

United Nations Development Programme



REQUEST FOR PROPOSAL

Hiring firm to Development and Maintenance of Unique Business Identity (UBID) Platform-a2i

RFP No.: RFP-BD-2021-037

Project: Aspire to Innovate (a2i)

Country: Bangladesh

Issued on: 14 November 2021

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SECTION I. 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

- 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 F: Financial Proposal Submission Form
- Form G: Financial Proposal Form
- Form H: Form of Proposal Security

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 bd.procurement@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:



Name: Shamsun Nahar Airin

Title: Procurement Associate

Date: **November 14, 2021**

Approved by:



Name: Krishna Raj Adhikari

Title: Senior Operations Manager

Date: **November 14, 2021**

SECTION 2. INSTRUCTION TO BIDDERS

A. GENERAL PROVISIONS	
1. <i>Introduction</i>	<p>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</p> <p>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.</p> <p>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.</p>
2. <i>Fraud & Corruption, Gifts and Hospitality</i>	<p>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/office_of_audit_andinvestigation.html#anti</p> <p>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.</p> <p>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.</p> <p>2.4 All Bidders must adhere to the UN Supplier Code of Conduct, which may be found at https://www.un.org/Depts/ptd/about-us/un-supplier-code-conduct</p>
3. <i>Eligibility</i>	<p>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.</p> <p>3.2 It is the Bidder's responsibility to ensure that its employees, joint</p>

	venture members, sub-contractors, service providers, suppliers and/or their employees meet the eligibility requirements as established by UNDP.
4. <i>Conflict of Interests</i>	<p>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:</p> <ul style="list-style-type: none"> 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. <p>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.</p> <p>4.3 Similarly, the Bidders must disclose in their proposal their knowledge of the following:</p> <ul style="list-style-type: none"> 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. <p>Failure to disclose such an information may result in the rejection of the proposal or proposals affected by the non-disclosure.</p> <p>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.</p>
B. PREPARATION OF PROPOSALS	
5. <i>General Considerations</i>	<p>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.</p> <p>5.2 The Bidder will not be permitted to take advantage of any errors or</p>

	omissions in the RFP. Should such errors or omissions be discovered, the Bidder must notify the UNDP
6. <i>Cost of Preparation of Proposal</i>	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. <i>Language</i>	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. <i>Documents Comprising the Proposal</i>	8.1 The Proposal shall comprise of the following documents: <ul style="list-style-type: none"> 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. <i>Documents Establishing the Eligibility and Qualifications of the Bidder</i>	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. <i>Technical Proposal Format and Content</i>	10.1 The Bidder is required to submit a Technical Proposal using the Standard Forms and templates provided in Section 6 of the RFP. 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. <i>Financial Proposals</i>	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.
<i>12. Proposal Security</i>	<p>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.</p> <p>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.</p> <p>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.</p> <p>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.</p> <p>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:</p> <ul style="list-style-type: none"> 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: <ul style="list-style-type: none"> i. to sign the Contract after UNDP has issued an award; or <p>12.6 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.</p>
<i>13. Currencies</i>	<p>13.1 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:</p> <ul style="list-style-type: none"> 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.
<i>14. Joint Venture, Consortium or Association</i>	<p>14.1 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.</p> <p>14.2 After the Deadline for Submission of Proposal, the lead entity</p>

	<p>identified to represent the JV, Consortium or Association shall not be altered without the prior written consent of UNDP.</p> <p>14.3 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.</p> <p>14.4 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.</p> <p>14.5 A JV, Consortium or Association in presenting its track record and experience should clearly differentiate between:</p> <ul style="list-style-type: none"> a) 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. <p>14.6 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.</p> <p>14.7 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.</p>
15. <i>Only One Proposal</i>	<p>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.</p> <p>15.2 Proposals submitted by two (2) or more Bidders shall all be rejected if they are found to have any of the following:</p> <ul style="list-style-type: none"> f) they have at least one controlling partner, director or shareholder in common; or g) any one of them receive or have received any direct or indirect subsidy from the other/s; or h) they have the same legal representative for purposes of this RFP; or i) 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; j) 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 k) 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.
<i>16. Proposal Validity Period</i>	<p>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.</p> <p>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.</p>
<i>17. Extension of Proposal Validity Period</i>	<p>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.</p> <p>17.2 If the Bidder agrees to extend the validity of its Proposal, it shall be done without any change in the original Proposal.</p> <p>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.</p>
<i>18. Clarification of Proposal</i>	<p>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.</p> <p>18.2 UNDP will provide the responses to clarifications through the method specified in the BDS.</p> <p>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.</p>
<i>19. Amendment of Proposals</i>	<p>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.</p> <p>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.</p>
<i>20. Alternative Proposals</i>	<p>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</p>

	<p>award a contract based on an alternative proposal.</p> <p>20.2 If multiple/alternative proposals are being submitted, they must be clearly marked as "Main Proposal" and "Alternative Proposal"</p>
21. Pre-Bid Conference	<p>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.</p>
C. SUBMISSION AND OPENING OF PROPOSALS	
22. Submission	<p>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.</p> <p>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.</p> <p>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.</p>
Hard copy (manual) submission	<p>22.4 Hard copy (manual) submission by courier or hand delivery allowed or specified in the BDS shall be governed as follows:</p> <ol style="list-style-type: none"> 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: <ol style="list-style-type: none"> i. Bear the name and address of the bidder; ii. Be addressed to UNDP as specified in the BDS iii. Bear a warning that states "<i>Not to be opened before the time and date for proposal opening</i>" as specified in the BDS.

<p>Email Submission</p> <p>eTendering submission</p>	<p>If the envelopes and packages with the Proposal are not sealed and marked as required, UNDP shall assume no responsibility for the misplacement, loss, or premature opening of the Proposal.</p> <p>22.5 Email submission, if allowed or specified in the BDS, shall be governed as follows:</p> <ul style="list-style-type: none"> 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. <p>22.6 Electronic submission through eTendering, if allowed or specified in the BDS, shall be governed as follows:</p> <ul style="list-style-type: none"> 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/
<p><i>23. Deadline for Submission of Proposals and Late Proposals</i></p>	<p>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</p> <p>23.2 UNDP shall not consider any Proposal that is submitted after the deadline for the submission of Proposals.</p>
<p><i>24. Withdrawal, Substitution, and Modification of</i></p>	<p>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.</p> <p>24.2 Manual and Email submissions: A bidder may withdraw, substitute or</p>

<i>Proposals</i>	<p>modify its 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"</p> <p>24.3 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.</p> <p>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</p>
<i>25. Proposal Opening</i>	<p>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.</p>
D. EVALUATION OF PROPOSALS	
<i>26. Confidentiality</i>	<p>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.</p> <p>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.</p>
<i>27. Evaluation of Proposals</i>	<p>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.</p> <p>27.2 Evaluation of proposals is made of the following steps:</p> <ol style="list-style-type: none"> Preliminary Examination Minimum Eligibility and Qualification (if pre-qualification is not done) Evaluation of Technical Proposals Evaluation of Financial Proposals
<i>28. Preliminary Examination</i>	<p>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</p>

	this stage.
<i>29. Evaluation of Eligibility and Qualification</i>	<p>29.1 Eligibility and Qualification of the Bidder will be evaluated against the Minimum Eligibility/Qualification requirements specified in the Section 4 (Evaluation Criteria).</p> <p>29.2 In general terms, vendors that meet the following criteria may be considered qualified:</p> <ul style="list-style-type: none"> e) 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; f) They have a good financial standing and have access to adequate financial resources to perform the contract and all existing commercial commitments, g) 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; h) They are able to comply fully with UNDP General Terms and Conditions of Contract; i) They do not have a consistent history of court/arbitral award decisions against the Bidder; and j) They have a record of timely and satisfactory performance with their clients.
<i>30. Evaluation of Technical and Financial Proposals</i>	<p>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.</p> <p>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.</p> <p>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.</p> <p>30.4 When the BDS specifies a combined scoring method, the formula for the rating of the Proposals will be as follows:</p>

	<p><u>Rating the Technical Proposal (TP):</u></p> <p>TP Rating = (Total Score Obtained by the Offer / Max. Obtainable Score for TP) x 100</p> <p><u>Rating the Financial Proposal (FP):</u></p> <p>FP Rating = (Lowest Priced Offer / Price of the Offer Being Reviewed) x 100</p> <p><u>Total Combined Score:</u></p> <p>Combined Score = (TP Rating) x (Weight of TP, e.g. 70%) + (FP Rating) x (Weight of FP, e.g., 30%)</p>
31. <i>Due Diligence</i>	<p>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:</p> <ul style="list-style-type: none"> 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. <i>Clarification of Proposals</i>	<p>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.</p> <p>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.</p> <p>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.</p>
33. <i>Responsiveness of Proposal</i>	<p>33.1 UNDP's determination of a Proposal's responsiveness will be based on the contents of the Proposal itself. A substantially responsive Proposal</p>

