



## REQUEST FOR PROPOSAL (RFP)

NAME & ADDRESS OF FIRM	DATE: September 28, 2021
	REFERENCE: RFP/TLS/2021/ 0000010552 Provision of services to conduct One-Stop-Shop (OSS) feasibility study

Dear Sir/Madam

We kindly request you to submit your Proposal for Provision of services to conduct One-Stop-Shop (OSS) feasibility study.

Please be guided by the form and instruction provided hereto as Annexes, in preparing your Proposal.

Proposals may be submitted on or before **Thursday, October 14, 2021** and via e-tendering system the address below:

<https://etendering.partneragencies.org>

### **TRAINING FOR E-Tendering:**

Bidders who are interested to register their company with UNDP E-Tendering System. Please contact:

Procurement Staff Timor-Leste [procurement.staff.tp@undp.org](mailto:procurement.staff.tp@undp.org) and +67078367023 (Whatsapp)

Please contact us through given email or phone number in order to schedule a training session and get your company registered.

It shall remain your responsibility to ensure that your quotation is submitted on or before the deadline indicated by UNDP in the eTendering system. Bids must be submitted in the online eTendering system in the following link: <https://etendering.partneragencies.org> using your username and password. If you have not registered in the system before, you can register now by logging in using

**username: event.guest**

**password: why2change**

and follow the registration steps as specified in the system user guide or contact Ahmad Zubair at below details.

For further details on e-tendering registration and FAQ please visit site: <https://www.undp.org/content/undp/en/home/procurement/business/resources-for-bidders.html>

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 5.

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 Provider's 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/unscc/conduct\\_english.pdf](https://www.un.org/Depts/ptd/sites/www.un.org.Depts.ptd/files/files/attachment/page/pdf/unscc/conduct_english.pdf)

Thank you and we are looking forward for your proposal.

## Annex 1

### Description of Requirements

Context of the Requirement	Provision of services to conduct One-Stop-Shop (OSS) feasibility study
Implementing Partner of UNDP	Please refer to Annex-3 Terms of Reference
Brief Description of the Required Services	Please refer to Annex-3 Terms of Reference
List and Description of Expected Outputs to be Delivered	Please refer to Annex-3 Terms of Reference
Person to Supervise the Work/Performance of the Service Provider	<i>Project Manager</i> <i>Please refer to Annex-3 Terms of Reference</i>
Frequency of Reporting	Please refer to Annex-3 Terms of Reference
Progress Reporting Requirements	Please refer to Annex-3 Terms of Reference
Location of work	Please refer to Annex-3 Terms of Reference
Expected duration of work	Please refer to Annex-3 Terms of Reference
Target start date	Immediately after issuance of Contract/PO
Latest completion date	Please refer to Annex-3 Terms of Reference
Travels Expected	Please refer to Annex-3 Terms of Reference
Special Security Requirements	NA
Facilities to be Provided by UNDP (i.e., must be excluded from Price Proposal)	Please refer to Annex-3 Terms of Reference
Implementation Schedule indicating breakdown and timing of activities/sub-activities	<input checked="" type="checkbox"/> Required
Names and curriculum vitae of individuals who will be involved in completing the services	<input checked="" type="checkbox"/> Required
Currency of Proposal	<input checked="" type="checkbox"/> United States Dollars
Value Added Tax on Price Proposal	<input checked="" 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 checked="" type="checkbox"/> 90 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
Payment Terms	Upon completion and acceptance of each deliverables mentioned in TOR Annex-3
Person(s) to review/inspect/ approve outputs/completed services and authorize the disbursement of payment	Project Manager
Type of Contract to be Signed	<input checked="" type="checkbox"/> Contract for Professional Services
Criteria for Contract Award	<input checked="" type="checkbox"/> Combined Scoring Method, using the 70%-30% distribution for technical and financial proposals respectively  The minimum technical score required to pass is 70% out of 100% technical score.  <input checked="" type="checkbox"/> Full acceptance of the UNDP Contract General Terms and Conditions (GTC).
Eligibility Assessment	<input checked="" type="checkbox"/> Business Registration license for relevant field of work <input checked="" type="checkbox"/> Full acceptance of the Contract General Terms and Conditions <input checked="" type="checkbox"/> Experience in completion of at least 2 contracts in feasibility study related to one stop shop or equivalent during last 5 years at national or international level. Experience in Timor Leste or pacific region will be considered an advantage, <input checked="" type="checkbox"/> The value of one contract should be equal or more than \$80,000 implemented and completed during last 5 years. <input checked="" type="checkbox"/> A minimum of three (3) years of progressively responsible experience related areas is required. <input checked="" type="checkbox"/> An average Financial turnover of \$150,000 during last 2 years (2020 and 2019 or 2018 and 2019) <input checked="" type="checkbox"/> Separate Password protected financial proposal
Criteria for the Assessment of Proposal	<b><u>Technical Proposal (70%)</u></b> <input checked="" type="checkbox"/> Expertise of the Firm, background and financial status 20% <input checked="" type="checkbox"/> Methodology, Its Appropriateness to the Condition and Timeliness of the Implementation Plan 30% <input checked="" type="checkbox"/> Management Structure and Qualification of Key Personnel 20%

