



REQUEST FOR PROPOSAL (RFP)

Provision of Consultancy Services and Trainings for SME Digitalization in Industry and Tourism Sectors

NAME & ADDRESS OF FIRM	DATE: January 10, 2022
	REFERENCE: UNDP-TUR-RFP(DW)-2022-01

Dear Madam / Sir,

We kindly request you to submit your Proposal for “**Provision of Consultancy Services and Trainings for SME Digitalization in Industry and Tourism Sectors**” within the scope of " Beyond Recovery of SMEs through Digitalization (Digital Way)” titled Project.

Please be guided by the “**Form for Submitting Service Provider’s Proposal**” attached hereto as Annex 2, in preparing your Proposal.

Proposals may be submitted on or before Monday, January 24, 2022 at 14:00 hrs. Turkey Time and via email to the address below:

United Nations Development Programme
Tunç GÜRDAL
tr.procurement@undp.org

Your Proposal must be expressed in the English, and valid for a minimum period of 90 days.

In the course of preparing your Proposal, it shall remain your responsibility to ensure that it reaches the address above on or before the deadline. Proposals that are received by UNDP after the deadline indicated above, for whatever reason, shall not be considered for evaluation. If you are submitting your Proposal by email, kindly ensure that they are signed and in the .pdf format, and free from any virus or corrupted files.

Services proposed shall be reviewed and evaluated based on completeness and compliance of the Proposal and responsiveness with the requirements of the RFP and all other annexes providing details of UNDP requirements.

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

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

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

Any Contract or Purchase Order that will be issued as a result of this RFP shall be subject to the General Terms and Conditions attached hereto. The mere act of submission of a Proposal implies that the Service Provider accepts without question the General Terms and Conditions of UNDP, herein attached as Annex 3.

Please be advised that UNDP is not bound to accept any Proposal, nor award a contract or Purchase Order, nor be responsible for any costs associated with a Service Providers preparation and submission of a Proposal, regardless of the outcome or the manner of conducting the selection process.

UNDP's vendor protest procedure is intended to afford an opportunity to appeal for persons or firms not awarded a Contract in a competitive procurement process. In the event that you believe you have not been fairly treated, you can find detailed information about vendor protest procedures in the following link:
<http://www.undp.org/content/undp/en/home/operations/procurement/business/protest-and-sanctions.html>

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

UNDP implements a zero tolerance on fraud and other proscribed practices, and is committed to preventing, identifying and addressing all such acts and practices against UNDP, as well as third parties involved in UNDP activities. UNDP expects its Service Providers to adhere to the UN Supplier Code of Conduct found in this link :
https://www.un.org/Depts/ptd/sites/www.un.org.Depts.ptd/files/files/attachment/page/pdf/unsc/conduct_english.pdf

Please note that women-owned, and managed businesses are especially encouraged to apply.

Thank you and we look forward to receiving your Proposal.

Sincerely Yours,

DocuSigned by:



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Sukhrob Khojimatov

Deputy Resident Representative

10.01.2022

Annex 1**Description of Requirements**

Context of the Requirement	Provision of Consultancy Services and Trainings for SME Digitalization in Industry and Tourism Sectors within the scope of "Beyond Recovery of SMEs through Digitalization (Digital Way)" titled Project (Please refer to Annex 4 Detailed Terms of Reference for detail.)
Implementing Partner of UNDP	Ministry of Industry and Technology (MoIT), Directorate General of Development Agencies (DG DA)
Brief Description of the Required Services	The first overall objective of this requirement, in line with the Digital Way Platform Road Map, is to plan/prepare, conduct and report 15 in-class (at least 1 in each pilot region) training programmes for at least 150 SMEs, enterprises and key stakeholders in tourism and industry sectors and key local actors to respond to facilitate digital transformation. Second objective is to provide one-on-one business advisory services on tourism and industry for 30 SMEs in selected pilot regions to support them in implementing the strategies and digital transformation elaborated under the Digital Way Platform/ Beyond Recovery of SMEs through Digitalization (Digital Way) Project.
List and Description of Expected Outputs to be Delivered	Please refer to "Section V. Deliverables and Schedules/Expected Outputs" of Annex-4 Detailed Terms of Reference
Expected Duration of work	Please refer to "Section IX. Expected duration of the assignment" of Annex-4 Detailed Terms of Reference
Target commencement date	February 2022
Latest completion date	15.05.2022
Implementation Schedule indicating breakdown and timing of activities/sub-activities	<input checked="" type="checkbox"/> Required
Names and curriculum vitae of individuals who will be involved in completing the services	<input checked="" type="checkbox"/> Required Only CVs of Key Experts (Team Leader, 2 Trainers and 2 Consultants) shall be submitted within the proposal.
Currency of Proposal	<input checked="" type="checkbox"/> TRY (Turkish Liras)
Value Added Tax on Price Proposal	<input checked="" type="checkbox"/> must be exclusive of VAT and other applicable indirect taxes UN and its subsidiary organs are exempt from all taxes. Therefore, proposers shall prepare their financial proposals excluding Value Added Tax (VAT). It is the Proposers' responsibility to learn from relevant authorities (Ministry of Treasury and Finance) and/or to review/confirm published procedures and to consult with a certified financial consultant as needed to confirm the scope and procedures of VAT exemption application as per VAT Law, Ministry of Treasury and Finance's General Communiqués.

	The Proposer awarded the Contract shall not be entitled to receive any amount over its proposed price in relation to VAT. Overall contract amount to be paid to the contractor shall not exceed the offered Total Financial Proposal Price.
Validity Period of Proposals (<i>Counting for the last day of submission of quotes</i>)	<input checked="" type="checkbox"/> 90 days In exceptional circumstances, UNDP may request the Proposer to extend the validity of the Proposal beyond what has been initially indicated in this RFP. The Proposal shall then confirm the extension in writing, without any modification whatsoever on the Proposal.
Partial Quotes	<input checked="" type="checkbox"/> Not permitted
Payment Terms	Please refer to Section XI. Price and Schedule of Payments of Annex-4 Detailed Terms of Reference
Type of Contract to be Signed	<input checked="" type="checkbox"/> "Face Sheet Contract (Goods and-or Services) UNDP" available at http://www.undp.org/content/undp/en/home/procurement/business/how-we-buy.html
Minimum Eligibility and Qualification Criteria	Eligibility and Qualification will be evaluated on Pass/Fail basis. <u>Eligibility Criteria:</u> <ul style="list-style-type: none"> • Vendor is a legally registered entity. • Vendor is not in the UN Security Council 1267/1989 List, UN Procurement Division List or Other UN Ineligibility List. <u>Qualification Criteria:</u> <ul style="list-style-type: none"> • The proposer as a legal entity (JVs and Consortiums shall not be eligible to submit proposals.) must be established and working in line with the applicable laws and regulations at least for the last 3 years. • The proposer must have successfully completed at least 1 (one) contract with a budget of at least USD 80,000¹ in area of providing similar services (providing consultancy and/or training services) over the last 3 years*. <p>*The reference period which will be taken into account will be the last 3 years from submission deadline. The start and end/completion dates of the references should be specified as day/month/year. Statements of Successful Completion (i.e. Reference Letters, Work Completion Certificates) shall be submitted as proof documents for the Contracts implemented with regard to above stipulated services.</p>
Criteria for Contract Award	<input checked="" type="checkbox"/> Meeting minimum eligibility and qualification criteria. <input checked="" type="checkbox"/> Highest Combined Score (based on the 70% technical offer and 30% price weight distribution) <input checked="" type="checkbox"/> Full acceptance of the UNDP Contract General Terms and Conditions (GTC). Non-acceptance of the GTC may be grounds for the rejection of the Proposal.
Criteria for the Assessment of Proposal	In order to be considered for technical and financial evaluation each Proposer shall provide: <ul style="list-style-type: none"> - Trade Registry Gazette: Copy of the Trade Registry Gazette or equivalent, demonstrating establishment of the Company.