	<p>is one that conforms to all the terms, conditions, TOR and other requirements of the RFP without material deviation, reservation, or omission.</p> <p>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.</p>
<p><i>34. Nonconformities, Repairable Errors and Omissions</i></p>	<p>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.</p> <p>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.</p> <p>34.3 For Financial Proposal that has been opened, UNDP shall check and correct arithmetical errors as follows:</p> <ul style="list-style-type: none"> 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. <p>34.4 If the Bidder does not accept the correction of errors made by UNDP, its Proposal shall be rejected.</p>
<p>E. AWARD OF CONTRACT</p>	
<p><i>35. Right to Accept, Reject, Any or All Proposals</i></p>	<p>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.</p>
<p><i>36. Award Criteria</i></p>	<p>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.</p>
<p><i>37. Debriefing</i></p>	<p>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</p>

	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.
<i>38. Right to Vary Requirements at the Time of Award</i>	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.
<i>39. Contract Signature</i>	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.
<i>40. Contract Type and General Terms and Conditions</i>	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
<i>41. Performance Security</i>	41.1 40.1 A performance security, if required in BDS, shall be provided in the amount 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%20Form.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 effective.
<i>42. Bank Guarantee for Advanced Payment</i>	42.1 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 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
<i>43. Liquidated Damages</i>	43.1 If specified in BDS, UNDP shall apply Liquidated Damages resulting from the Contractor's delays or breach of its obligations as per the Contract.
<i>44. Payment Provisions</i>	44.1 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.
<i>45. Vendor Protest</i>	<p>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</p>
<i>46. Other Provisions</i>	<p>46.1 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.</p> <p>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.</p> <p>46.3 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</p>

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
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	<p>Will be Conducted Time: 11.00 AM (BD local Time); Date: November 17, 2021 12:00 AM</p> <p>Venue: pre-proposal meeting will be held Online for the clarification on the bidding document and ToR, please log in using the following link.</p> <p>Join Zoom Meeting https://undp.zoom.us/j/85173580844?from=addon</p> <p>The UNDP focal point for the arrangement is: RFP-BD-2021-037</p>
5	10	Proposal Validity Period	90 days
6	14	Bid Security	<p>Required in the amount of USD 15,000.00</p> <p>Acceptable Forms of Bid Security</p> <ul style="list-style-type: none"> Bank Guarantee (See Section 8 for template)/Certified Check)
7	41	Advanced Payment upon signing of contract	Not Allowed
8	42	Liquidated Damages	<p>Will be imposed as follows:</p> <p>Percentage of contract price per day of delay: 0.5%</p> <p>Max. number of days of delay 15, after which UNDP may terminate the contract.</p>

9	40	Performance Security	10% of the total contract value
10	18	Currency of Proposal	United States Dollar Local currency BDT Conversion rate: UNORE 85.59
11	31	Deadline for submitting requests for clarifications/ questions	November 17, 2021
12	31	Contact Details for submitting clarifications/questions	<p>E-mail address dedicated for this purpose: bd.procurement@undp.org <u>Attn. Queries– RFP-BD-2021-037</u></p> <p>This email 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.</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>
13	18, 19 and 21	Manner of Disseminating Supplemental Information to the RFP and responses/clarifications to queries	<p>Posted directly to eTendering</p> <p><input checked="" type="checkbox"/> Uploaded in the system. Once uploaded, Prospective Proposers (i.e. Proposers that have accepted the bid invitation in the system) will be notified via email that changes have occurred. It is the responsibility of the Proposers to view the respective changes and clarifications in the system. Also will be posted on UNDP Bangladesh website: http://www.bd.undp.org/content/bangladesh/en/home/operations/procurement.html</p>
14	23	Deadline for Submission	<p>Date: December 1, 2021 4:30 PM Bangladesh Time Zone Time: 4.30pm (Local Time)</p> <p>Date and Time: As specified in the system (note that time zone indicated in the system is Eastern Daylight time zone).</p> <p>PLEASE NOTE: -</p> <ul style="list-style-type: none"> <i>Date and time visible on the main screen of event (on e-tendering portal) will be final and prevail over any other closing time indicated elsewhere, in case they are different. It is the responsibility of the bidder to make sure bids are submitted within this deadline. UNDP will not accept any bid that is not submitted directly in the system.</i> <p><i>Submit your bid a day prior or well before the closing time. Do not wait until last minute. If you face any issue submitting your bid at the last minute, UNDP may not be able to assist.</i></p>

14	22	Allowable Manner of Submitting Proposals	e-Tendering
15	22	Proposal Submission Address	https://etendering.partneragencies.org <u>BU: BGD10; Event ID: RFP-21-037</u>
16	22	Electronic submission (email or eTendering) requirements	<ul style="list-style-type: none"> 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 <u>must</u> not be provided to UNDP until requested by UNDP Max. File Size per transmission: not exceeding 45 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 49 or 70% of total technical points
18		Expected date for commencement of Contract	December 2021
19		Maximum expected duration of contract	18 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	<p>The Financial Proposal and the Technical Proposal files <u>MUST BE COMPLETELY SEPARATE</u> and uploaded separately in the system and clearly named as either "TECHNICAL PROPOSAL" or "FINANCIAL PROPOSAL", as appropriate. <u>The file with the "FINANCIAL PROPOSAL" must be encrypted with a password.</u></p> <p>Special note: <u>Do not disclose your price anywhere in your submission or e-tendering system other than encrypted financial proposal. Please enter '1' as your bid price in e-tendering line item.</u></p>

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
- Bid Security submitted as per RFP requirements with compliant validity period

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 RFP clause 3.	Form A: Technical Proposal Submission Form
Conflict of Interest	No conflicts of interest in accordance with RFP 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
Other	<ul style="list-style-type: none"> • Must have valid and up-to-date Trade license/ Registrar of Joint Stock & Companies (RJSC) registration (if applicable), TIN certificate, VAT Identification Number, Updated Income Tax Payment Certificate (2019-2020) 	Both national and international bidders must present applicable documents
QUALIFICATION		
History of Non-Performing Contracts¹	Non-performance of a contract did not occur as a result of contractor default for the last 3 years.	Form D: Qualification Form

¹ Non-performance, as decided by UNDP, shall include all contracts where (a) non-performance was not challenged by the

Litigation History	No consistent history of court/arbitral award decisions against the Bidder for the last 3 years.	Form D: Qualification Form
Previous Experience	<ul style="list-style-type: none"> • Must have 5 years' overall experience in IT Industry and in developing digital platform/application/ software for the public service delivery • Must have experience working in a minimum 1 (one) Citizen-Centric Government/UN agencies/donor or any corporate project on Data Management. (Copy of Work Order/ Contract and URL must be submitted as a proof) • Must have experience working in at least 2 (two) Government/UN agencies/donor or any corporate projects with a combined value BDT 40 million (467,344.32 USD) in last 5 years. (Copy of Contract and completion certificate must be submitted as a proof). 	Form D: Qualification Form
Financial Standing	<ul style="list-style-type: none"> • Minimum Average Annual Turnover is minimum BDT 20 million (233,672.16 USD) in last 03 years. • Last 3 years audited financial report. <p><i>(For JV/Consortium/Association, all Parties cumulatively should meet requirement).</i></p>	Form D: Qualification Form
	<p>Bidder must demonstrate the current soundness of its financial standing and indicate its prospective long-term profitability.</p> <p><i>(For JV/Consortium/Association, all Parties cumulatively should meet requirement).</i></p>	Form D: Qualification Form
Key Personnel	CVs of required key personnel (refer to Terms of Reference)	

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.

Technical Evaluation Criteria

Summary of Technical Proposal Evaluation Forms		Points Obtainable
1.	Overall experience and Expertise of the organization/Firm	150
2.	Methodology proposed in the technical proposal	300
3.	Expertise of Key personnel	250
	Total	700

Criteria	Weight	Max. Points
<u>Technical</u>	700	
1. Overall experience and Expertise of the organization/Firm		150
1.1: Experience of design, development and implementation of digital platform/application/software for public service delivery. Supporting documents and URL need to be submitted.		50
1.2: Experience of design, development and implementation in Citizen Centric Government project on Data Management.		40
1.3: Experience of design, development of citizen centric mobile application platform. Application URL and information of current usage		35
1.4 Organizational Commitment to Sustainability Organization is compliant with ISO 14001 or ISO 14064 or equivalent – (16.67) <ul style="list-style-type: none"> Organization is a member of the UN Global Compact – (4.14) Organization demonstrates significant commitment to sustainability through some other means: for example, internal company policy documents on women empowerment, renewable energies or membership of trade institutions promoting such issues – (4.14) 		25
2. Methodology proposed in the technical proposal		300
2.1: Demonstration/Description of proposed solution/customized solution along with understanding of the assignment & proposed solution design. This will have Higher Level Diagram (HLD) for Unique Business Identity (UBID) platform mentioning the technology stacks.		100
2.2: Technical approach, Architecture and methodology of the customization/development, deployment and maintenance support work. The architecture design will have Integration Model, Access Model and Adoption Model to be compatible with Unique Business Identity (UBID) platform to be developed.		60
2.3: Proposed staffing and work plan with detailed staff engagement schedule		50
2.4: Proposed plan for maintenance and change management of the solution.		50
2.5: Proposed plan for Infrastructure support and operation management.		40