	<p><b>Bidders securing more than 70% of total technical score will be requested for financial proposal password and will be considered for financial evaluation process.</b></p> <p><b>Financial Proposal (30%)</b> 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
Contract General Terms and Conditions <sup>1</sup>	<input checked="" type="checkbox"/> General Terms and Conditions for de minimis contracts Applicable Terms and Conditions are available at: <a href="http://www.undp.org/content/undp/en/home/procurement/business/how-we-buy.html">http://www.undp.org/content/undp/en/home/procurement/business/how-we-buy.html</a>
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"/> Forms to be filled- Annex 4 <input checked="" type="checkbox"/> UNDP General Terms and Conditions- Annex 5
Contact Person for Inquiries (Written inquiries only) what	<p><i>Procurement Unit</i>  <i><a href="mailto:procurement.staff.tp@undp.org">procurement.staff.tp@undp.org</a></i>  <i>+67078367023 (WhatsApp)</i></p> <p>Any delay in UNDP's response shall be not used as a reason for extending the deadline for submission, unless UNDP determines that such an extension is necessary and communicates a new deadline to the Proposers.</p>

<sup>1</sup> 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.

Documents to be submitted	<input checked="" type="checkbox"/> Duly Accomplished Form as provided in Annexes with this RFP, <input checked="" type="checkbox"/> Business Registration License in relevant field of work; <input checked="" type="checkbox"/> Written Self-Declaration of not being included in the UN Security Council 1267/1989 list, UN Procurement Division List or other UN Ineligibility List; <input checked="" type="checkbox"/> List of previous clients; <input checked="" type="checkbox"/> Company Profile, which should not exceed fifteen (15) pages, demonstrating company experience in the field of services and list of similar works undertaken; <input checked="" type="checkbox"/> Latest Audited Financial Statement – income statement and balance sheet to indicate its financial stability, liquidity, credit standing, and market reputation, for last 2 years (2018 and 2019) or (2019 and 2020), <input checked="" type="checkbox"/> Technical proposal with methodology and timeline <input checked="" type="checkbox"/> Qualification and experience of technical key staffs stated in TOR; <input checked="" type="checkbox"/> Any other document required in technical proposal and Annexes. <input checked="" type="checkbox"/> Separate Password protected financial proposal <input checked="" type="checkbox"/> Joint Venture or Partnership documents (if applicable)
Tender Closing date and time	Closing date: <b><u>Thursday, October 14, 2021</u></b> Time: Please refer to E-tendering system for exact time  The time in E-Tendering system is based on New York EST Time Zone.
Additional Information	<b><u>Instructions on submission of Financial Proposal:</u></b> <ul style="list-style-type: none"> <li>• The financial proposal submitted along the technical proposal and it should be password protected.</li> <li>• Failure to submit password protected financial proposal may lead to dis-qualification of the firm.</li> <li>• The proposer should not indicate their price in any part of the technical proposal or any other document than password protected financial proposal.</li> <li>• <b>In E-tendering System, please put 1 in section of price line. DO NOT MENTION YOUR PRICE ANYWHERE IN E-TENDERING OR PROPOSAL EXCEPT IN YOUR PASSWORD PROTECTED FINANCIAL PROPOSAL</b></li> <li>• <b>Bidders securing more than 70% of total technical score will be requested for financial proposal password and will be considered for financial evaluation process.</b></li> </ul>

