



REQUEST FOR QUOTATION (RFQ)

RFQ Reference: 717-2021-UNDP-UKR-RFQ-SCR	Date: 19 November 2021
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SECTION 1: REQUEST FOR QUOTATION (RFQ)

UNDP kindly requests your quotation to **Procure the Electronic Queue System for 24 Administrative Service Centres in Kherson, Ivano-Frankivsk and Zakarpattia Regions** as detailed in Annex 1 of this RFQ.

This Request for Quotation comprises the following documents:

Section 1: This request letter

Section 2: RFQ Instructions and Data

Annex 1: Specification

Annex 2: Quotation Submission Form

Annex 3: Technical and Financial Offer

When preparing your quotation, please be guided by the RFQ Instructions and Data. Please note that quotations must be submitted using Annex 2: Quotation Submission Form and Annex 3 Technical and Financial Offer, by the method and by the date and time indicated in Section 2. It is your responsibility to ensure that your quotation is submitted on or before the deadline. Quotations received after the submission deadline, for whatever reason, will not be considered for evaluation.

Thank you and we look forward to receiving your quotations.

Issued by:

Signature: _____

Name: **Ms. Agnes Kochan**

Title: **Operations Manager UNDP**

Date: **November 19, 2021**



SECTION 2: RFQ INSTRUCTIONS AND DATA

Introduction	<p>Bidders shall adhere to all the requirements of this RFQ, including any amendments made in writing by UNDP. This RFQ is conducted in accordance with the UNDP Programme and Operations Policies and Procedures (POPP) on Contracts and Procurement</p> <p>Any Bid submitted will be regarded as an offer by the Bidder and does not constitute or imply the acceptance of the Bid by UNDP. UNDP is under no obligation to award a contract to any Bidder as a result of this RFQ.</p> <p>UNDP reserves the right to cancel the procurement process at any stage without any liability of any kind for UNDP, upon notice to the bidders or publication of cancellation notice on UNDP website.</p>
Deadline for the Submission of Quotation	<p>10:59 AM (GMT +2:00) Kyiv time / 04:59 AM (GMT -4:00) New York time, December 06, 2021</p> <p>If any doubt exists as to the time zone in which the quotation should be submitted, refer to http://www.timeanddate.com/worldclock/.</p>
Method of Submission	<p>Quotations must be submitted as follows:</p> <p><input checked="" type="checkbox"/> E-tendering</p> <p><input type="checkbox"/> Dedicated Email Address</p> <p><input type="checkbox"/> Courier / Hand delivery</p> <p><input type="checkbox"/> Other Click or tap here to enter text.</p> <p>Proposals must be submitted on or before the deadline indicated by UNDP in the eTendering system. Proposals must be submitted in the online eTendering system in the following link: https://etendering.partneragencies.org using your username and password. If you have not registered in the system before, you can register now by logging in using the below username and password, and follow the registration steps as specified in the system user guide.</p> <p>username: event.guest</p> <p>password: why2change</p> <p>In case you forgot your password, please do not create a new profile but rather use "forgotten password" function.</p> <p>Please note:</p> <p>It is strongly recommended to create your username with two parts, your first name and last name separated by ".", similar to the one shown above.</p> <p>Once registered you will receive a valid password to the registered email address which you can use for signing in and changing your password. You can participate in the bid event only if you have registered in the system.</p> <p>How to find the event and tender documentation:</p> <p>Once registered, bidders have to open tab "View Events and Place Bids" in the Main menu and enter "717-2021" in the second box and click the Search button.</p> <p>Should the bidder have problems in finding the event, please consult the attached manual for bidders for other details.</p> <p>You are kindly requested to indicate whether your company intends to submit a Proposal by clicking on "Accept Invitation".</p>