3. Expertise of Key personnel		250
3.1: Project Manager		15
3.1.1: Educational Qualification		5
3.1.2: Professional Experience		5
3.1.3: Relevant project management experience in e-governance sector		5
3.2: Deputy Project Manager		15
3.2.1: Educational Qualification		5
3.2.2: Professional Experience		5
3.2.3: Relevant project management experience in e-governance sector		5
3.3: Business Analyst (2 persons)		30
3.3.1: Educational Experience		10
3.3.2: Relevant Professional Experience		10
3.3.3: Experience in govt. business domain		10
3.4: Integration Expert		10
3.4.1: Educational Experience		5
3.4.2: Relevant Professional Experience		5
3.5: Senior Developer/Programmer (3 persons)		30
3.5.1: Educational Qualification		15
3.5.2: Experience in enterprise solution development		15
3.6: Solution Architect		10
3.6.1: Educational Qualification		5
3.6.2: Experience in large-scale e-governance solution design		5
3.7: Database Administrator		10
3.7.1: Educational Qualification		5
3.7.2: Experience in enterprise solution database design and administration		5
3.8: Infrastructure Manager		10
3.8.1: Educational Qualification		5
3.8.2: Experience in hosting management of large-scale enterprise solution		5
3.9: System Analyst (2 persons)		20
3.9.1: Educational Qualification		10
3.9.2: Experience in system analysis and design of enterprise solution		10
3.10: Relevant experience of the other personnel's in the bidder proposed team		100

SECTION 5. TERMS OF REFERENCE

1. BACKGROUND OF THE ASSIGNMENT:

As the flagship programme of the Digital Bangladesh agenda, Aspire to Innovate (a2i) hopes to inspire developing and developed nations on public service innovation and transformation by sharing their groundbreaking insights supported by examples, lessons, and knowledge. In collaboration with Government offices, a2i has brainstormed an idea to introduce a unique business identity platform with a target to provide unique business identity to all type of businesses developing a central business profile.

Bangladesh is one of the fastest-growing economies in the world harbors a plethora of businesses varying from the cottage, micro, small, medium, enterprise and of several types such as proprietorship, partnership, corporate, and limited liability companies. To cope up with the increasing population and growing new demands and new businesses are coming forward and entrepreneurship have been a key driver for reducing poverty and sustained economic growth over the last decade. Even amid the pandemic where unforeseen catastrophes have brought down many businesses, more and more innovative and effective businesses have stepped up. This includes e-commerce, f-commerce, online services, remote healthcare, and many more.

While all that sounds fairly promising, and the results are evident, there are still some major concerns when it comes to having overall visibility, accountability, identification, verification, facilitation, and compliance as there is no official data on the number of SMEs in Bangladesh. So far, the primary identifiers of the businesses are Trade License, Certificate of Incorporation, VAT/BIN Certificate. However, the issuing/reporting authorities are different for each of them and many of the small businesses refrain from getting these documents due to lack of awareness, lack of documentation, lack of support/assistance. And even those who do have them are registered under different authorities and there is no central mechanism to accumulate all the businesses. We cannot say for sure, at any point in time, how many uniquely registered businesses are there in Bangladesh. If we just look at our neighboring country India, they have a 12-digit Business Identification Number, issued by a central authority, the Ministry of MSME. Most of the developed countries have such mechanisms for identifying the businesses and it is about time Bangladesh can do so as well.

Now it has become a mandate of the Bangladesh Government for all e-commerce businesses to have UBID. It has been mentioned in the latest Gazette named "Digital Commerce Operations Manual" (Memorandum no: 26.00.000.133.93.026.19.119) published on July 4, 2021 by WTO Cell of the Ministry of Commerce that UBID Number will be imposed as a mandatory part for all the digital e-commerce businesses gradually. So, UBID is now a government mandate to be accomplished through this assignment.

2. OBJECTIVE OF THE ASSIGNMENT:

The overall objective of the assignment will be the following:

- To bring all the businesses under a unique business identification platform
- To provide identification and recognition to the unregistered businesses deprived of identity
- To develop a central business profile for all the unique businesses
- To ensure transparent commercial services through Business KYC
- To bring all the businesses under central monitoring, common policy framework, taxation, subsidy, formal trading, and all other financial facilities.

3. TARGET USER:

The target audience of this platform is entrepreneurs (CMSMEs, e-Commerce, f-commerce, and any other registered or unregistered businesses – approximately 10 million of businesses), Government stakeholders (Ministry of Commerce, National Board of Revenue, Local Government Division, BSCIC, etc.), Banks, NGOs, Financial Institutions, Private companies, etc. in Bangladesh.

4. SCOPE OF WORK:

The scope of work of this assignment is divided into 6 major sections with one common section which will contain the common features of each section.

1. UBID Platform Development

- a. Business Analysis and Exploration
- b. Business Profile
- c. UBID Generator
- d. Platform Access (Web, Android & iOS)
- e. Integration with Micro Merchant Platforms

2. Digital Transformation of G2B Services

- a. Service Analysis and Profiling
- b. Service Digitization & Validation
- c. Service Maintenance
- d. QoS and Progressive Improvement of Service Delivery

3. myGov Business KYC Platform

- a. Verifiers' Console
- b. System Registry
- c. Business Locker
- d. Business ESB
- e. Business SSO
- f. Business Service Gateway

4. Platform Hosting and Infrastructure Management

- a. Hosting Management
- b. Infrastructure Administration
- c. System Performance Monitoring & Evaluation
- d. Incident Resolution
- e. Root Cause Analysis & Reporting

5. Research & Development (R&D)

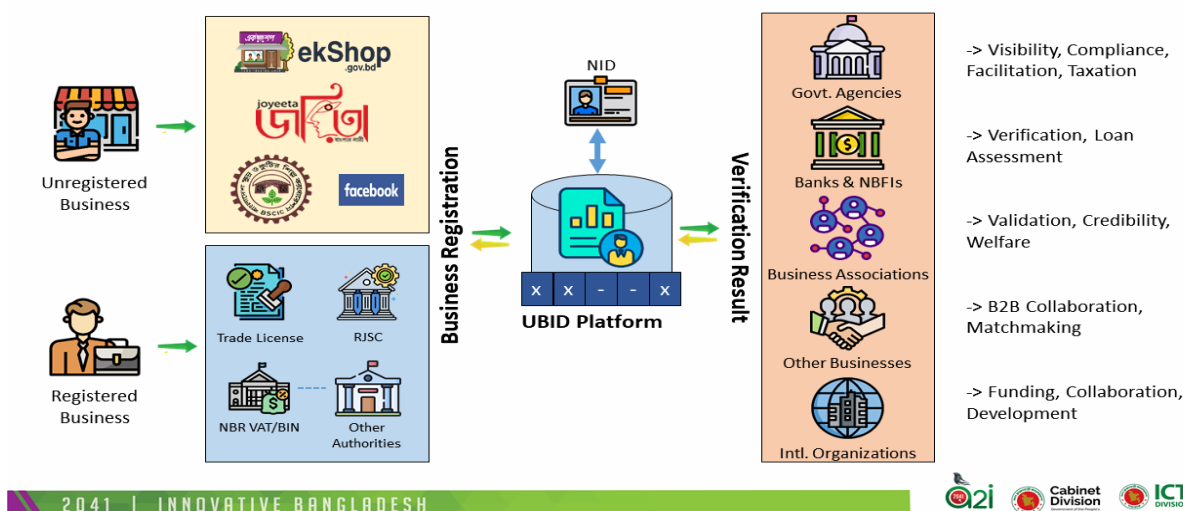
- a. Problem Identification
- b. Research Project Layout
- c. Data Collection
- d. Data Analysis
- e. Exploring Open-source Tools and Techniques & PoC
- f. Reporting Research Findings

6. Common Modules

- a. Standards and Guidelines
- b. Integration
- c. Security
- d. Quality Assurance and Testing
- e. Platform Hosting and Infrastructure Management
- f. Capacity Management
- g. Support and Maintenance

4.1 UBID PLATFORM DEVELOPMENT

The ultimate goal of the UBID platform development is to unify the fragmented Business ID into a universal unique Business ID. The development of the core UBID platform is divided into the following modules and the consulting firm will have to develop all the modules in the modular architecture. The high-level diagram of the UBID Platform is given below for a better understanding-



4.1.1 Business Analysis & Exploration

The business analysis and exploration can be categorized into two perspectives which are National and International. From the National Perspective, the consulting firm will analyze the relevant stakeholders of UBID platform from both the Government and Private Sectors and prepare a scope of Business according to the analysis. Again from the International perspective, the consulting firm will have to acknowledge the international usage & cases of UBID and identify the scope of business according to the analysis.

From these analysis, the consulting firm will have to explore global best practices and analyze the existing identity and licensing issues for e-commerce, f-commerce, CMSMEs and many more to design the possible options and opportunities for Bangladesh.

4.1.2 Business Profile

Business Profile is one of the most important parts of the UBID platform. The business profile should contain detailed information (Primary, Secondary and Tertiary data) of an individual business. The consulting firm will develop this module in such a way so that the profile data can easily be mapped to the relevant sectors or systems in terms of data sharing & access. To keep the record of each and every footprint the consulting firm must manage a profile log.

4.1.3 UBID Generator

The consulting firm will have to develop this module in order to generate a Unique Business Identity Number for each business. This UBID number must be generated based on the standard algorithm. Business owners will be able to apply for a Unique Business Identity number through myGov, Trade License Systems, ekShop, Joyita, BSCIC, and all other systems integrated into the UBID platform.