## Annex 2

### FORM FOR SUBMITTING SERVICE PROVIDER'S PROPOSAL<sup>2</sup>

*(This Form must be submitted only using the Service Provider's Official Letterhead/Stationery<sup>3</sup>)*

[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) *Profile – describing the nature of business, field of expertise, licenses, certifications, accreditations;*
- b) *Business Licenses – Registration Papers, Tax Payment Certification, etc.*
- c) *Latest Audited Financial Statement – income statement and balance sheet to indicate its financial stability, liquidity, credit standing, and market reputation, etc ANNEX 4 SECTION B. ;*
- d) *Track Record – list of clients for similar services as those required by UNDP, indicating description of contract scope, contract duration, contract value, contract references, ANNEX 4 SECTION C;*
- e) *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 ANNEX 4 SECTION A.*
- f) *Joint Venture/Consortium/ Association Information Form ANNEX 6.*

#### 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.*

#### C. Qualifications of Key Personnel

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

<sup>2</sup> This serves as a guide to the Service Provider in preparing the Proposal.

<sup>3</sup> Official Letterhead/Stationery must indicate contact details – addresses, email, phone and fax numbers – for verification purposes

- 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 ANNEX 4 SECTION D; and
- c) Written confirmation from each personnel that they are available for the entire duration of the contract ANNEX 4 SECTION D.

## **FINANCIAL PROPOSAL:**

The financial proposal should be complete, and **PASSWORD PROTECTED** IN SEPRATE PDF FILE  
In E-tendering System, please put 1 in section of price line

### **A. Cost Breakdown per Deliverable\***

<b>Deliverables/ Outputs</b>	<b>Target Due Dates</b>	<b>Payment</b>	<b>AMOUNT</b>
<b>Delivery 1:</b> Inception report (overall understanding, approach, methodology, work plan etc.)	<b>November 29, 2021</b>	<b>15%</b>	
<b>Delivery 2:</b> Draft report including but not limited to opportunities and challenges, various models of OSS, best feasible model, services to be included, model regulations, service standard, mechanisms for inter-ministerial coordination and harmonization, and standard operating procedures (SOPs), plan for back-end integration and front-end delivery, implementation modality, costed roadmap,	<b>January 14, 2021</b>	<b>50%</b>	
<b>Delivery 3:</b> Final report after incorporating feedbacks and comments from MSA and UNDP in the draft report	<b>February 25, 2022</b>	<b>35%</b>	
<b>TOTAL</b>		<b>100%</b>	

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

### **B. Cost Breakdown by Cost Component [This is only an Example please insert of delete unnecessary lines]:**

Please indicate the details of cost breakdown line by line and inputs required in terms of operations and personnel expenses.

Please provide details of cost breakdown, how the estimation is made and what are the details.