	In the course of preparing and submitting your Proposal, it shall remain your responsibility to ensure that it submitted into the system by the deadline. The system will automatically block and not accept any bid after the deadline. Kindly ensure that supporting documents required are signed and in the .pdf format, and free from any virus or corrupted files.
Cost of preparation of quotation	UNDP shall not be responsible for any costs associated with a Supplier's preparation and submission of a quotation, regardless of the outcome or the manner of conducting the selection process.
Supplier Code of Conduct, Fraud, Corruption,	All prospective suppliers must read the United Nations Supplier Code of Conduct and acknowledge that it provides the minimum standards expected of suppliers to the UN. The Code of Conduct, which includes principles on labour, human rights, environment and ethical conduct may be found at: https://www.un.org/Depts/ptd/about-us/un-supplier-code-conduct Moreover, 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 to 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_and_investigation.html#anti
Gifts and Hospitality	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, dinners or similar. In pursuance of this policy, UNDP: (a) Shall reject a bid 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, 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.
Conflict of Interest	UNDP requires every prospective Supplier to avoid and prevent conflicts of interest, by disclosing to UNDP if you, or any of your affiliates or personnel, were involved in the preparation of the requirements, design, specifications, cost estimates, and other information used in this RFQ. Bidders shall 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. Bidders must disclose in their Bid their knowledge of the following: a) If the owners, part-owners, officers, directors, controlling shareholders, of the bidding entity or key personnel who are family members of UNDP staff involved in the procurement functions and/or the Government of the country or any Implementing Partner receiving goods and/or services under this RFQ. 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 RFQ, among others. Conditions that may lead to undue advantage against other Bidders may result in the eventual rejection of the Bid.
General Conditions of Contract	Any Purchase Order or contract that will be issued as a result of this RFQ shall be subject to the General Conditions of Contract Select the applicable GTC: <input checked="" type="checkbox"/> General Terms and Conditions / Special Conditions for Contract. <input type="checkbox"/> General Terms and Conditions for de minimis contracts (services only, less than \$50,000) <input type="checkbox"/> General Terms and Conditions for Works Applicable Terms and Conditions and other provisions are available at UNDP/How-we-buy
Special Conditions of Contract	<input checked="" type="checkbox"/> Cancellation of PO/Contract if the delivery/completion is delayed by 30 days. <input checked="" type="checkbox"/> Others: Liquidated damages: up to 0.1% of total contract amount per each day of delay may be applied on discretion of UNDP.
Eligibility	A vendor who will be engaged by UNDP may 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

	<p>temporary suspension imposed by these organizations. Failure to do so may result in termination of any contract or PO subsequently issued to the vendor by UNDP.</p> <p>It is the Bidder's responsibility to ensure that its employees, joint venture members, sub-contractors, service providers, suppliers and/or their employees meet the eligibility requirements as established by UNDP.</p> <p>Bidders must have the legal capacity to enter a binding contract with UNDP and to deliver in the country, or through an authorized representative.</p>
Currency of Quotation	<p>Quotations shall be quoted in:</p> <p><input checked="" type="checkbox"/> United States Dollars. Due to fluctuations in the national currency, it is recommended to indicate the price in dollars as risk mitigation measure.</p> <p>Payments will be provided in local currency according to the UNORE currency rate for the date of payment, following the link: https://treasury.un.org/operationalrates/OperationalRates.php</p> <p><input checked="" type="checkbox"/> or Local Currency: UAH</p>
Joint Venture, Consortium or Association	<p>If the Bidder is a group of legal entities that will form or have formed a Joint Venture (JV), Consortium or Association for the Bid, they shall confirm in their Bid 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 Bid; 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, Consortium or Association.</p> <p>Refer to Clauses 19 – 24 under Solicitation policy for details on the applicable provisions on Joint Ventures, Consortium or Association.</p>
Only one Bid	<p>The Bidder (including the Lead Entity on behalf of the individual members of any Joint Venture, Consortium or Association) shall submit only one Bid, either in its own name or, if a joint venture, Consortium or Association, as the lead entity of such Joint Venture, Consortium or Association.</p> <p>Bids submitted by two (2) or more Bidders shall all be rejected if they are found to have any of the following:</p> <p>a) they have at least one controlling partner, director or shareholder in common; or b) any one of them receive or have received any direct or indirect subsidy from the other/s; or</p> <p>b) they have the same legal representative for purposes of this RFQ; or</p> <p>c) 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 Bid of, another Bidder regarding this RFQ process;</p> <p>d) they are subcontractors to each other's Bid, or a subcontractor to one Bid also submits another Bid under its name as lead Bidder; or</p> <p>e) some key personnel proposed to be in the team of one Bidder participates in more than one Bid received for this RFQ process. This condition relating to the personnel, does not apply to subcontractors being included in more than one Bid.</p>
Duties and taxes	<p>Article II, Section 7, of the Convention on the Privileges and Immunities provides, inter alia, that the United Nations, including UNDP as a subsidiary organ of the General Assembly of the United Nations, is exempt from all direct taxes, except charges for public utility services, and is exempt from customs restrictions, duties, and charges of a similar nature in respect of articles imported or exported for its official use. All quotations shall be submitted net of any direct taxes and any other taxes and duties, unless otherwise specified below:</p> <p>All prices must:</p> <p><input type="checkbox"/> be inclusive of VAT and other applicable indirect taxes</p> <p><input checked="" type="checkbox"/> be exclusive of VAT and other applicable indirect taxes</p>
Language of quotation	<p>Technical and Financial Offer shall be submitted in English or Ukrainian</p> <p>Other documentation including registration documents, instructions and policy can be in Ukrainian (additionally in English if present)</p>
Documents to be submitted	<p>Bidders shall include the following documents in their quotation:</p> <p><input checked="" type="checkbox"/> Annex 2: Quotation Submission Form duly completed and signed</p>