4.1.4 Platform Access (Web, Android & iOS)

The consulting firm will have to develop the entire platform considering the Web, Android, and iOS Applications. So, the stakeholders (Business owners, Approval Authorities, Verifier Agencies, etc.) of the UBID platform can easily access it by all means. The UBID Platform will also be integrated into the myGov assisted model (333, UDC).

4.1.5 Integration with Micro Merchant Platforms

ekShop Platform Enhancement: As all digital commerce platforms are gradually required to obtain Unique Business Identification Number (UBID) and ekShop functions as Government-owned aggregated e-commerce platform which works with both regulated and non-regulated business entities (individuals, SMEs, Facebook sellers, etc.). So, ekShop shall implement and coordinate the UBID integration of all e-commerce entities connected with the ekshop platform.

ekShop shall also be responsible to incorporate UBID into its current and future partner institutions/platforms that work in e-commerce both in private and public sectors.

4.1.6 Users-wise Feature List:

Anonymous User:

1. UBID website (Statistics, Benefits, how UBID works, Media and news updates, FAQ, About Us)
2. Registration for UBID

Authenticate User (Business Owner):

1. Business dashboard
2. Business Profile update
3. Verification of Business through Govt. Agencies/Banks/other stakeholders
4. Apply for other business related services

Admin User:

1. Monitor Users activity in UBID platform (Location/Department/KYC) wise.
2. Give approval for providing UBID.
3. Enable KYC/ Bank/ KYB verifiers to verify business entities/owners through UBID platform.
4. Monitor business fraud detection through the verifiers of different agencies
5. Monitoring Dashboard consists of live count of UBID registrations with statistics on (Division, District, Platform, Business type) wise UBID registrations. Also includes Business Fraud Detection Panel, Application Verification Panel, Sector wise Tax, Vat & Revenue.
6. Reporting tools which will generate different customized reports based on location, sector, business type, VAT, Tax, revenue etc.

4.2 DIGITAL TRANSFORMATION OF G2B SERVICES

The consulting firm will have to digitize 100 priority G2B services. The scope of digital transformation of Government to Business (G2B) services are divided into 4 major areas-

4.2.1 Service Analysis and Profiling

The consulting firm's primary concern is to analyze the services to be digitized. In order to do that consulting firm will-

1. Identify the services to be digitized by analyzing manual service delivery process, citizen charter, and digital service roadmap and also through face to face discussion.
2. Conduct a detailed business analysis of a complete service delivery life cycle which includes service information, service delivery procedure, step information, payment integration, intra or inter-service dependency and relevant integration scope, etc.
3. Build a service catalog and a complete profile for each service based on the detailed service analysis.

4.2.2 Service Digitization and Validation

During the service digitization and validation, the consulting firm will –

1. Build the services and integrate them to multiple access points and systems in accordance with the service profiling documents by myGov Rapid Digitization tools.
2. Analyze existing systems and identify integration scope to be followed to integrate with myGov platform
3. Check functional and non-functional issues for each service in terms of service name, office name, wing name, desk information, application form, payment, attachments, back-office integration, and service access points (web, app, 333 and UDC), etc.
4. Conduct service-specific user acceptance testing and adjust feedback.

4.2.3 Service Maintenance

The consulting firm will have to perform the following activities under the service maintenance during the contract period.

1. The Consulting firm will maintain service specific profile
2. The Consulting firm can periodically suggest the ministries to have a plan for the service re-engineering to simplify the service in terms of steps, process, and access.
3. The Consulting firm will be responsible for redesigning core business processes as per the request of authority as and when required.
4. The Consulting firm will be responsible for building new services as per the request of the concerned ministries and divisions.
5. The Consulting firm will ensure that services remain stable and reliable as business needs change.

6. The Consulting firm will ensure that changes minimally impact the service delivery quality.
7. The Consulting firm will ensure assembling and accumulating useful knowledge from the government officers and citizens for smooth service transition.
8. Service Validation and UAT will be ensured by the Consulting firm

4.2.4 QoS and Progressive Improvement of Service Delivery

The consulting firm will have to ensure the quality of services and improve the service delivery process over the time. In order to do that the consulting firm must follow the following two steps:

4.2.4.1 Monitoring and Evaluation

1. The consulting firm will be responsible for periodic checking to ensure the proper functioning of all access points (Web, App, 333 & UDC).
2. Monthly service consumption rate, service maturity level, service-wise citizen happiness index, service-specific feedback, service simplification report, service infrastructure assessment report, etc.
3. Periodically service assessment report generation and submission to the higher management.

4.2.4.2 Service enhancement

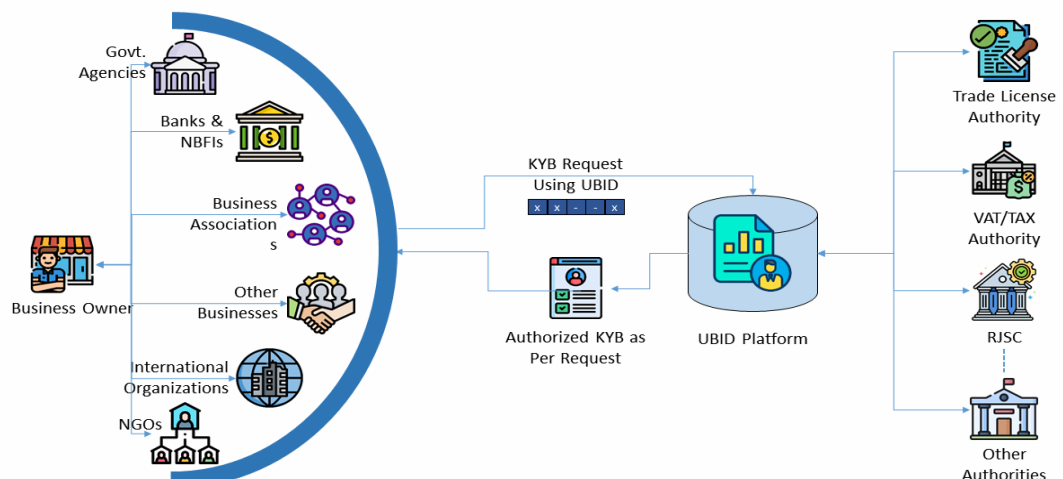
1. The Consulting firm will be responsible for periodic checking to ensure the proper functioning of all access points (Web, App, 333 & UDC).
2. The Consulting firm will focus on planning for reducing system downtime, minimizing cost by defining effective and standardized guidelines of improvement, assessments, and change management.
3. The Consulting firm will work with service recipients & providers' feedback as a part of continual improvement.
4. The Consulting firm will Identify and Analyze Improvement Opportunities for Service process simplification
5. The Consulting firm will Identify and troubleshoot UX problems (e.g., responsiveness)
6. For service re-engineering, the Consulting firm will gather and evaluate UX requirements and provide solutions.

CAPACITY MANAGEMENT

The consulting firm will ensure the following tasks under the capacity management-

1. Provide technical consultancy to the client for operational management during implementation.
2. On-demand facilitation of system update information to the client as training session (Quarterly and/or in case of major changes executed) organized by the client.
3. Provide authentic access to client experts to source code and documents.
4. Developing technical and operational manuals to operate and manage the platform.
5. The consulting firm will develop an SLA with relevant parties which will create a win-win environment both for the firm and other stakeholders in the long term.
6. The consulting firm will prepare guidelines and standards that will facilitate training programs for service providers' vendors, technical experts for system integration and further development of the UBID Platform.
7. The consulting firm will provide resource person, training materials, ToT & training for capacity development of the relevant stakeholders (ministries, city corporations, municipalities, unions etc.) in collaboration with a2i. Venue, logistics, and invitation will be facilitated by the client.

4.3 MYGOV BUSINESS KYC PLATFORM



The consulting firm will have to develop a Business console as myGov Business KYC Platform in the existing myGov platform where all the relevant business stakeholders will be connected. The development areas are classified into the following areas-

4.3.1 Verifiers' Console

The consulting firm will have to develop a verifier console under the UBID platform to be integrated with myGov platform. There will be a registration process through which verifier agencies get enrolled first as an authentic verifier agency of the UBID platform. There will also be a moderation panel under this module through which verifiers will be given approval to use this module. With the help of this module approved verifier agencies will be able to identify any particular business by tracking the UBID number. There will also be an option to manage agency-specific role-based users.

4.3.2 System Registry

There are a great number of Trade License systems across the country that are providing trade license services at the Union, Municipalities, and City Corporation levels. These all systems will be connected to the UBID platform gradually through myGov for providing Unique Business Identification Number along with a trade license. The Consulting firm will have to develop a Trade License or 3rd party system registry module under the UBID Platform to be connected to myGov where enrolled systems will be able to configure and map their system with Unions, Municipalities, and City Corporations based on its current system deployment.

4.3.3 Business Locker

The consulting firm will develop a Business Locker for the UBID platform which will be integrated into myLocker platform. All the documents related to business to be issued by different business agencies will be stored in the Business Locker. These documents will then be shared for the purpose of Business KYC requirements. Every Business owner and agency will also have their dedicated space in the business locker.