<b>Description of Activity</b>	<b>Remuneration per Unit of Time</b>	<b>Total Period of Engagement</b>	<b>No. of Personnel</b>	<b>Total Rate</b>	<b>Details and breakdown of cost</b>
<b>I. Personnel Services</b>					
a. Expertise 1					
b. Expertise 2					
c. Expertise 3					
Others					
<b>II. Out of Pocket Expenses</b>					
1. Travel Costs					
2. Daily Allowance					
3. Communications					
4. Reproduction					
5. Equipment Lease					



6. Others equipment					
III. Other Related Costs					

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



## TERMS OF REFERENCE

<b>POST TITLE:</b>	Provision of services to conduct One-Stop-Shop (OSS) feasibility study
<b>AGENCY/PROJECT NAME:</b>	<b>: UNDP/Strengthening integral local development by building the capacities of the municipal authorities in Timor-Leste (Ministry of State Administration, MSA)</b>
<b>PERIOD OF ASSIGNMENT:</b>	: Three months
<b>COUNTRY OF ASSIGNMENT:</b>	: Timor-Leste
<b>STARTING DATE</b>	: 10 November, 2021

### 1) BACKGROUND

One-Stop-Shop (OSS), defined as government office that offers multiple services to its citizens in a consolidated and integrated manner through one or more service delivery channels, has been a recent trend worldwide in improving front line service delivery. Developing and developed countries alike are resorting to OSS model of service delivery reform. Overriding objective of OSS is to improve frontline service delivery to ensure that public have equal, timely and hassle-free access to information, documents and basic services. Side by side, the reform has been found to be contributing to reduce transaction costs, red tape, intermediary influence, corruption, and increase in transparency and quality of services<sup>4</sup>.

Different models of OSS are being applied in different countries depending upon their country context, including political choice and administrative system. The models can be broadly summarized as informational and transactional. Under informational model, only information is provided to the clients whereas under the transactional model, actual services are provided<sup>5</sup>. The models can be further divided into co-located services vs integrated services. In the co-located service model, services are provided by different agencies under the same location but in silos. On the other hand, under the integrated model, the service seeker has to interact with only one government official and the rest will be taken care of by the system as the services are integrated into one.

International experience suggests that a number of conditions need to be in place for the OSS model to succeed<sup>6</sup>. First, high level political commitment is key right from inception to implementation. Second, the OSS model does not function in isolation, meaning that it is only effective when respective ministries and agencies have agreed to simplify and harmonize their business processes. Third, the OSS agenda should be accompanied by institutional and legal reform. Fourth, public participation should be an integral part of the agenda.

Establishment of strong institutions and capacities at all levels to ensure the delivery and quality of public services has been at the focus of the government and political agenda of Timor-Leste since 2002. Since then, significant progress has been made towards enhancing the process of governance and public service delivery through improved efficiency, accountability, and transparency.

The Constitution of Democratic Republic of Timor-Leste envisages that the State will be territorially organized in a decentralized manner and the local units will have a status of corporate bodies vested with representative organs and their organisation, competence, and the functions and composition of the organs will be defined by law. In this line, since the independence of the country, administrative decentralization has been considered a useful tool to promote national identity, territorial cohesion, and socio-economic development. In line with the constitutional spirit, the Government of Timor-Leste (GOTL) has come up with Implementation of Administrative Decentralization Strategy and setting up the Representative Bodies of the Local Power in 2019 and reaffirmed its commitment through Government Resolution n.º 45/2020. It aims at developing and approving the necessary

<sup>4</sup> Fredriksson, 2020

<sup>5</sup> "The scope of services provided in the OSS encompasses largely administrative services (e.g., provision of permits, licenses, passports, bill payments, and similar). However, OSS in some countries also provide basic health and dental services, pre-employment training, and even recreation." UNDP-World Bank, 2017

<sup>6</sup> UNDP-World Bank, 2017

legal framework for the implementation of the decentralization process and preparing for the municipal elections in 2022, among others. In this line, the GOTL and the National Parliament are currently working to put in place a legal framework for administrative decentralization which will further elaborate the constitutional provisions, including on the fiscal responsibilities.