	<input checked="" type="checkbox"/> Annex 3: Technical and Financial Offer duly completed and signed and in accordance with the Schedule of Requirements in Annex 1. <input checked="" type="checkbox"/> Copy of Latest Business Registration Certificate. <input checked="" type="checkbox"/> Extract from the Register of VAT payers or single tax payers (not mandatory on submission stage but will be required if Offeror is selected for contract award). <input checked="" type="checkbox"/> Company Profile, indicating at least 3 (three) years of experience in the field of supply of similar products. <input checked="" type="checkbox"/> Certificates for equipment (copies) or specification that reflects all requirements. <input checked="" type="checkbox"/> At least 2 (two) positive references from previous clients in the past 2 years. <input checked="" type="checkbox"/> Authorisation granted by the software developer as to confirmation of the bidder's right to supply the proposed software in Ukraine, delegation of the maintenance powers with specification of the Customer's name, description of the proposed software, and identifier of the procurement procedure. <input checked="" type="checkbox"/> List with at least three previous contracts for installation of the electronic queue system
Quotation validity period	Quotations shall remain valid for 60 days from the deadline for the Submission of Quotation.
Price variation	No price variation due to escalation, inflation, fluctuation in exchange rates, or any other market factors shall be accepted at any time during the validity of the quotation after the quotation has been received.
Partial Quotes	<input checked="" type="checkbox"/> Not permitted <input type="checkbox"/> Permitted: The offers may be submitted to different Lots.
Alternative Quotes	<input checked="" type="checkbox"/> Not permitted <input type="checkbox"/> Permitted If permitted, an alternative quote may be submitted only if a conforming quote to the RFQ requirements is submitted. Where the conditions for its acceptance are met, or justifications are clearly established, Click or tap here to enter text. reserves the right to award a contract based on an alternative quote. If multiple/alternative quotes are being submitted, they must be clearly marked as "Main Quote" and "Alternative Quote"
Payment Terms	<input checked="" type="checkbox"/> 100% within 30 days after receipt of goods, works and/or services and submission of payment documentation. <input type="checkbox"/> UNDP will pay the negotiated amount based on provided financial offer and actual number of executed activities in a month.
Conditions for Release of Payment	<input checked="" type="checkbox"/> Passing Inspection [Acceptance acts to be signed by both UNDP and Supplier upon quality assurance team confirmation.] <input checked="" type="checkbox"/> Complete Installation <input checked="" type="checkbox"/> Passing all Testing <input type="checkbox"/> Completion of Training on Operation and Maintenance [training for the personnel at the place of operation of the equipment] <input checked="" type="checkbox"/> Signed act of acceptance of goods, based on full compliance with RFQ requirements and All necessary technical documentation together with package of documents needed for registration of cars in MoI service centers must be provided <input type="checkbox"/> Others [pls. specify]
Contact Person for correspondence, notifications and clarifications	E-mail address: Procurement Unit, UNDP Ukraine, procurement.ua@undp.org Attention: Quotations shall not be submitted to this address but to the address for quotation submission above. Otherwise, offer shall be disqualified. 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.
Clarifications	Requests for clarification from bidders will not be accepted any later than 2 (two) days before the submission deadline. Responses to request for clarification will be communicated via email procurement.ua@undp.org by Procurement Unit, UNDP Ukraine.