4.3.4 Business ESB

The consulting firm will have to develop a business ESB for all kinds of external communications. Below are some of the core functionalities of Business ESB to be developed by the consulting firm:

1. Business ESB should be developed in a decoupled way so that we can integrate all the relevant systems of the UBID Platform through this ESB.
2. ESB will have the Transport Protocol Conversion capacity through which it can accept one input protocol and communicate with another service provider on a different protocol
3. ESB should isolate the client and make some basic changes to the message. For example, changing the date format of an incoming message or appending informational data to messages
4. ESB must support transforming an incoming message into several outgoing formats and structures. For example, XML to JSON, XML to Java objects.

5. ESB should have the ability to redirect a client request to a particular service provider based on deterministic or variable routing criteria.
6. ESB must protect services from unauthorized access.
7. ESB should have the ability to provide a single unit of work for a business request, providing a framework for the coordination of multiple disparate systems.

4.3.5 Business SSO & Access Management

The firm will develop a Business SSO platform for the business entities. SSO service will be competent to provide sign-on service for Web application, Mobile application for all the beneficiaries of the business domain.

Single sign-on is a specialized form of e-authentication that enables a user to authenticate once and gain access to the resources of multiple applications. With this property, a user logs in once and gains access to all systems without being prompted to log in again at each of them.

Business and Technical requirements of SSO platform are given below as follows-

1. Identify the appropriate authentication mechanism
2. Select the approach to incorporate SSO at the application level and review the e-Authentication solution.
3. Must provide Single Sign-On (SSO) by using SAML2 or OpenID Connect
4. Must provide white label login and registration process
5. Must provide Rule-based authorization support for SSO
6. 2-factor authentication (2-FA) (hardware based or soft OTP)
7. Time-based one-time password (TOTP) based authentication
8. Must support heterogeneous user stores, e.g. ApacheDS or any RDBMS
9. Should have account locking for invalid failed login attempts
10. Should have account recovery with email and secret questions
11. Should have password history validation
12. Should have password pattern configuration
13. Should have account locking in single and multi-tenant environments
14. Should have account suspension reminders and locking of idle accounts
15. The system should manage role-based access control

4.3.6 Business Service Access Gateway

4.3.6.1 Analysis & Design

The consulting firm will have to analyze and design the digitized G2B services from the G2B service repository in terms of target audience, service accessibility, navigation, and search. Finally, the consulting firm will choose the service delivery mode and design the services based on the analysis.

4.3.6.2 G2B Service Repository

There will be a single G2B service repository in the myGov platform. Services that will be digitized under the digital transformation of G2B services initiative will be stored in this single repository.

4.3.6.3 Virtual One-stop service Gateway

The consulting firm will integrate the services to the various virtual access points (web, app, and 333) based upon the findings of service access point analysis. Business stakeholders will be able to access their desired services through these access mediums.

4.3.6.4 Physical One-stop service Gateway:

There are about 4500+ Digital Centers across the country. The consulting firm will integrate the services to these digital centers so that the business stakeholder those who live in rural areas or are out of digital facilities will be able to take their desired services physically from these digital centers.

4.4 Platform Hosting & Infrastructure Management:

The consulting firm will be responsible for the following infrastructure-related activities: -

4.4.1 Hosting Management:

The consulting firm will have to conduct the following activities -

1. Manage all the domains and subdomains required for this platform.

2. Provide deployment architecture after assessing the applications usage and feasibility study.
3. Ensure High Availability, Redundancy, and Data Recovery.
4. Manage all the credentials related to server access and configuration in a secured way.
5. Handle infrastructure-related issues like patch up-gradation, server up-gradation, 3rd party system installation, configuration, and licensing issues.
6. Prepare and manage Training server, Dev Server, Sandbox, and Live server simultaneously.
7. Prepare a complete CI/CID pipeline for the automation of the development.
8. Manage cloud flare, firewalls, DNS, Public/Private IPs, etc.
9. The servers should be available in Bangladesh only

4.4.2 Infrastructure Administration

3. Monitor the operating system, database, application, application server, and the integration points to ensure the availability of service accessibility.
4. Implement load balancer, database replicator, cluster software, etc. to ensure a high availability computing environment as and when required.
5. Update the security settings and version of the operating system, database, application, application setting to ensure a secure computing environment and service.
6. Administer the load balancer, database replicator, cluster software, etc. to ensure high availability.
7. Manage and update the Deployment architecture on a regular basis.
8. Deploy, Manage and Upgrade the OTRS system for support management.

4.4.3 System Performance Monitoring & Evaluation

System performance monitoring includes CPU utilization, memory utilization, space utilization, server load average, network interface load, etc.

1. Monitoring the database utilization including the availability of the database, utilization of space (data file, schema, log location, etc.).
2. Monitoring the availability and performance of the application including response time, URL availability, etc.
3. Monitoring the network appliance used as a part of "UBID" Platform which includes a load balancer, firewall appliances, etc.
4. Monitoring the solution integrity including database and application connectivity, replication process, availability of the application over the internet and local networks, etc.
5. Documentation of all the monitoring metrics and parameter mapping with threshold point and escalation details.

4.4.4 Incident Resolution

Incidents should be resolved by the Consulting firm when that is under the scope and for the event beyond the scope, the Consulting firm should immediately notify the client and respective data center.

1. The events and/or incidents should be resolved by the Consulting firm within a predefined resolution time.
2. The resolution history should be documented for further reference. All the incidents should be recorded, and a summary has to be reported periodically to the client.

4.4.5 Root Cause Analysis & Reporting

Reactive problem management focuses on solving problems in response to one or more incidents as they occur; proactive problem management focuses on identifying and solving problems and known errors that might otherwise be missed, thereby preventing future incidents. The consulting firm should be looking for repeat incidents with the same category, affected service, configuration item (CI), cause, or resolution:

1. Performing trend analysis of incident records:
2. Detecting duplicate and recurring issues;
3. Continuous reporting based on the root cause analysis.

4.5 RESEARCH AND DEVELOPMENT (R&D)

The consulting firm will have to follow the following fundamental steps of the research process in conducting research work with the UBID Platform.

4.5.1 Problem Identification

The consulting firm will identify the potential areas of concerns, questions, and queries for the improvement of a condition, elimination of the difficulty, or the questions that exist in the existing concept and practice which point to meaningful understanding and deliberate need.

4.5.2 Research Project Layout

The consulting firm will have to focus on creating a research plan or a comprehensive approach on how to solve the research problem identified. The consulting firm will prepare a framework or blueprint of a research plan or methodology for conducting the research project. It will outline the processes required to obtain required information, and its purpose is to create a study that examines hypotheses of interest, determines possible answers to research questions, and provides the information needed for decision making.

This Research Project Layout will involve the following activities but not limited to:

1. Studying the existing concept paper or Secondary data analysis.
2. Deciding Qualitative or Quantitative research.
3. Defining the required information for research.
4. Measuring and scaling research methods.
5. Questionnaire design.
6. Data analysis plan with sample process and sample size.

4.5.3 Data Collection

When the Research project layout is done, the actual study begins with the collection of data. Data collection is an important step in providing the information needed to answer the research questions. Each study collects some types of data to answer the research question, whether it be from the existing literature or data may be collected in the form of a survey method, using questionnaires, observations, or literature.

For example, if the consulting firm wants to unify the fragmented businesses and propose a unique business identity, the researcher will have to collect data on defined variables from both local and global perspectives.

4.5.4 Data Analysis

After collecting enough data and information for the research study, it is time for data analysis. The researcher finally has the data for analysis so that the research questions can be answered. In operational planning, the researcher specifies how the data would be analyzed. The researcher now analyzes the data according to the plan. The results of this analysis are then reviewed and summarized in a manner directly relating to answering the research question. Then two or more sets of data will be analyzed to determine if there was any difference between the first measure and the second measure for each individual in the program. The collected data will be analyzed to determine if the differences are statistically significant. If the differences are statistically significant, then the study validates the theory that was the focus of the study.

4.5.5 Exploring Open Source Tools and Techniques:

Building less and delivering more has become the current trend of technology innovation. Everything is moving faster in the arena of rapid technology development. These all are possible only because of the availability of open-source reusable components. The consulting firm will have to explore and map the open-source technologies that can be used in the UBID platform which will make the development faster and ensure a reliable and well-accepted solution.

4.5.6 Reporting Research Findings

The consulting firm will have to submit research findings as a report in a regular manner. This report should describe the results of qualitative or quantitative research or both. A research report is the result of a scientific investigation, a brief explanation of the research conducted. The main part of reporting research findings includes:

1. Findings
2. Solutions with implementation guideline
3. Recommendations

4.6 COMMON MODULES

4.6.1 Standards and Guidelines Development

Standards and guidelines of the UBID Platform are classified into the following areas-

4.6.1.1 Business Architecture

In the Business Architecture phase, the consulting firm will need to develop a detailed Baseline Business Architecture Description in this phase. In this phase, the system needs to identify Required Catalogs of Business Building Blocks (such as Organization/ Actor catalog, Driver/ Goal/ Objective catalog, Role catalog, Business Service/Function catalog, Location catalog, Process/ Event/ Control/ Product catalog, and Contract/Measure catalog, etc.), Matrices (such as Business interaction matrix and Actor/role matrix, etc.), Diagrams (such as Business Footprint diagram, Business Service/ Information diagram, Functional Decomposition diagram, Goal/ Objective/ Service diagram, Use-case diagram, Organization Decomposition diagram, Process Flow diagram, and Events diagram, etc.).

