* United Nations Development Programme*

**REQUEST FOR PROPOSAL**

**Development and Implementation of an ePortal for the Government of the Federation of Bosnia and Herzegovina**

**RFP No.: 009-22**

Project: Digital Transformation in Public Sector (00120553)

Country: Bosnia and Herzegovina

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# Section 1. 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

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** [**registry.ba@undp.org**](mailto:registry.ba@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.

UNDP in Bosnia and Herzegovina

# Section 2. Instruction to Bidders

|  |  |
| --- | --- |
| GENERAL PROVISIONS | |
| Introduction | * 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>.   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.   3. As part of the bid, it is desired that the Bidder registers at the United Nations Global Marketplace (UNGM) website ([www.ungm.org](http://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. |
| Fraud & Corruption,  Gifts and Hospitality | * 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>.   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.   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;   4. (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.   5. All Bidders must adhere to the UN Supplier Code of Conduct, which may be found at <http://www.un.org/depts/ptd/pdf/conduct_english.pdf>. |
| Eligibility | * 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.   2. 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. |
| Conflict of Interests | * 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:   2. 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;   3. Were involved in the preparation and/or design of the programme/project related to the services requested under this RFP; or   4. Are found to be in conflict for any other reason, as may be established by, or at the discretion of UNDP.   5. 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.   6. Similarly, the Bidders must disclose in their proposal their knowledge of the following:   7. 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   8. All other circumstances that could potentially lead to actual or perceived conflict of interest, collusion or unfair competition practices.   Failure to disclose such an information may result in the rejection of the proposal or proposals affected by the non-disclosure.   * 1. 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. |
| PREPARATION OF PROPOSALS | |
| General Considerations | * 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.   2. The Bidder will not be permitted to take advantage of any errors or omissions in the RFP. Should such errors or omissions be discovered, the Bidder must notify the UNDP. |
| Cost of Preparation of Proposal | * 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. |
| Language | * 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. |
| Documents Comprising the Proposal | * 1. The Proposal shall comprise of the following documents:   2. Documents Establishing the Eligibility and Qualifications of the Bidder;   3. Technical Proposal;   4. Financial Proposal;   5. Any attachments and/or appendices to the Proposal. |
| Documents Establishing the Eligibility and Qualifications of the Bidder | * 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. |
| Technical Proposal Format and Content | * 1. The Bidder is required to submit a Technical Proposal using the Standard Forms and templates provided in Section 6 of the RFP.   2. The Technical Proposal shall not include any price or financial information. **A Technical Proposal containing material financial information may be declared non-responsive**.   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.   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. |
| Financial Proposals | * 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.   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.   3. Prices and other financial information must not be disclosed in any other place except in the financial proposal. |
| Proposal Security | * 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.   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.   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.   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.   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:      1. If the Bidder withdraws itsoffer during the period of the Proposal Validity specified in the BDS, or;      2. In the event that the successful Bidder fails:      3. to sign the Contract after UNDP has issued an award; or   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. |
| Currencies | * 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:  1. 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 2. 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. |
| Joint Venture, Consortium or Association | * 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.   2. After the Deadline for Submission of Proposal, the lead entity identified to represent the JV, Consortium or Association shall not be altered without the prior written consent of UNDP.   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.   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.   5. A JV, Consortium or Association in presenting its track record and experience should clearly differentiate between:  1. Those that were undertaken together by the JV, Consortium or Association; and 2. Those that were undertaken by the individual entities of the JV, Consortium or Association.    1. 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.    2. 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. |
| Only One Proposal | * 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.   2. Proposals submitted by two (2) or more Bidders shall all be rejected if they are found to have any of the following:   3. they have at least one controlling partner, director or shareholder in common; or   4. any one of them receive or have received any direct or indirect subsidy from the other/s; or   5. they have the same legal representative for purposes of this RFP; or   6. 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;   7. 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   8. 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. |
| Proposal Validity Period | * 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.   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. |
| Extension of Proposal Validity Period | * 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.   2. If the Bidder agrees to extend the validity of its Proposal, it shall be done without any change in the original Proposal.   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. |
| Clarification of Proposal | * 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.   2. UNDP will provide the responses to clarifications through the method specified in the BDS.   3. UNDP shall endeavour 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. |
| Amendment of Proposals | * 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.   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. |
| Alternative Proposals | * 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 award a contract based on an alternative proposal.   2. If multiple/alternative proposals are being submitted, they must be clearly marked as “Main Proposal” and “Alternative Proposal” |
| Pre-Bid Conference | * 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. |
| SUBMISSION AND OPENING OF PROPOSALS | |
| Submission | * 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.   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.   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. |