Evaluation method	<input checked="" type="checkbox"/> The Contract will be awarded to the lowest price substantially compliant offer <input type="checkbox"/> Other Click or tap here to enter text.
Evaluation criteria	<p><u>Administrative Requirements:</u></p> <ul style="list-style-type: none"> <input checked="" type="checkbox"/> Offers must be submitted within the stipulated deadline. <input checked="" type="checkbox"/> Offers have been signed by the proper authority. <input checked="" type="checkbox"/> Offers must be submitted in English/Ukrainian/Russian. <input checked="" type="checkbox"/> Offers include requested company/organization documentation as mentioned above in “Documents to be submitted” section. <input checked="" type="checkbox"/> Officially registered company (for Ukrainian companies – company should be registered in the territory controlled by the government of Ukraine). <input checked="" type="checkbox"/> Full acceptance of the Contract General Terms and Conditions. <input checked="" type="checkbox"/> Equipment must have Authorisation granted by the software developer as to confirmation of the bidder’s right to supply the proposed software in Ukraine, delegation of the maintenance powers with specification of the Customer’s name, description of the proposed software, and identifier of the procurement procedure. <input checked="" type="checkbox"/> Supplier/s must provide after-sale services <input checked="" type="checkbox"/> Official service in Ukraine <p><u>Technical Requirements:</u></p> <ul style="list-style-type: none"> <input checked="" type="checkbox"/> Experience (At least 3 years of experience in the supply of similar products). <input checked="" type="checkbox"/> Technical responsiveness to stipulated requirements in TOR. <input checked="" type="checkbox"/> Company has at least three previous contracts for installation of the electronic queue system <input checked="" type="checkbox"/> At least 2 (two) positive references from previous clients.
Right not to accept any quotation	UNDP is not bound to accept any quotation, nor award a contract
Right to vary requirement at time of award	At the time of award of Contract or Purchase Order, UNDP reserves the right to vary (increase or decrease) the quantity of services and/or goods, by up to a maximum twenty-five per cent (25%) of the total offer, without any change in the unit price or other terms and conditions.
Type of Contract to be awarded	<input type="checkbox"/> Purchase Order <input checked="" type="checkbox"/> Contract Face Sheet <input type="checkbox"/> Contract for Works <input type="checkbox"/> Other Type/s of Contract [pls. specify]
Expected date for contract award.	13 December 2021
Publication of Contract Award	UNDP will publish the contract awards valued at USD 100,000 and more on the websites of the CO and the corporate UNDP Web site.
Policies and procedures	This RFQ is conducted in accordance with UNDP Programme and Operations Policies and Procedures
UNGM registration	Any Contract resulting from this RFQ exercise will be subject to the supplier being registered at the appropriate level on the United Nations Global Marketplace (UNGM) website at www.ungm.org . The Bidder may still submit a quotation 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.

ANNEX 1: Specification

Specification to Procure the Electronic Queue System for 24 Administrative Service Centres in Kherson, Ivano-Frankivsk and Zakarpattia Regions

1. CONTEXT

The same way as all the other countries of the world, Ukraine is facing the negative influence of the pandemic of COVID-19. This outbreak coincided with the change of the government in the country against the background of the insufficient progress of the reforms, weakening health care system, ageing of the population, macroeconomic slowdown and long-term armed conflict in the east of Ukraine. The pandemic of COVID-19 has gravely affected all the regions and local communities in Ukraine, in particular, by imposing the additional load upon the local budgets and deteriorating the results of the long-term insufficient investment into the health care system. Moreover, the administrative services have been suspended or are provided partly only, due to the lack of capacity of the local authorities, both institutional and human, to work under such critical circumstances.

Thus, the expected general outcome of the project to implement the sustainability of the communities in Kherson, Ivano-Frankivsk and Zakarpattia Regions is to improve the capacity of the local authorities in planning and implementation of the crisis response actions, including post-crisis recovery of the region.

In this context, one of the project tasks is to improve accessibility of the administrative services for the residents of Kherson, Ivano-Frankivsk and Zakarpattia that welcome the IDPs and citizens of Ukraine from the other regions who visit these regions, including the citizens of Ukraine who reside in Crimea. In particular, it provides for higher quality and equal access to the administrative services for the residents of 24 territorial communities of Kherson, Ivano-Frankivsk and Zakarpattia.

In order to ensure equal access to the administrative services for women and men in remote rural areas and including the citizens of Ukraine who reside in Crimea, 24 units of the electronic queue system are planned to be procured and installed: eight (8) in each of three regions specified, one for each of 24 administrative service centres.

The main purpose of the task is to develop the local capacity for improvement of the administrative services with account of the gender factors, in order to improve administration, local development and service provision.

The existing administrative service centre does not resolve the issue of the time frames for the visitors' stay in the Centre and crowds of visitors, which is also associated with the chances to be infected with COVID19. This issue can be resolved by installing the equipment and software to create the electronic queue that will regulate the flow of visitors, quantity of work of the Centre's staff, and will enable making remote arrangements and selecting the convenient time for a visit.

As 24 administrative service centres need to be supplied with the system in Kherson, Ivano-Frankivsk and Zakarpattia, it is necessary to purchase the equipment for the electronic queue system, to install it at the premises provided by the governmental authority and create conditions for providing high-quality administrative services to the community residents.

Intended use of the system:

- Automated services provided to the customer queue.
- Planning of the structure of the organisation, staff schedule and HR policies.
- Planning of staff working schedules.
- Development and introduction of changes in connection with the visitor service quality standards.
- Maintenance of archives of statistical information on customer services.
- Preliminary arrangement of the visit online.
- Control over the waiting and service time.