4.6.1.2 Data Architecture

In the Data Architecture phase, the consulting firm will need to provide a Statement of Architecture Work, Validated data principles, Baseline Data Architecture, Target Data Architecture (such as Business data model, Logical data model, Data management process models, Data Entity/ Business Function matrix, etc.), Data Architecture requirements (such as Gap analysis results, Data interoperability requirements, Relevant technical requirements, Constraints on the Technology Architecture, Updated business requirements, etc.), Data Architecture components, Data Entity/ Data Component catalog, Data Entity/ Business Function matrix, Application/ Data matrix and Diagrams (such as Conceptual Data diagram, Logical Data diagram, Data Dissemination diagram, Data Security diagram, Data Migration diagram, Data Lifecycle diagram, etc.).

4.6.1.3 Application Architecture: In the Application Architecture phase the consulting firm will need to provide a Statement of Architecture, Validated application principles, Baseline Application Architecture, Target Application Architecture (such as Process systems model, Place systems model, Time systems model, People systems model, etc.), Gap analysis results, Applications interoperability requirements, Relevant technical requirements, Constraints on the Technology Architecture, Updated business requirements and Updated data requirements.

The consulting firm also will need to provide Catalogs such as Application Portfolio catalog and Interface catalog, Matrices such as Application/ Organization matrix, Role/Application matrix, Application/ Function matrix and Application Interaction matrix and Diagram such as Application Communication diagram, application, and User Location diagram, Application Use-Case diagram, Enterprise Manageability diagram, Process/Application Realization diagram, Software Engineering diagram, Application Migration diagram, Software Distribution diagram for Application Architecture components of an Architecture Roadmap

4.6.1.4 Technology Architecture: In the Technology Architecture phase the consulting firm will need to provide a Statement of Architecture, Validated technology principles, Technology Components, Technology platforms, Environments and locations, Expected processing load and Physical communications, Hardware and network specifications, and Baseline Technology Architecture.

The consulting firm also will need to provide Gap analysis results, Requirements, Updated technology requirements, Technology Architecture components, Technology Standards catalog, Technology Portfolio catalog, Application/Technology matrix, Environments and Locations diagram, Platform Decomposition diagram, Processing diagram, Networked Computing/Hardware diagram, and Communications Engineering diagram.

4.6.1.5 Standards & Guidelines:

Architecture standards and guidelines should provide the methods and tools for assisting in the acceptance, production, use, and maintenance of the Combined Intelligence Platform for Skills. Standards and Guidelines should be based on an iterative process model supported by best practices and a re-usable set of existing architecture assets. We are expecting the following Standards and Guidelines to be prepared in collaboration with stakeholder's acknowledgment.

The consulting firm will have to develop some standards and guidelines for all the stakeholders integrated with the UBID platform.

1. User Guidelines for Business owners, Micro-merchants, Verifiers, etc.
2. Open API Standards and documents for 3rd party system integration
3. Business Core Data Structure (BCDS)
4. Privacy policy for Business profile sharing

5. End-User Standard Computing Guideline in terms of hardware requirements at the workstation, Bandwidth, power, last-mile security, cross-browser, and Operating system compatibility
6. Operations guidelines in terms of change management, support management, and implementation.
7. Application, Data, Technology, and Security Standards
8. Guideline on Data protection, data privacy, and governance
9. Policy framework for UBID platform

4.6.2 Integration

The UBID platform will be integrated with the following systems -

Principal Product	Connected Product	Integration areas
UBID Platform	myGov-Business	Verifiers' console
		UBID number generation
		Business KYC (KYB)
		Business SSO
		Business ESB
	Trade license, TIN, RJSC, BIN, NID	Business Profile
	NISE Platform	Business Entities for UBID
ekShop Platform	Micro merchants	Joyeeta, BSCIC, f-Commerce, etc.
myGov-Business Platform	KYC	3rd Party System
		ekShop
myGov-CDAP	Trade License and Other 3rd parties	Single Sign-on and Profile sharing
	ekShop	Single Sign-on and Profile sharing
	Joyeeta	Single Sign-on and Profile sharing
	BSCIC	Single Sign-on and Profile sharing
myLocker Platform	Business Locker	Business Owners, TIN, RJSC, BIN, NID

4.6.3 Security

The consulting firm should follow any of the industry-standard secure development methodology such as Comprehensive Lightweight Application Security Process (CLASP) by OWASP etc. The consulting firm will undertake responsibility for Input Validation Controls, Authorization/Authentication Control, and other security controls in place in both test and production environments of application. The following vulnerabilities must be checked and ensured security from the beginning:

- Cross-Site Request Forgery (CSRF)
- Cross-Site Scripting (XSS)
- SQL Injection
- Session hi-jacking or Session Fixation
- SQL Injection

- Input Validation/Filtering
- Output Escaping
- Code Injection
- Secure File Access

N.B. Prior to handing over the system, a security audit will be conducted by “e-Government Computer Incident Response Team (BGD e-GOV CIRT)”. a2i will ensure this and vendor team will give necessary assistances to a2i in this regard.

4.6.4 Quality Assurance and Testing

The consulting firm will -

- Conduct Unit Testing, Integration Testing, System Testing, Load Testing and Acceptance testing at every phase of the project.
- Ensure Security testing of the system at a regular interval.
- Fix the necessary security holes.
- Provide the relevant testing reports and its resolution report

4.6.5 Continuous Support and Maintenance

The Consulting firm will ensure continuous support and maintenance by deploying multi-layered support services as follows:

4.6.5.1 Helpdesk Support (1st Layer Support)

- Attend to user's phone calls
- Support agents will communicate through multiple channels for example phone, email, Online Support Ticketing System etc.
- Conduct basic troubleshooting using questionnaires to find out the level of support needed
- Create tickets for 2nd layer support
- Solve common queries such as username and passwords issues, menu navigation, UBID Applications, Business KYC, Trade License system enrollment.

4.6.5.2 Issue Management (2nd Layer Support)

- Issues investigation
- Issues Categorization, Prioritization, and Escalation.
- Basic level troubleshooting of application, database, and infrastructure.
- Collaboration and coordination among the layers
- Collecting feedback from both service recipient and service provider end and adjusting feedback through the proper communication and coordination with myGov team.
- Prepare customized support reports for the management.

4.6.5.3 Technical Support (3rd Layer Support)

- Core applications, Database, and Infrastructure level bug fixing.
- Accommodating change requests at Core applications, Database, and Infrastructure level
- Continuously analyze user and system logs and take necessary actions if required.
- Taking prompt preventive action solely or with the help of the core development team if any misconfiguration or anomaly is found in the Core applications, Database, and Infrastructure.
- Periodically health checking of Core applications, Databases, and Infrastructure.

5. EXIT PROCESS:

During the contracted period, there will be a technical team at procuring entity side who will be engaged to gather knowledge on both the technology and operation of the platform. Once contract is expired and platform is delivered, that team will undertake the platform. a2i will work on that to take over the responsibility in collaboration with Ministry of Commerce. a2i, on behalf of Govt. of Bangladesh and UNDP will handle this technology after expiry of the contract.

6. DURATION OF THE ASSIGNMENT:

The total duration of the assignment is 18 months.

7. TECHNOLOGY SPECIFICATION:

The vendor will follow the TOGAF or any other industry accepted and widely used open source based enterprise architectural frameworks for developing architecture of the UBID platform. Following are some technical specifications which vendor should consider as reference but not as the ultimate method of implementing UBID platform. Technology Specification may change in real-time based on the context of the project and future trend.

- Open Source PHP Framework
- Bootstrap, jQuery and Ajax for best UX
- MySQL or any other open source RDBMS
- Redis, Memcache, CDN or Varnish for caching and faster data delivery
- e-Service bus (Enterprise Service Bus)
- API centric enterprise level design using JSON or other data delivery format.
- Micro service architecture following micro-service design approach.
- Selenium and robot framework for automated testing and evaluation.
- Messaging protocol support e.g. AMQP 1.0, STOMP, MQTT, HTTP
- Open source IDP platform (WSO2, Keycloak etc.) for implementing SSO

8. DELIVERABLES AND SCHEDULE:

The following outputs will have to be delivered within a maximum period of 18 months after signing the contract requiring the following deliverables:

SL	Deliverables	M 01	M 02	M 03	M 04	M 05	M 06	M 07	M 08	M 09	M 10	M 11	M 12	M 13	M 14	M 15	M 16	M 17	M 18
D1	Inception Report																		
D2	Submission of Software Requirement Specification (SRS)																		
D3.1	UBID Platform Development: <ul style="list-style-type: none"> Business Analysis and Exploration Business Profile UBID Generator Business KYC (KYB) Platform Access (Web, Android & iOS) 																		
D3.2	Digital Transformation of G2B Services: <ul style="list-style-type: none"> Service Analysis and Profiling Service Digitization & Validation Service Maintenance QoS and Progressive Improvement of Service Delivery 																		
D3.3	Research & Development (R&D): <ul style="list-style-type: none"> Business Identity Business Model Business Profile Operational Framework Integration Framework Adoption Model (Capacity and Promotion) 																		
D4.1	myGov Business: <ul style="list-style-type: none"> Verifiers' Console System Registry Business Locker Business ESB Business SSO Business Service Access Gateway 																		
D4.2	Platform Hosting and Infrastructure Management:																		