The GoTL has further committed to improving services at the municipal level through OSS. To this end, it has signed Supporting Programme to Deconcentration and Decentralisation process in Timor-Leste (SPDD-TL) with the European Union which, *inter alia*, aims to design and establish one decentralised OSS for services delivery in piloting basis. The OSS will be a center for services provision, not only for delivering common deconcentrated services, but also by making available additional services like consumers' protection, public attorney representation for conflict resolution, as well as private services according to local needs and rights (SPDD-TL, 2020). The OSS is supposed to provide equitable service to women, people with disability, elderly and other vulnerable sections of the society by transforming the business processes.

On 11<sup>th</sup> June 2021 an International E-Conference was held on Practices of One-Stop-Shop (OSS) and the lesson that could be learnt by Timor-Leste. The virtual conference involved a number of countries including: Brazil, Kazakhstan, Vietnam, Estonia and Bangladesh, who were on the panel, and also additional insights from Malaysia and Georgia. The conference was jointly organized by the MSA, UNDP and Astana Civil Service Hub. A policy note prepared based on the conference also suggested to have a feasibility report going into deeper details of various aspects of OSS piloting suitable for Timor-Leste's context.

Before piloting OSS in municipalities, UNDP has been requested by the Ministry of State Administration (MSA) to carry out a feasibility study to identify opportunities and challenges to establish OSS at the municipal level. In this context, this term of reference (ToR) aims to seek service from qualified firm experienced in this field of work.

## **2) OBJECTIVES OF THE ASSIGNMENT AND SCOPE OF WORK**

The objective of the assignment is to recommend feasible options of OSS for piloting in Timor-Leste, including necessary policy and legal framework as well as mechanisms for inter-ministerial coordination and harmonization to operationalize the OSS.

Scope of the assignment is as follows:

### **a. Review, consultation, and information collection**

- Review the existing institutional, legal and administrative set up in Timor-Leste from the perspective of OSS model of service delivery
- Consult with the Government of Timor-Leste officials, municipal authorities and representatives of EU and UNDP
- Visit selected municipalities to assess the services being provided, the mechanism of delivering the services, and existing infrastructure, both institutional and physical
- Organize meetings, workshops, focus group discussions with relevant stakeholders, including municipal officials and staff; government ministries, including the MSA; and development partners
- Identify challenges and opportunities for OSS model of service delivery

### **b. Products development, recommendation, and presentation**

- Present various models of OSS for Timor-Leste along with their pros and cons and suggest the best feasible model for piloting and potential up scaling
- Suggest the services to be included in the OSS as well as standard services
- Suggest implementation modality of OSS (outsourcing vs. regular mechanism) taking into account sustainability and quality service delivery
- Develop model regulations and standard operating procedures (SOPs) for piloting of suggested OSS along with required changes in the legislative framework
- Recommend inter-ministerial coordination and harmonization mechanisms at the national and municipal levels to create enabling environment to operationalize the selected OSS model
- Prepare a costed roadmap to pilot OSS in one municipality by including back-end integration and front-end delivery mechanism ensuring a whole-of-government approach
- Present the findings and recommendation to government officials and UNDP

Gender, disability and social inclusion should be taken into consideration throughout the process, including in recommending the feasible model of OSS

### 3) EXPECTED OUTPUTS AND DELIVERABLES

Deliverables/ Outputs	Target Due Dates	Review and Approvals Required	Payment
Delivery 1: Inception report (overall understanding, approach, methodology, work plan etc.)	November 29, 2021	Project Manager and Chief Technical Advisor	15%
Delivery 2: Draft report including but not limited to opportunities and challenges, various models of OSS, best feasible model, services to be included, model regulations, service standard, mechanisms for inter-ministerial coordination and harmonization, and standard operating procedures (SOPs), plan for back-end integration and front-end delivery, implementation modality, costed roadmap,	January 14, 2021	Project Manager and Chief Technical Advisor	50%
Delivery 3: Final report after incorporating feedbacks and comments from MSA and UNDP in the draft report	February 25, 2022	Project Manager and Chief Technical Advisor	35%

