusion and economic participation of consumers in society.

Albania has planned to transpose the new EU electronic communication Code in national legislation including the provisions for new regulations for universal services. The broadband access will be part of the universal services scheme based on specific conditions of the country.

II. OBJECTIVES OF THE SERVICE / WORK

The overall objective of the assignment is to support the Government of Albania to implement the NBP especially as regards the revision of the legal and regulatory framework for universal service in electronic communication with broadband access focus, to address the needs and actions that will be identified within the subject of Universal Service and its funding schemes. This revision comes as a result of the adaptation of the European Electronic Communications Code (EECC) of the European Union approved by Directive 2018/1972/EU in national legislation regarding universal services as well as with provision of state aid designed scheme for broadband to be implemented in Albania's context.

III. SCOPE OF THE SERVICE / WORK

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

- Assess Albania's existing legal framework for universal service in electronic communications including state aid guideline for broadband compared with EU practice/requirements;
- Draft the revision of legal provisions for Universal Service for electronic communications in line with the EECC directive including regulatory impact assessment linked with new regulations;
- Support government during the consultation and approval process of the proposed legal changes, as needed;
- Based on EU and international best practice, provide a comprehensive analysis of up to three best suited options for implementing in Albania the financial support for broadband infrastructure under universal service;
- Propose modalities for establishing the Universal Service Fund, its financing models for contributions

from public and / or private funds, as well as the disbursement mechanisms and oversight of this Fund;

- Design the state aid scheme for broadband, in compliance with law in force for state aid in Albania, article 13/c of Law no 9374/2005 "On state aid" as amended, which should include considerations of area of implementation, duration of the scheme, the aid provider and its beneficiaries, financing instrument, monitoring and the claw-back mechanism, as well as manner of reporting. The scheme should be based on the principle of technological neutrality and the use of existing infrastructure in case it is present;
- Submit full project design for pilot implementation of the state aid scheme in broadband in terms of both supply and demand side.

IV. EXPECTED OUTPUTS / DELIVERABLES

The selected SP shall provide the following deliverables. The indicated timeframes are inclusive of the required feedback from the Ministry of Infrastructure and Energy and UNDP, and imply the submission of final documents before its lapse.

- Assignment Inception Report including a detailed work plan, within two calendar weeks from contract signature, to be submitted in English language
- Analysis of Albania's legal framework for universal service in electronic communications, and required draft legal provisions and supporting documentation required for the legal changes review and approval, within four calendar weeks after the assessment report, to be submitted in Albanian and English languages;
- Assessment report for most suited options for implementing in Albania the financial support for broadband infrastructure under universal service, as well as recommended modalities for establishing the Universal Service Fund, within six calendar weeks from the previous deliverable, to be submitted in Albanian and English languages;
- Designed state aid scheme for broadband in compliance with law in force for state aid in Albania, and a full project proposal for its pilot implementation, within six calendar weeks from the previous deliverable, to be submitted in Albanian and English languages;
- Final narrative report to include lessons learned and next steps, no later than one calendar week before the contract end date, to be submitted in English and Albanian languages.

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

The assignment is foreseen to be completed in sixty (60) working days during the period of July 2021 – December 2021. The duty station is home-based/Albania.

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

VII. INSTITUTIONAL ARRANGEMENT / REPORTING RELATIONSHIPS

The selected Service Provider will work under the overall supervision of the Assignment Management Team (AMT) from the Ministry of Infrastructure and Energy and UNDP.

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

VIII. PAYMENT MILESTONES AND AUTHORITY

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

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

| Installment of Payment/ Period | Deliverables or Documents to be Delivered | Approval should be obtained from: | Percentage of Payment |
|--------------------------------|--|-----------------------------------|-----------------------|
| 1 st Installment | Assignment Inception Report, Legal analysis and draft legal provisions | AMT and UNDP | 30 % |
| 2 nd Installment | Assessment report on options and Universal Service Fund Proposal | " | 30 % |
| 3 rd Installment | Broadband state aid scheme, pilot project proposal and final assignment narrative report | " | 40 % |

IX. MINIMUM ORGANIZATION AND CONSULTANCY TASK FORCE REQUIREMENTS

9.1 Minimum Organization Requirements

The prospective Service Provider is expected to meet the following minimum requirements. The requirements below apply to the single bidder, or to the consortium/partnership as a whole. In the latter case, a signed agreement (in front of notary) between parties describing roles and responsibilities should be submitted as part of the proposal.

- At least seven (7) years of practical experience in telecommunication consultancy preferably with public institutions and regulatory aspects of electronic communications;
- Experience in legal review and drafting;
- Experience with similar projects in countries where EU standards are required;
- Demonstrated effective backstopping capability including in translation, and strong quality assurance mechanisms.

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

The expected competencies of key staff include:

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

9.2 Team Leader

Academic Qualification:

- At least a Master's degree in Telecommunication Engineering, an MBA degree is preferred;

Experience:

- At least 10 years of project management experience in the telecommunication field;
- Proven experience in similar scope projects and with affinity to the Albanian context;
- Universal Service subject matter expertise and previous experience as team leader is required;
- In-depth knowledge on European legal framework on electronic communication;
- Good knowledge on EU Digital Agenda for broadband connectivity;
- Demonstrated familiarity with EU best practices in the assignment area.

9.3 Expert

Academic Qualification:

- Advanced degree in Law or related fields;

Experience:

- At least 10 (ten) years of professional experience in the legal field, with demonstrated significant legal drafting experience;
- Proven experience in similar scope projects;
- Good knowledge on harmonization of national legislation with that of the EU;
- Good knowledge on European legal framework on electronic communication;
- Solid understanding of the Albanian context.

X. CRITERIA FOR SELECTING THE BEST OFFER

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

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

XI. LOGISTICAL SUPPORT

The Ministry of Infrastructure and Energy will provide meeting room space for work-related meetings and consultations during the assignment, if required. Videoconferencing will be employed regularly.

XII. RECOMMENDED PRESENTATION OF TECHNICAL PROPOSAL

For purposes of generating proposals whose contents are uniformly presented and to facilitate their comparative review, the Technical Proposal document must have at least the preferred content as outlined in the RFP Standard Bid Document (SBD).

XIII. CONFIDENTIALITY AND PROPRIETARY INTERESTS

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

Annex 4

Evaluation Criteria

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

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

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

| Technical Proposal Evaluation (FORM III) | | Points Obtainable |
|--|--|-------------------|
| Management Structure and Key Personnel | | |
| 3.1 | Team Leader | |
| | - Professional experience in the assignment area | 40 |
| | - Project management experience | 30 |
| | - Subject matter expertise | 45 |
| | - Specific knowledge | 45 |
| | SUB TOTAL | 160 |
| 3.2 | Expert | |
| | - Relevant professional experience | 60 |
| | - Similar assignment experience | 35 |
| | - Specific knowledge | 45 |
| | SUB TOTAL | 140 |
| | Aggregate | 1000 |

GENERAL TERMS AND CONDITIONS FOR SERVICES



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