	<ul style="list-style-type: none">• Hosting Management• Infrastructure Administration• System Performance Monitoring• Root Cause Analysis																		
D5.1	Common Modules: <ul style="list-style-type: none">• Standards and Guidelines• Integration API Standard• Security• Quality Assurance and Testing• Capacity Management																		
D5.2	Support and Maintenance																		

9. PAYMENT SCHEDULE

The following outputs will have to be delivered within a maximum period of 18 months after signing the contract requiring the following deliverables:

SL	Payment for Deliverables	Billing Milestone	% of Amount
1	Inception Report	15 days after signing the contract	5%
2	D2: Submission of Software Requirement Specification (SRS)	1 month after signing the contract	10%
3	D3.1: UBID Platform Development D3.2: Digital Transformation of G2B Services D3.3: Research & Development (R&D):	6 months after signing the contract	30%
4	D4.1: myGov Business D4.2: Platform Hosting and Infrastructure Management	12 months after signing the contract	30%
5	D5.1: Common Modules D5.2: Support & Maintenance	18 months after signing the contract	25%

10. TEAM COMPOSITION

SL	Position	No. of Persons	Qualification
1	Project Manager	01	i) Minimum academic requirement is post-graduation in Computer Science and Engineering/ICT or any other relevant disciplines from any University. ii) Minimum 05 years of experience in managing enterprise systems with a total of 10 years of experience in ICT industry iii) Experience in leading such an assignment role including software design and development preferable in Bangladesh government IT projects and also in the private sector.
2	Deputy Project Manager	01	i) Minimum academic requirement is post-graduation in Computer Science and Engineering/ICT or any other relevant disciplines from any University. ii) Minimum 03 years of experience in managing enterprise systems with a total of 08 years of experience in the ICT industry. iii) Previous experience in leading such an assignment role including software design and development preferable in Bangladesh government IT projects and also in the private sector.
3	System Analyst	02	i) Minimum graduate in Computer Science and Engineering/ICT or any other relevant Science disciplines from any University. ii) Minimum 03 years of experience in system analysis for any government domain related to Public Service Delivery with a total of 7 years of experience in the ICT industry.

4	Business Analyst	02	i) Minimum graduate in any disciplines from any university. ii) Minimum 03 years of experience in working in business analysis domain with a total of 07 years of experience in the ICT industry.
5	Solution Architect	01	i) Minimum graduate in Computer Science ICT/CSE/Software Engineering. ii) Should have a minimum of 03 years of profound experience in the field of Software architecture design and analysis with a total of 07 years' experience in the ICT industry.
6	Database Administrator	01	i) Minimum graduate in Computer Science and Engineering/ICT from any University. ii) Minimum 03 years of experience in database design and administration with a total of 07 years of experience in ICT industry
7	Senior Developer/ Programmer	03	i) Minimum graduate in Computer Science and Engineering/ICT from any University. ii) Should have a minimum of 05 years of profound experience in the field of web-based software programming/coding/scripting for ICT-based application or Software development.
8	Infrastructure Manager	01	i) Minimum graduate in Computer Science and Engineering/ICT or any other relevant Science disciplines from any University. ii) Should have a minimum of 03 years of profound experience in the field of infrastructure management with a total 07 years of experience in the ICT Industry.
9	Integration Expert	01	i) Minimum graduate in Computer Science and Engineering/ICT or any other relevant Science disciplines from any University. ii) Should have a minimum of 03 years of profound experience in the field of integration management with a total 07 years of experience in the ICT Industry

11. JOB RESPONSIBILITY

SL	Position	Job Responsibilities
1	Project Manager	<ul style="list-style-type: none"> Managing projects from project inception to successful completion Coordinating with stakeholders and core team members to define agreed upon project scope, outcomes, requirements and schedule. Managing resources, scope, prioritization, work-plans and the future enhancements. Developing and implementing project communications framework to ensure well-informed stakeholder and end-users. Providing strategic guidance to develop new approaches and applications from users, govt. officer, processes and technology perspective.
2	Deputy Project	<ul style="list-style-type: none"> Assisting to the project manager and leading the project in collaboration with project manager.

	Manager	<ul style="list-style-type: none"> Organizing and leading meetings and facilitating group work sessions if required. Liaising with stakeholder and 3rd party vendors to lead discovery of both technical and non-technical solutions to meet the requirements. Overseeing component wise development, implementation, service testing, and product/process enhancement to ensure service delivery. Leveraging flexible toolkit of techniques, with the ability to adapt the approach to the needs of the project. Preparing and providing regular necessary project status updates.
3	System Analyst	<ul style="list-style-type: none"> Identifying business system features by defining, analyzing and designing the solutions. Defining system problems by conferring with clients; evaluating procedures and processes. Developing solution by preparing and evaluating alternative workflow solutions. Controlling solution by establishing specifications in collaboration with key personals i.e. project manager, solution architect, business analyst etc.
4	Business Analyst	<ul style="list-style-type: none"> Analyzing existing Global and Local similar initiatives and identify business scope of UBID platform Carrying out Ministry specific new Service analysis, Documentation and Service Building. Identifying Integration Scope and Documentation Requirement Gathering, Analyzing and documentation of existing & custom systems.
5	Solution Architect	<ul style="list-style-type: none"> Developing baseline architecture as well as target architecture Gap analysis between baseline and target architectures. Development of the whole system architecture Ensuring the standards, guidelines and other artifacts throughout the project.
6	Database Administrator	<ul style="list-style-type: none"> Designing and developing database in accordance to end user's information needs and views Defining users and enable data distribution to the right user, in appropriate format and in a timely manner Using high-speed transaction recovery techniques and backup data Minimizing database downtime and manage parameters to provide fast query responses Monitoring database performance, implement changes and apply new patches and versions as and when required.
7	Senior Developer/ Programmer	<ul style="list-style-type: none"> Guiding the development team to ensure the development as per the defined architecture. Ensuring the development related delivery, documentations and other outcomes in timely manner. Gathering and refining specifications and requirements in compliance with the architectural standards and guidelines. Staying plugged into emerging technologies/industry trends and applying them into operations and activities

8	Infrastructure Manager	<ul style="list-style-type: none"> • Supervising, Leading and Guiding the Infrastructure Team • Designing and Executing Strategic Plans to assure Infrastructure Capacity Attains Current and Future Needs. • Defining and Managing IT Disaster Recovery Strategy • Reporting and Preparing Strategies to Maintain Server and Evaluating System's Performance • Determining Network and System Requirements. • Maintaining Integrity of The Network, Server Deployment And Security
9	Integration Expert	<ul style="list-style-type: none"> • Supervising, Leading and Guiding the Integration Team • Developing and maintaining system integrations and components • Developing and maintaining application to application integrations, services, internal and external API

****Note: The bidder can propose additional human resources in the team composition taking into consideration the scope and duration of the project which may include:**

- **Security Team:** Security Expert will be responsible for designing and maintaining the security infrastructure by staying up to date with security news, keeping an eye out for the latest vulnerabilities and remedies emerging in the field. Actively liaising with the development team to ensure a secure architecture. They will be providing regular reports auditing the current services and latest changes, as well as the internal practices.
- **Development Team:** Development team will contribute project writing well designed, testable, efficient code by using best software development practices. They will create user interfaces by using standard coding languages or frameworks. They will integrate data from various back-end services and databases. They will assist Senior Developers to develop the platform.
- **Mobile App (iOS) development team:** Mobile app development team (iOS) will develop user interfaces from wireframe models and they will ensure the best performance and user experience of the application. They will write clean, reusable, and testable code. They will cooperate with back-end developers, designers, and the rest of the team to deliver well-architected and high-quality solutions.
- **Mobile App(Android) development team:** Mobile app development team (Android) will develop user interfaces from wireframe models and they will ensure the best performance and user experience of the application. They will write clean, reusable, and testable code. They will cooperate with back-end developers, designers, and the rest of the team to deliver well-architected and high-quality solutions.
- **Technical Documentation team:** Technical Documentation team will prepare SRS in collaboration with Business analyst, system analyst, solution architect and other relevant personals. They will maintain existing and upcoming catalogue and the Service profiling along with process flow diagram for building the services from the scratch Preparing Technical Document for integrating 3rd party systems.
- **UI/UX Team:** UI/UX team will be responsible for creating user-centered designs by understanding business requirements, and user feedback. They will creating user flows, wireframes, prototypes and mockups Translating requirements into style guides, design systems, design patterns and attractive user interfaces. They will design UI elements such as input controls, navigational components and informational components. They will identify and troubleshoot UX problems (e.g. responsiveness) Incorporating customer feedback, usage metrics, and usability findings into design in order to enhance user experience.
- **QA team:** QA team will be responsible for planning, conducting, and monitoring the test and inspecting the service delivery eco-system to ensure its quality. They will guide team to prepare documentation for quality assurance activities to identify the training requirements to meet the

quality standards. They will be facilitating the team by defining the task and providing all the necessary resources to execute the testing activities.