Advantages:

1. Increase in the customer satisfaction level: allocation of the flow of customers and coordination of the queue.

2. Process optimisation:

- reduction of the service time;
- increase in the handling capacity of the branch;
- decrease in the number of visitors at the administrative service centre at the same time;
- distribution of the scope of work among the employees during the peak periods;
- control over each employee's performance.

3. Possibility of centralised analytics.

2. Key project tasks:

Procurement, delivery, unloading, installation and set-up of the equipment of the hardware and software suite "Queue Management System" in accordance with the specification below, with the due quantity and quality, at the addresses:

No.	Administrative service centre	Address
1	Administrative service centre of Kostiantynivka Territorial Community	66A Shevchenko Str., Kostiantynivka, Kostiantynivka Territorial Community, Kakhovka District, 74640
2	Administrative service centre of Velyki Kopani Territorial Community	58/v Karla Marksa Str., Velyki Kopani, Velyki Kopani Territorial Community, Kherson District, 75131
3	Administrative service centre of Velyka Oleksandrivka Territorial Community	155 Svobody Str., Velyka Oleksandrivka, Velyka Oleksandrivka Territorial Community, Beryslav District, 74100
4	Administrative service centre of Chornobaivka Territorial Community	40-b Pokrovska Str., Chornobaivka, Chornobaivka Territorial Community, Kherson District, 75024
5	Administrative service centre of Ivanivka Territorial Community	1 Myru Street, Ivanivka, Ivanivka Territorial Community, Henichesk District, 75401
6	Administrative service centre of Askaniia Nova Territorial Community	28 Soborna Str., Askaniia Nova, Askaniia Nova Territorial Community, Kakhovka District, 75230
7	Administrative service centre of Skadovsk Territorial Community	10 Serhiivska Str., Skadovsk, Skadovsk Territorial Community, Skadovsk District, 75700
8	Administrative service centre of Nova Kakhovka Territorial Community	25D Pershotravneva Str., Nova Kakhovka, Nova Kakhovka Territorial Community, Kakhovka District, 74900

Ivano-Frankivsk Region:

No.	Administrative service centre	Address
1	Administrative service centre of Deliatyn Territorial Community	273 16 Lypnia Str., Deliatyn, Nadvirna District, Ivano-Frankivsk Region, 78442
2	Administrative service centre of Rohatyn Territorial Community	52 Halytska Str., Rohatyn, Rohatyn District, Ivano-Frankivsk Region, 77004
3	Administrative service centre of Rozhniativ Territorial Community	1 Shkilna Str., Rozhniativ, Rozhniativ District, Ivano-Frankivsk Region, 77600

4	Administrative service centre of Halych Territorial Community	1 Voli Square, Halych, Ivano-Frankivsk District, Ivano-Frankivsk Region, 77101
5	Administrative service centre of Zabolotiv Territorial Community	6 Khmelnytskoho Str., Zabolotiv, Kolomyia District, Ivano-Frankivsk Region, 78315
6	Administrative service centre of Sniatyn Territorial Community	11 Kardynala Yosypa Slipoho Str., Sniatyn, Sniatyn District, Ivano-Frankivsk Region, 78300
7	Administrative service centre of Tysmenytsia Territorial Community	17 Halytska Str., Tysmenytsia, Tysmenytsia District, Ivano-Frankivsk Region, 77401
8	Administrative service centre of Rozhniv Territorial Community	26 Heroiv Nebesnoi Sotni Str., Rozhniv, Kosiv District, Ivano-Frankivsk Region, 78635

The addresses of **eight administrative service centres in Zakarpattia** Region will be provided additionally.

3. Technical Specification

3.1 Requirements for the product: **Description of the product for 24 administrative service centres**

ELECTRONIC QUEUE SYSTEM, 240 WORK STATIONS / HARDWARE		quantity
1	Welcome Point kiosk –22” foot stall for registration of Visitors	24
2	Thermal paper 120*80*25 of base weight of 80 g/m2 (rolls)	240
3	LED video panel 43 (Smart TV, Wi-Fi, 1920x1080) "(as a set) with ceiling fixtures	48
4	Set of wire and cable duct products and consumables	24
5	HDMI cable (necessary to connect the main display to the terminal)	24
6	Operator's display (board) to call visitors, with AQS4 fixtures. The display is at least 370x123x35. The height of the sign is at least 95 mm. Letter and digit indication. LED colour of choice (blue, white, green, red, orange)	240
7	Interface converter RS-485 for the calling display	24
8	Power supply unit (for the visitor calling display)	72
9	Electronic Queue software	24
10	LKV373 – HDMI extension pole for the twisted pair wire	24

Note: The Electronic Queue software does not provide for further payment for use thereof as well as free expansion (addition of work stations of the operators servicing visitors).