¹ If the currency of the contract is different than USD. Proposers shall convert the currency in the "Statement of Successful Completion" into USD, in accordance with the prevailing UN operational rate of exchange on the contract date stated by "Statement of Successful Completion". UN operational rate of exchange are available at the following website: <https://treasury.un.org/operationalrates/OperationalRates.php#E>

	<ul style="list-style-type: none"> - Chamber Registry: Copy of the certificate, obtained by the proposer within the year in which the RFP is launched or expired, that demonstrates registration to the chamber of industry and/or trade to which the proposer is registered. - Authority to Sign: Original or notarized copy of Trade Registers Gazette indicating the shares of the shareholders of the company and their position within the company or the documents evidencing such issues as well as the signature circular of the legal entity certified by the notary public or specimen of list of authorized signatures and the notarized power of attorney. <p><u>Technical Proposal</u></p> <ul style="list-style-type: none"> <input checked="" type="checkbox"/> Expertise of the Firm 20% <input checked="" type="checkbox"/> Methodology, Its Appropriateness to the Condition and Timeliness of the Implementation Plan 40% <input checked="" type="checkbox"/> Management Structure and Qualification of Key Personnel 40% <p>The minimum score required for technical qualification is 70%.</p> <p><u>Financial Proposal</u></p> <p>To be computed as a ratio of the Proposal's offer to the lowest price among the proposals received by UNDP.</p> <p>The formula for the rating of the Proposals will be as follows: Rating the Technical Proposal (TP): TP Rating = (Total Score Obtained by the Offer / Max. Obtainable Score for TP) x 100</p> <p>Rating the Financial Proposal (FP): FP Rating = (Lowest Priced Offer / Price of the Offer Being Reviewed) x 100 Total Combined Score: Combined Score = (TP Rating) x (Weight of TP, e.g. 70%) + (FP Rating) x (Weight of FP, e.g., 30%)</p> <p>The minimum technical score required to pass is 70%.</p>
UNDP will award the contract to:	<input checked="" type="checkbox"/> One and only one Service Provider
Contract General Terms and Conditions	<input checked="" type="checkbox"/> General Terms and Conditions for contracts (goods and/or services) Applicable Terms and Conditions are available at: http://www.undp.org/content/undp/en/home/procurement/business/how-we-buy.html
Annexes to this RFP	<input checked="" type="checkbox"/> Description of Requirements (Annex 1) <input checked="" type="checkbox"/> Form for Submission of Proposal (Annex 2) <input checked="" type="checkbox"/> General Terms and Conditions for Contracts (Annex 3) <input checked="" type="checkbox"/> Detailed Terms of Reference (TOR) (Annex 4)

<p>Contact Person for Inquiries (Written inquiries only)</p>	<p><i>Tunç Gürdal, Procurement Officer</i> <i>Address: Yıldız Kule, Yukarı Dikmen Mah, Turan Güneş Bulvarı, No:106, Cankaya, Ankara, 06550 Turkey</i> <i>E-mail address: tr.procurement@undp.org</i></p> <p>Any delay in UNDP's response shall be not used as a reason for extending the deadline for submission, unless UNDP determines that such an extension is necessary and communicates a new deadline to the Proposers.</p>
<p>Liquidated Damages</p>	<p>Delay Damages: Deliverables shall be delivered according to the durations indicated in the Section V of Annex 4 Detailed Terms of Reference. For each day of delay beyond target delivery time for any of the deliverables, liquidated damages for delay of delivery of the services will be imposed under the following conditions: For each day of delay in delivery, 0.5% of contract price will be deducted from the total contract amount. The next course of action: If the delivery of the services is delayed by more than 20 days, UNDP may consider termination of contract.</p>

FORM FOR SUBMITTING SERVICE PROVIDER'S PROPOSAL

(This Form must be submitted only using the Service Provider's Official Letterhead/Stationery²)

[insert: Location].