- **Integration team:** Team will analyze existing Systems & Services to identify the integration scope and documentation. They will analyze organization specific new service and identifying integration scope. They will integrate identified systems and services in collaboration with architecture and development team. This team will be guided and monitored by Integration Expert.
- **Infrastructure Team:** Infrastructure team will work with design and execute strategic plans to assure Infrastructure Capacity Attains Current and Future Needs. They will define and Managing IT Disaster Recovery Strategy. They will be reporting and preparing strategies to maintain server and Evaluating System's Performance. They will be determining Network and System Requirements. They will be maintaining integrity of The Network, Server Deployment & Security.
- **Training Team:** Team will be liaising with training manager to determine training needs and schedule training sessions. They will be designing effective training sessions. They will be conducting ministry wise workshops, small training sessions even individual training sessions etc. They will be conducting evaluations to identify areas of improvement. They will be monitoring employee performance and response to training. They will prepare training materials in different formats like pdf, audio and video etc.
- **Implementation Team:** Implementation Team will regular be monitoring and visiting organizations as per schedule. Team will talk to organization specific Service providers to identify pin points. They will prepare recommendations after visiting the ministry. Team will reporting to Implementation manager after field visit.
- **Support Team:** Team will Issue investigation, categorizing, prioritizing and escalating Basic level troubleshooting of application, database and infrastructure. Team will be receiving feedback from the help desk or directly from the clients and adjusting feedback. Team will be solving critical issues in collaboration with stakeholders. Team will be preparing customized support reports for the management.
- **Research team:** Research Team will determine areas of research to increase knowledge in a particular field. They will plan and perform experiments and surveys. They will Collecting, recording and analyzing data. They will interpret data analysis results and drawing inferences and conclusions. They will use research results to write reports, papers and reviews and presenting findings in journals and conferences. Team will be collaborating with research teams, industry stakeholders and government agencies.
- **Data Team:** Data Team will follow enterprise data architecture that effectively supports Business Intelligence capabilities. They will be working with business profile which includes Primary, Secondary and Tertiary data. The team will be responsible for data research and data analysis, database development and will develop reporting systems that provide accessible information for decision-making. They will write database documentation, including data standards, procedures and definitions for the data dictionary (metadata).
- **Helpdesk:** Helpdesk Team is attending to users (service providers and consumers) phone calls. Team is communicating through multiple channels as example: phone, email, ticketing system etc. They will conduct basic troubleshooting using questionnaires to find out the level of support needed. They will be creating tickets for second layer support. They will solve common queries of the users.

12. ELIGIBILITY CRITERIA

Please refer to the Section 4

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	<input type="checkbox"/>
▪ Form B: Bidder Information Form	<input type="checkbox"/>
▪ Form C: Joint Venture/Consortium/ Association Information Form	<input type="checkbox"/>
▪ Form D: Qualification Form	<input type="checkbox"/>
▪ Form E: Format of Technical Proposal	<input type="checkbox"/>
▪ Form H: Proposal Security Form	<input type="checkbox"/>
Have you provided the required documents to establish compliance with the evaluation criteria in Section 4?	<input type="checkbox"/>

Financial Proposal

(Must be submitted separate and password protected)

▪ Form F: Financial Proposal Submission Form	<input type="checkbox"/>
▪ Form G: Financial Proposal Form	<input type="checkbox"/>

FORM A: TECHNICAL PROPOSAL SUBMISSION FORM

Name of Bidder:	[Insert Name of Bidder]	Date:	Select date
RFP reference:	RFP-BD-2021-037		

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?	<input type="checkbox"/> Yes <input type="checkbox"/> No If yes, [insert UGNM vendor number]
Are you a UNDP vendor?	<input type="checkbox"/> Yes <input type="checkbox"/> 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:	<ul style="list-style-type: none"> ▪ Company Profile, which should <u>not</u> 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:	RFP-BD-2021-037		

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 the event a Contract is awarded, during contract execution)	[Complete]
--	------------

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: _____

FORM D: QUALIFICATION FORM

Name of Bidder:	[Insert Name of Bidder]	Date:	Select date
RFP reference:	RFP-BD-2021-037		

If JV/Consortium/Association, to be completed by each partner.

Historical Contract Non-Performance

☐ Contract non-performance did not occur for the last 3 years

☐ Contract(s) not performed for 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 History as indicated below

Year of dispute	Amount in dispute (in US\$)	Contract Identification	Total Contract Amount (current value in US\$)
		Name of Client: Address of Client: Matter in 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

--	--	--	--	--

Bidders may also attach their own Project Data Sheets with more details for assignments above.

☐ Attached are the Statements of Satisfactory Performance from the Top 3 (three) Clients or more.

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)			
	Information from Income Statement		
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:	RFP-BD-2021-037		

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.
- 1.4 Quality assurance procedures and risk mitigation measures.
- 1.5 Organization's commitment to sustainability.

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 THIS ASSIGNMENT	[INSERT]
NATIONALITY	[INSERT]
LANGUAGE PROFICIENCY	[INSERT]
EDUCATION/ QUALIFICATIONS	[SUMMARIZE COLLEGE/UNIVERSITY AND OTHER SPECIALIZED EDUCATION OF PERSONNEL MEMBER, GIVING NAMES OF SCHOOLS, DATES ATTENDED, AND DEGREES/QUALIFICATIONS OBTAINED.]
	[INSERT]
PROFESSIONAL CERTIFICATIONS	[PROVIDE DETAILS OF PROFESSIONAL CERTIFICATIONS RELEVANT TO THE SCOPE OF SERVICES]
	<ul style="list-style-type: none"> ▪ 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]
REFERENCES	[PROVIDE NAMES, ADDRESSES, PHONE AND EMAIL CONTACT INFORMATION FOR TWO (2) REFERENCES]
	REFERENCE 1: [INSERT]
	REFERENCE 2: [INSERT]

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

Signature of Personnel

Date (Day/Month/Year)

FORM F: FINANCIAL PROPOSAL SUBMISSION FORM

Name of Bidder:	[Insert Name of Bidder]	Date:	Select date
RFP reference:	RFP-BD-2021-037		

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: _____

[Stamp with official stamp of the Bidder]

FORM G: FINANCIAL PROPOSAL FORM

Name of Bidder:	[Insert Name of Bidder]	Date:	Select date
RFP reference:	RFP-BD-2021-037		

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

Position	Minimum no. of Position	Fee Rate	No. of Days/months/ hours	Total Amount
		A	B	C=A+B
Team Composition: Key Resources				
Project Manager				
Deputy Project Manager				
System Analyst				
Business Analyst				
Solution Architect				
Database Administrator				
Senior Developer/ Programmer				
Infrastructure Manager				
Integration Expert				
Other Member(s)				
Subtotal Professional Fees:				

Table 3: Breakdown of Other Costs

Description	UOM	Quantity	Unit Price	Total Amount
Communication Expenses	Lump Sum			
Rent, utility, equipment cost	Lump Sum			
Training and Workshop	Lump Sum			
International flights (if applicable)	Trip			
Subsistence allowance (if applicable)	Day			
Miscellaneous travel expenses (if applicable)	Trip			
Local transportation costs (if applicable)	Lump Sum			
Out-of-Pocket Expenses (if applicable)				
Other Costs: (please specify)				
Subtotal Other Costs:				

Table 4: Breakdown of Price per Deliverable/Activity

Deliverable/ Activity description	Time (Person days)	Professional Fees	Other Costs	Total
Inception Report				
D2: Submission of Software Requirement Specification (SRS)				
D3.1: UBID Platform Development				
D3.2: Digital Transformation of G2B Services				
D3.3: Research & Development (R&D):				
D4.1: myGov Business				
D4.2: Platform Hosting and Infrastructure Management				
D5.1: Common Modules				
D5.2: Support & Maintenance				
.....				

FORM H: FORM OF PROPOSAL SECURITY

Proposal Security must be issued using the official letterhead of the Issuing Bank.
Except for indicated fields, no changes may be made on this template.

To: UNDP

[Insert contact information as provided in Data Sheet]

WHEREAS [Name and address of Bidder] (hereinafter called "the Bidder") has submitted a Proposal to UNDP dated [Click here to enter a date](#) to execute Services [Insert Title of Services] (hereinafter called "the Proposal"):

AND WHEREAS it has been stipulated by you that the Bidder shall furnish you with a Bank Guarantee by a recognized bank for the sum specified therein as security in the event that the Bidder:

- a) Fails to sign the Contract after UNDP has awarded it;
- b) Withdraws its Proposal after the date of the opening of the Proposals;
- c) Fails to comply with UNDP's variation of requirement, as per RFP instructions; or
- d) Fails to furnish Performance Security, insurances, or other documents that UNDP may require as a condition to rendering the contract effective.

AND WHEREAS we have agreed to give the Bidder such this Bank Guarantee:

NOW THEREFORE we hereby affirm that we are the Guarantor and responsible to you, on behalf of the Bidder, up to a total of *[amount of guarantee] [in words and numbers]*, such sum being payable in the types and proportions of currencies in which the Price Proposal is payable, and we undertake to pay you, upon your first written demand and without cavil or argument, any sum or sums within the limits of *[amount of guarantee as aforesaid]* without your needing to prove or to show grounds or reasons for your demand for the sum specified therein.

This guarantee shall be valid up to 30 days after the final date of validity of bids.

SIGNATURE AND SEAL OF THE GUARANTOR BANK

Signature: _____

Name: _____

Title: _____

Date: _____

Name of Bank _____

Address _____

[Stamp with official stamp of the Bank]