The software shall have the open API to make modifications and integration with other systems independently, without the developer's participation.

Given the critical situation resulting from the global pandemic of the respiratory disease COVID-19, in order to prevent the rapid spread of this infectious disease in Ukraine, the system shall enable contactless registration with the queue as well as notification of being called in messengers, with a view to reducing the number of people at the premises of the administrative service centre at the same time.

4. Other Requirements.

4.1. Delivery, installation and set-up shall be effected within sixty calendar days upon the date of the contract, whereof the UNDP shall be informed at least two weeks in advance.

4.2. The supplier shall facilitate delivery, installation and set-up of the equipment in the necessary configuration at the addresses specified in Clause 2.

4.3. All the necessary technical documentation (including manuals on operation and installation of the software) shall be provided by the supplier on the day of delivery. The warranty period for all the equipment is at least 12 months. There shall be an official service in Ukraine.

4.4. The supply shall be effected in accordance with the equipment specification approved by the UNDP.

4.5. INCOTERMS-2020 DDP (Kherson, Ivano-Frankivsk and Zakarpattia Regions).

5. Requirements for Experience and Qualifications (with Scan Copies of the Documents)

- Company or individual entrepreneur with the valid registration in Ukraine.
- At least three years of experience in selling or manufacturing the equivalent equipment and supplying/installing the software.
- At least three contracts for installation of the electronic queue system.
- Authorisation granted by the software developer as to confirmation of the bidder's right to supply the proposed software in Ukraine, delegation of the maintenance powers with specification of the Customer's name, description of the proposed software, and identifier of the procurement procedure.
- At least two recommendation/reference letters from the previous customers/clients as to similar projects.

6. Bid and Payment Schedule

- The price of the contract shall be fixed during the entire term of the contract.
- The applicants shall include all the costs associated with their work into their bid (for instance, taxes, levies, license fees as well as delivery of all the equipment, carriage costs, unloading at the point of destination, installation, set-up etc.).

CONTROL OVER PERFORMANCE OF THE WORKS

The object of the acceptance works is the electronic queue equipment and software that has been installed and set up, in the necessary configuration, at each administrative service centre (under the list in Clause 2), the equipment that has been fully installed and operates in accordance with the terms of reference. The check/testing are carried out in each administrative service centre, in presence of the representative of the customer and the contractor. The equipment is tested to establish whether the electronic queue system at the administrative service centre is ready for work/operation.

Following the trials/tests, the committee consisting of the representative of the customer (UNDP coordinator), the contractor and the beneficiary (the engineering expert) determines readiness of the electronic queue system at the administrative service centre for operation and signs the Statement of Transfer and Acceptance.

• The payments shall be arranged as follows:

- 100% of the total price of the contract will be paid by the UNDP within thirty (30) calendar days upon acceptance of the equipment by the UNDP at the addresses under Clause 4.2 and submission of the original invoice, statement of acceptance and tax invoice (where applicable);
- there may be payment of one third of the total price of the contract within ten (10) calendar days upon acceptance of the equipment by the UNDP at eight addresses for each out of three regions under Clause 4.2 and submission of the original invoice, statement of acceptance and tax invoice (where applicable).

The bidders shall provide their bids in the following format:

No.	Product and specification requirements	Quantity of units (items)	Price per unit, excluding VAT, currency	Total price, excluding VAT, currency
1	Welcome Point kiosk –22" foot stall for registration of Visitors	24		
2	Thermal paper 120*80*25 of base weight of 80 g/m2 (rolls)	240		
3	LED video panel 43 (Smart TV, Wi-Fi, 1920x1080) "(as a set) with ceiling fixtures	48		
4	Set of wire and cable duct products and consumables	24		

5	HDMI cable (necessary to connect the main display to the terminal)	24		
6	Operator's display (board) to call visitors, with AQS4 fixtures. The display is 370x123x35. The height of the sign is 95 mm. Letter and digit indication. LED colour of choice (blue, white, green, red, orange)	240		
7	Interface converter RS-485 for the calling display	24		
8	Power supply unit (for the visitor calling display)	72		
9	Electronic Queue software	24		
10	LKV373 – HDMI extension pole for the twisted pair wire	24		
11	Delivery, installation, set-up of the software and set-up works	24		
TOTAL, excluding VAT, currency				
VAT, currency				
TOTAL, including VAT, currency				

ANNEX 2: QUOTATION SUBMISSION FORM

Bidders are requested to complete this form, including the Company Profile and Bidder's Declaration, sign it and return it as part of their quotation along with Annex 3: Technical and Financial Offer. The Bidder shall fill in this form in accordance with the instructions indicated. No alterations to its format shall be permitted and no substitutions shall be accepted.