[insert: Date]

To: UNDP Turkey CO Office, Yıldız Kule 21st Floor, Yukarı Dikmen Mah, Turan Güneş Bulvarı, No:106, Cankaya, Ankara, 06550 Turkey
Focal Point: Tunç Gürdal, Procurement Officer

Dear Sir/Madam:

We, the undersigned, hereby offer to render the following services to UNDP in conformity with the requirements defined in the RFP dated January 10, 2022 with **Ref. UNDP-TUR-RFP(DW)-2022-01**, and all of its attachments, as well as the provisions of the UNDP General Contract Terms and Conditions :

A. Qualifications of the Service Provider

The Proposer shall submit copies of following documents to demonstrate eligibility and expertise:

- a) *Profile – describing the nature of business, field of expertise, licenses, certifications, accreditations*
- b) *Trade Registry Gazette: demonstrating establishment of the Company*
- c) *Chamber Registry Certificate*
- d) *Authority to sign: notarized signature statement or signature circular or power of attorney*
- e) *Track Record – list of clients for similar services as those required by UNDP, indicating description of contract scope, contract duration, contract value, contact references. Statement of Successful Completion shall be provided for the references to meet qualification criteria.*
- f) *Written Self-Declaration that the company is not in the UN Security Council 1267/1989 List, UN Procurement Division List or Other UN Ineligibility List.*

B. Proposed Methodology for the Completion of Services

The Service Provider must describe how it will address/deliver the demands of the RFP;

- a) *Understanding of the requirement: Have the important aspects of the task been addressed in sufficient detail? Are the different components of the project adequately weighted relative to one another?*
- b) *Description of the Offeror's approach and methodology for meeting or exceeding the requirements of the Terms of Reference.*
- c) *Implementation plan showing the timeline of the activities and allocated working days for each staff*

² *Official Letterhead/Stationery must indicate contact details – addresses, email, phone and fax numbers – for verification purposes*

d) A detailed description of the essential performance characteristics, reporting conditions and quality assurance mechanisms that will be put in place.

C. Qualifications of Key Personnel

The Service Provider must provide :

a) Names and qualifications of the personnel that will perform the services indicating proposed roles and responsibilities for each personnel etc.;

b) CVs demonstrating qualifications must be submitted; and

c) Written confirmation from each personnel that they are available for the entire duration of the contract along with at least 2 references from their previous experiences.

Proposers shall use following template for CV Submission:

Format for CV of Proposed Key Personnel

Name of Personnel	[Insert]
Position for this assignment	[Insert]
Birth Date	[Insert]
Nationality	[Insert]
Language proficiency	[Insert]
Education/ Qualifications	<i>[Summarize college/university and other specialized education of personnel member, giving names of schools, dates attended, and degrees/qualifications obtained.]</i>
	[Insert]
Professional certifications	<i>[Provide details of professional certifications relevant to the scope of services]</i>
	<ul style="list-style-type: none"> ▪ Name of institution: [Insert] ▪ Date of certification: [Insert]
Employment Record/ Experience	<i>[List all positions held by personnel (starting with present position, list in reverse order), giving dates (month.year-moth.year), names of employing organization, description of project or works, your duties and responsibilities, title of position held, location of employment and any other information or professional experience considered pertinent for this assignment.]</i>
	[Insert]
References	<i>[Provide names, addresses, phone and email contact information for two (2) references]</i>
	Reference 1: [Insert] Reference 2: [Insert]

D. Financial Proposal³

We, the undersigned, offer to provide the services for “Provision of Consultancy Services and Trainings for SME Digitalization in Industry and Tourism Sectors” in accordance with your Request for Ref No. UNDP-TUR-RFP(DW)-2022-01 and our Proposal. We are hereby submitting our Financial Proposal.

Our Proposal shall be valid and remain binding upon us for the period of 90 days following the proposal submission date.