### 4) INSTITUTIONAL ARRANGEMENTS

The Contractor will work under the direct supervision of the National Project Manager and Chief Technical Advisor of the Project. It will have to make briefings and presentations to the UNDP management and MSA management from time to time and follow their guidance. The MSA will provide guidance and feedback throughout the process through UNDP and the contractor will be responsible to take them into account. The Project team will facilitate meetings with the UNDP and government officials and support the logistics, including for the field visit. The report will be reviewed by UNDP and MSA before finalization. **Given the COVID-19 context, the firm will have to deliver this assignment by using a combination of home-based and field-based method.**

**Companies/institutions are encouraged to form a Joint Venture with local firm/institution at Timor Leste during bidding process or at-least show an indication in their Proposal that they will be able to form a Joint Venture prior to Contract.**

### 5) DURATION OF ASSIGNMENT, DUTY STATION AND EXPECTED PLACES OF TRAVEL

**Duration:** The assignment is expected to start on 10 November, 2021 and will continue for period of 3.5 months.

**Expected Places of Travel:** Any of the municipalities outside Dili

### 6) QUALIFICATIONS OF THE SUCCESSFUL CONTRACTOR

#### Company Experience and qualification

- Demonstrated expertise in design and development of OSS or equivalence, or in feasibility study of OSS or equivalence,
- At least three years of experience in public service delivery reform
- Proven track record of e-governance design, innovation and technology innovation,
- At least three years of experience in developing database/software/ IT services
- Working experience in Timor Leste shall be considered an advantage during evaluation
- Forming joint venture or consortium with a local firm/institution shall be considered advantage during evaluation

- Sound Knowledge of the region and/or Timor Leste,

**Key Staff Qualification:**

**Public Administration Expert—International (Team leader)**

**Education:** Master's degree in social science, public administration, business management, political science or any other relevant field

**Work Experience:** At least ten years of experience in local governance, governance/public sector reform, local service delivery reform

Experience of working in developing countries, particularly in Timor-Leste, will be an added advantage

**Language:** Proficient in English while working knowledge of Tetum/Bahasa/Portuguese will be an added advantage

**Economist—International (Team member)**

**Education:** Master's Degree in Economics

**Work Experience:** At least three years of experience in feasibility study, cost benefit analysis, public sector reform, public finance

Experience of working in developing countries, particularly in Timor-Leste, will be an added advantage

**Language:** Proficiency in written and oral English while working knowledge of Tetum/Bahasa/Portuguese will be an added advantage

**Information and Communication Technology Expert—International (Team member)**

**Education:** Master's Degree in Computer Science, Information Technology, e-governance, or related field

**Work Experience:** At least three years of experience in e-governance design, prototype design, software/database development

Experience of working in developing countries will be an added advantage

**Language:** Proficient in English while working knowledge of Tetum/Bahasa/Portuguese will be an added advantage

**Legal Expert—International (Team member):**

**Education:** Master's degree in law

**Work experience:** At least four years of experience in public sector legal reform, law drafting

Experience of working in developing countries will be an added advantage

**Language:** Proficient in English while working knowledge of Tetum/Bahasa/Portuguese will be an added advantage

**Public administration and local governance expert—National (Team member)**

**Education:** Bachelor's degree in social science, public administration, business management, political science or any other relevant field

**Work Experience:** At three years of experience in local governance, governance/public sector reform, local service delivery reform

Experience of working in developing countries will be an added advantage

**Language:** Proficient in Tetum and Portuguese and basic in English is required

**Administrative Legal Expert—National (Team member)**

**Education:** Bachelor's degree in law

**Work experience:** At least three years of experience in public sector legal reform, law drafting in Timor-Leste

Experience of working in developing countries will be an added advantage

**Language:** Proficient in Tetum and Portuguese and basic in English is required

## 7) Technical Proposal

- c. **Company Profile/expertise**, indicating all experience from similar projects
- d. **Methodology and technical proposal**
- e. **CVs of six experts**

## 9) CRITERIA FOR SELECTION OF THE BEST OFFER

Combined Scoring method – where the qualifications and methodology will be weighted a max. of 70% and combined with the price offer which will be weighted a max of 30%. Note: Only application that scores a minimum of 49 points (70%) of the technical criteria will be considered for financial evaluation.