Name of Bidder:	Click or tap here to enter text.	
RFQ reference:	717-2021-UNDP-UKR-RFQ-SCR	Date: Click or tap to enter a date.

Company Profile

Item Description	Detail
Legal name of bidder or Lead entity for JVs	Click or tap here to enter text.
Legal Address, City, Country	Click or tap here to enter text.
Website	Click or tap here to enter text.
Year of Registration	Click or tap here to enter text.
Legal structure	Choose an item.
VAT payer status	Click or tap here to enter text.
Contract person name	Click or tap here to enter text.
Contact person email	Click or tap here to enter text.
Contact person phone	Click or tap here to enter text.
Company's core activities	Click or tap here to enter text.
Profile – describing the nature of business, field of expertise.	Click or tap here to enter text.
Are you a UNGM registered vendor?	<input type="checkbox"/> Yes <input type="checkbox"/> No If yes, insert UNGM Vendor Number
Quality Assurance Certification (e.g. ISO 9000 or Equivalent) (If yes, provide a Copy of the valid Certificate):	<input type="checkbox"/> Yes <input type="checkbox"/> No
Does your Company hold any accreditation such as ISO 14001 or ISO 14064 or equivalent related to the environment? (If yes, provide a Copy of the valid Certificate):	<input type="checkbox"/> Yes <input type="checkbox"/> No
Does your Company have a written Statement of its	<input type="checkbox"/> Yes <input type="checkbox"/> No

Environmental Policy? <i>(If yes, provide a Copy)</i>	
Does your organization demonstrate 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 <i>(If yes, provide a Copy)</i>	<input type="checkbox"/> Yes <input type="checkbox"/> No
Is your company a member of the UN Global Compact	<input type="checkbox"/> Yes <input type="checkbox"/> No
Bank Information	Bank Name: Click or tap here to enter text. Bank Address: Click or tap here to enter text. IBAN: Click or tap here to enter text. SWIFT/BIC: Click or tap here to enter text. Account Currency: Click or tap here to enter text. Bank Account Number: Click or tap here to enter text.
References	Please provide contact details of at least 2 (two) previous clients for reference and attach the signed reference letters.

Bidder's Declaration

Yes	No	
<input type="checkbox"/>	<input type="checkbox"/>	Requirements and Terms and Conditions: I/We have read and fully understand the RFQ, including the RFQ Information and Data, Schedule of Requirements, the General Conditions of Contract, and any Special Conditions of Contract. I/we confirm that the Bidder agrees to be bound by them.
<input type="checkbox"/>	<input type="checkbox"/>	I/We confirm that the Bidder has the necessary capacity, capability, and necessary licenses to fully meet or exceed the Requirements and will be available to deliver throughout the relevant Contract period.
<input type="checkbox"/>	<input type="checkbox"/>	Ethics: In submitting this Quote I/we warrant that the bidder: has not entered into any improper, illegal, collusive or anti-competitive arrangements with any Competitor; has not directly or indirectly approached any representative of the Buyer (other than the Point of Contact) to lobby or solicit information in relation to the RFQ; has not attempted to influence, or provide any form of personal inducement, reward or benefit to any representative of the Buyer.
<input type="checkbox"/>	<input type="checkbox"/>	I/We confirm to undertake not to engage in proscribed practices, , 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 have read the United Nations Supplier Code of Conduct: https://www.un.org/Depts/ptd/about-us/un-supplier-code-conduct and acknowledge that it provides the minimum standards expected of suppliers to the UN.
<input type="checkbox"/>	<input type="checkbox"/>	Conflict of interest: I/We warrant that the bidder has no actual, potential, or perceived Conflict of Interest in submitting this Quote or entering a Contract to deliver the Requirements. Where a Conflict of Interest arises during the RFQ process the bidder will report it immediately to the Procuring Organisation's Point of Contact.

Yes	No	
<input type="checkbox"/>	<input type="checkbox"/>	Prohibitions, Sanctions: I/We hereby declare that our firm, its affiliates or subsidiaries or employees, including any JV/Consortium members or subcontractors or suppliers for any part of the contract 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 and 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.
<input type="checkbox"/>	<input type="checkbox"/>	Bankruptcy: I/We 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.
<input type="checkbox"/>	<input type="checkbox"/>	Offer Validity Period: I/We confirm that this Quote, including the price, remains open for acceptance for the Offer Validity.
<input type="checkbox"/>	<input type="checkbox"/>	I/We understand and recognize that you are not bound to accept any Quotation you receive, and we certify that the goods offered in our Quotation are new and unused.
<input type="checkbox"/>	<input type="checkbox"/>	By signing this declaration, the signatory below represents, warrants and agrees that he/she has been authorised by the Organization/s to make this declaration on its/their behalf.