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

Currency of the proposal: Turkish Liras (TRY)

Table 1: Summary of Overall Prices

Deliverables	Amount in TRY
Professional Fees (from Table 2)	
Other Costs (from Table 3)	
Total Amount of Financial Proposal in TRY⁴	

Table 2: Breakdown of Professional Fees

Position	Number of Staff	Fee Rate per Staff (TRY)	No. of Working Days per Staff	Total Amount (TRY)
	A	B	C	D=A*B*C
Team Leader (Key Expert)	1			
Trainers (Key Expert)	2			
Consultants (Key Expert)	2			
Assistant Expert (Nonkey Expert)	1			
Trainers (Nonkey Expert)	1			
Consultants (Nonkey Expert)	2			
Subtotal of Professional Fees (TRY):				

Table 3: Breakdown of Other Costs

Description	Amount (TRY)
Travel expenses	
Accommodation	
Out-of-pocket Expenses	
Other Costs: (please specify)	
Subtotal of Other Costs (TRY):	

³ The proposer is required to prepare the Financial Proposal following the below format. The Financial Proposal should align with the requirements in Terms of Reference and the Proposer’s Technical Proposal.

⁴ This amount will be the total contract amount and be basis for the schedule of payments. The payments will be affected to the Contractor on percentage basis in line with the percentages listed in Section XI - Price and Schedule of Payments under Annex 4: Detailed Terms of Reference, upon acceptance of deliverables by UNDP.

Table 4: Breakdown of Price per Deliverable/Activity⁵

UNDP reserves to right to request details of each item quoted in the Breakdown of Prices.

Deliverable 1: Planning/ Preparation Conducting and Reporting 15 Training Programmes, Report on Completion of the Trainings					
Price Item	A. Number of Staff	Unit	B. Quantity per Staff	C. Unit Price (TRY)	D. Total Price (=AxBxC) (TRY)
Team Leader (Key Expert)	1	Person/day			
Trainers (Key Expert)	2	Person/day			
Assistant Expert (Nonkey Expert)	1	Person/day			
Trainers (Nonkey Expert)	1	Person/day			
Travel Expenses (Intercity and intracity)	5	Per Person			
Accommodation Expenses	5	Nights			
Out-of-pocket Expenses	N/A	Lump-Sum	Lump-Sum		
Other Expenses (Please specify)	N/A	Lump-Sum	Lump-Sum		
Total Price of Deliverable 1 (TRY)					

Deliverable 2: 30 Reports / Roadmaps for Digitalization of SMEs and Final Report					
Price Item	A. Number of Staff	Unit	B. Quantity per Staff	C. Unit Price (TRY)	D. Total Price (=AxBxC) (TRY)
Team Leader (Key Expert)	1	Person/day			
Consultants (Key Expert)	2	Person/day			
Assistant Expert (Nonkey Expert)	1	Person/day			
Consultants (Nonkey Expert)	2	Person/day			
Travel Expenses (Intercity and intracity)	6	Per Person			
Accommodation Expenses	6	Nights			
Out-of-pocket Expenses	N/A	Lump-Sum	Lump-Sum		

⁵ This table should be completed in compliance with Tables 2 and 3.

Other Expenses (Please specify)	N/A	Lump-Sum	Lump-Sum		
Total Price of Deliverable 2 (TRY)					

#	Deliverable	Total Price (TRY)
1	Planning/ Preparation Conducting and Reporting 15 Training Programmes, Report on Completion of the Trainings	
2	30 Reports / Roadmaps for Digitalization of SMEs and Final Report	
Total Price of ALL DELIVERABLES (TRY)*		

**This amount should be the same as the Total Amount of Financial Proposal in Table 1.*

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

<i>Proposer Information</i>	
<i>Legal name of the proposer</i>	
<i>Legal address</i>	
<i>Offerors' Authorized Person</i>	<i>Name and Title: Telephone: Email:</i>
<i>Contact person (Proposer)</i>	<i>Name and Title: Telephone: Email:</i>

ANNEX 3
GENERAL TERMS AND CONDITIONS FOR CONTRACTS

Link:

[https://www.undp.org/sites/g/files/zskgke326/files/procurement/pdf/3.%20UNDP%20GTCs%20for%20Contracts%20\(Goods%20and-or%20Services\)%20-%20Sept%202017_0.pdf](https://www.undp.org/sites/g/files/zskgke326/files/procurement/pdf/3.%20UNDP%20GTCs%20for%20Contracts%20(Goods%20and-or%20Services)%20-%20Sept%202017_0.pdf)