Criteria of Selection	Maximum obtainable points	Weight Percentage
Company Profile/Expertise	20	20
Key staff qualification	20	20
Methodology	30	30
<b>Total technical score</b>	<b>70</b>	<b>70%</b>
Financial: 30%	<b>30</b>	<b>30%</b>
<u>Final Score</u>	<b>100</b>	<b>100%</b>

**ANNEX 4, Section A:**

**Form for Submitting Self-Declaration**

*(This Form must be submitted only using the Service Provider's Official Letterhead/Stationery<sup>7</sup>)*

We, the undersigned hereby declare that we are not in the removed or suspended ineligibility list of the UN, UN Procurement Division list or other such lists of other UN agencies, nor are we associated with, any company or individual appearing on the 1267/1989 list of the UN Security Council.

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

*[Designation]*

*[Date]*

Yours sincerely,

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

## Annex 4- Section B: Financial details Form

Latest Audited Financial Statement – income statement and balance sheet to indicate Its financial stability, liquidity, credit standing, and market reputation, etc. ;

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

Financial information (in US\$ equivalent)	Historic information for the last 3 years		
	Year 1	Year 2	Year 3
	<i>Information from Balance Sheet</i>		
Total Assets (TA)			
Total Liabilities (TL)			
Current Assets (CA)			
Current Liabilities (CL)			
	<i>Information from Income Statement</i>		
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.



## Annex 4- Section C: Track record and previous experience

**Track Record** – list of clients for similar services as those required by UNDP, indicating description of contract scope, contract duration, contract value, contact references;

Please list only previous similar assignments successfully completed in the last 5 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

## Annex 4 Section D: CV Format

### Format for CV of Proposed Key Personnel

<b>Name of Personnel</b>	[Insert]
<b>Position for this assignment</b>	[Insert]
<b>Nationality</b>	[Insert]
<b>Language proficiency</b>	[Insert]
<b>Education/ Qualifications</b>	<i>[Summarize college/university and other specialized education of personnel member, giving names of schools, dates attended, and degrees/qualifications obtained.]</i> [Insert]
<b>Professional certifications</b>	<i>[Provide details of professional certifications relevant to the scope of goods and/or services]</i> <ul style="list-style-type: none"><li>▪ Name of institution: [Insert]</li><li>▪ Date of certification: [Insert]</li></ul>
<b>Employment Record/ Experience</b>	<i>[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.]</i> [Insert]
<b>References</b>	<i>[Provide names, addresses, phone and email contact information for two (2) references]</i> Reference 1: [Insert]  Reference 2: [Insert]

I, the undersigned, certify that to the best of my knowledge and belief, the data provided above correctly describes my qualifications, my experiences, and other relevant information about myself.

\_\_\_\_\_  
Signature of Personnel

\_\_\_\_\_  
Date (Day/Month/Year)

## **Annex-5:**

### **UNDP General Terms and Conditions**

<http://www.undp.org/content/undp/en/home/procurement/business/how-we-buy.html>

## Annex-6: 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]

<b>Name of leading partner</b> (with authority to bind the JV, Consortium, Association during the RFP process and, in the event a Contract is awarded, during contract execution)	[Complete]
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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 **OR** ☐ 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:

\_\_\_\_\_

Signature: \_\_\_\_\_

Date: \_\_\_\_\_

Name of partner:

\_\_\_\_\_

Signature: \_\_\_\_\_

Date: \_\_\_\_\_

Name of partner:

\_\_\_\_\_

Signature: \_\_\_\_\_

Date: \_\_\_\_\_

Name of partner:

\_\_\_\_\_

Signature: \_\_\_\_\_

Date: \_\_\_\_\_