Signature: _____

Name: Click or tap here to enter text.

Title: Click or tap here to enter text.

Date: Click or tap to enter a date.

ANNEX 3: TECHNICAL AND FINANCIAL OFFER

Bidders are requested to complete this form, sign it and return it as part of their bid along with Annex 2: Quotation Submission Form. The Bidder shall fill in this form in accordance with the instructions indicated. No alterations to its format shall be permitted and no substitutions shall be accepted.

Name of Bidder:	Click or tap here to enter text.	
RFQ reference:	717-2021-UNDP-UKR-RFQ-SCR	Date: Click or tap to enter a date.

Table 1. Conformity to the requirements of Specification

ELECTRONIC QUEUE SYSTEM, 240 WORK STATIONS / HARDWARE		Quantity	Proposed equipment
1	Welcome Point kiosk –22” foot stall for registration of Visitors	24	
2	Thermal paper 120*80*25 of base weight of 80 g/m2 (rolls)	240	
3	LED video panel 43 (Smart TV, Wi-Fi, 1920x1080) "(as a set) with ceiling fixtures	48	
4	Set of wire and cable duct products and consumables	24	
5	HDMI cable (necessary to connect the main display to the terminal)	24	
6	Operator’s display (board) to call visitors, with AQS4 fixtures. The display is at least 370x123x35. The height of the sign is at least 95 mm. Letter and digit indication. LED colour of choice (blue, white, green, red, orange)	240	
7	Interface converter RS-485 for the calling display	24	
8	Power supply unit (for the visitor calling display)	72	
9	Electronic Queue software	24	
10	LKV373 – HDMI extension pole for the twisted pair wire	24	

Table 2. Financial offer for the supply of goods in accordance with the technical specification and requirements

Description of goods, services	Quantity	Price per unit, excluding VAT, currency	Total price, excluding VAT, currency
(Please include all price components in accordance with the requirements of Specification)			
Warranty			

Transportation			
Please add other expenses required, with detailed description			
Total amount			

Table 3. Relevant projects implemented during the last 3 years:

#	Client' name and address	Project period		Project cost (USD)	Describe briefly the nature of supply
		Start date	Finish date		

Table 4. Compliance with Requirements

	Your Responses		
	Yes, we will comply	No, we cannot comply	If you cannot comply, pls. indicate counter - offer
Minimum Technical Specifications	<input type="checkbox"/>	<input type="checkbox"/>	Click or tap here to enter text.
Delivery terms (24 Administrative Service Centres in Kherson, Ivano-Frankivsk and Zakarpattia Regions (addresses specified in TOR Clause 2))	<input type="checkbox"/>	<input type="checkbox"/>	Click or tap here to enter text.
Delivery Time (within 60 calendar days from the date of contract signing)	<input type="checkbox"/>	<input type="checkbox"/>	Click or tap here to enter text.
Warranty and after sell services (warranty period for all the equipment is at least 12 months) and official service in Ukraine in Ukraine	<input type="checkbox"/>	<input type="checkbox"/>	Click or tap here to enter text.
Delivery, installation and set-up of the equipment in the necessary configuration at the addresses specified in TOR Clause 2	<input type="checkbox"/>	<input type="checkbox"/>	Click or tap here to enter text.
All Provisions of the UNDP General Terms and Conditions. http://www.undp.org/content/undp/en/home/procurement/business/how-we-buy.html	<input type="checkbox"/>	<input type="checkbox"/>	Click or tap here to enter text.
Validity of Quotation (min. 60 days)	<input type="checkbox"/>	<input type="checkbox"/>	Click or tap here to enter text.
Payment terms	<input type="checkbox"/>	<input type="checkbox"/>	Click or tap here to enter text.

I, the undersigned, certify that I am duly authorized to sign this quotation and bind the company below in event that the quotation is accepted.

Exact name and address of company Company Name: Click or tap here to enter text. Address: Click or tap here to enter text.	Authorized Signature: Date: Click or tap here to enter text. Name: Click or tap here to enter text.
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<p>Click or tap here to enter text.</p> <p>Phone No.: Click or tap here to enter text.</p> <p>Email Address: Click or tap here to enter text.</p>	<p>Functional Title of Authorised</p> <p>Signatory: Click or tap here to enter text.</p> <p>Email Address: Click or tap here to enter text.</p>
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