| **Hard copy (manual) submission**  **Email Submission**  **eTendering submission** | * 1. Hard copy (manual) submission by courier or hand delivery allowed or specified in the BDS shall be governed as follows:   2. 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.   3. 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:   i. Bear the name and address of the bidder;  ii. Be addressed to UNDP as specified in the BDS   1. Bear a warning that states “*Not to be opened before the time and date for proposal opening*” as specified in the BDS.   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.   * 1. Email submission, if allowed or specified in the BDS, shall be governed as follows:  1. Electronic files that form part of the proposal must be in accordance with the format and requirements indicated in BDS; 2. 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. 3. 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.    1. Electronic submission through eTendering, if allowed or specified in the BDS, shall be governed as follows: 4. Electronic files that form part of the proposal must be in accordance with the format and requirements indicated in BDS; 5. The Technical Proposal and the Financial Proposal files MUST BE COMPLETELY SEPARATE and each of them must be uploaded individually and clearly labelled. 6. 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. 7. 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. 8. 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/>. |
| Deadline for Submission of Proposals and Late Proposals | * 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.   2. UNDP shall not consider any Proposal that is submitted after the deadline for the submission of Proposals. |
| Withdrawal, Substitution, and Modification of Proposals | * 1. A Bidder may withdraw, substitute or modify its Proposal after it has been submitted at any time prior to the deadline for submission.   2. Manual and Email submissions: A bidder may withdraw, substitute or 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”.   3. eTendering: A Bidder may withdraw, substitute or modify its Proposal by Cancelling, 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.   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. |
| Proposal Opening | * 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. |
| EVALUATION OF PROPOSALS | |
| Confidentiality | * 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.   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. |
| Evaluation of Proposals | * 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.   2. Evaluation of proposals is made of the following steps:   3. Preliminary Examination   4. Minimum Eligibility and Qualification (if pre-qualification is not done)   5. Evaluation of Technical Proposals   6. Evaluation of Financial Proposals |
| Preliminary Examination | * 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 this stage. |
| Evaluation of Eligibility and Qualification | * 1. Eligibility and Qualification of the Bidder will be evaluated against the Minimum Eligibility/Qualification requirements specified in the Section 4 (Evaluation Criteria).   2. In general terms, vendors that meet the following criteria may be considered qualified:   3. 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;   4. They have a good financial standing and have access to adequate financial resources to perform the contract and all existing commercial commitments;   5. 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;   6. They are able to comply fully with UNDP General Terms and Conditions of Contract;   7. They do not have a consistent history of court/arbitral award decisions against the Bidder; and   8. They have a record of timely and satisfactory performance with their clients. |
| Evaluation of Technical and Financial Proposals | * 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.   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.   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.   4. When the BDS specifies a combined scoring method, 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  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%) |
| Due Diligence | * 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:      1. Verification of accuracy, correctness and authenticity of information provided by the Bidder;      2. Validation of extent of compliance to the RFP requirements and evaluation criteria based on what has so far been found by the evaluation team;      3. 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;      4. Inquiry and reference checking with previous clients on the performance on on-going or contracts completed, including physical inspections of previous works, as necessary;      5. Physical inspection of the Bidder’s offices, branches or other places where business transpires, with or without notice to the Bidder;      6. Other means that UNDP may deem appropriate, at any stage within the selection process, prior to awarding the contract. |
| Clarification of Proposals | * 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.   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.   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. |
| Responsiveness of Proposal | * 1. UNDP’s determination of a Proposal’s responsiveness will be based on the contents of the Proposal itself. A substantially responsive Proposal is one that conforms to all the terms, conditions, TOR and other requirements of the RFP without material deviation, reservation, or omission.   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. |
| Nonconformities, Reparable Errors and Omissions | * 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.   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.   3. For Financial Proposal that has been opened, UNDP shall check and correct arithmetical errors as follows:  1. 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; 2. 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 3. 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.    1. If the Bidder does not accept the correction of errors made by UNDP, its Proposal shall be rejected. |
| AWARD OF CONTRACT | |
| Right to Accept, Reject, Any or All Proposals | * 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. |
| Award Criteria | * 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. |
| Debriefing | * 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 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. |
| Right to Vary Requirements at the Time of Award | * 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. |
| Contract Signature | * 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. |
| Contract Type and General Terms and Conditions | * 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>. |
| Performance Security | * 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. |
| Bank Guarantee for Advanced Payment | * 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> |
| Liquidated Damages | * 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. |
| Payment Provisions | * 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. |
| Vendor Protest | * 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>. |
| Other Provisions | * 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.   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.   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> |

# 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 | Proposal presentation | Will be organised on June 07th 2022, 10:00 CET only for eligible bidders. Proposal presentation will be organized in:  UN House  Zmaja od Bosne bb  71000 Sarajevo  Note that participation in indoor event is possible for persons with proof of vaccination, negative test (rapid antigen test or PCR test, not older than 48 h) or proof of recovery (not older than 6 months).  Proposers that pass eligibility criteria will be notified and are required to confirm participation by email ([registry.ba@undp.org](mailto:registry.ba@undp.org)), and provide names and titles of people who will be attending on their behalf. |
| 5 | 10 | Proposal Validity Period | 90 days |
| 6 | 14 | Bid Security | Not Required |
| 7 | 41 | Advanced Payment upon signing of contract | Not Allowed |
| 8 | 42 | Liquidated Damages | Will not be imposed |
| 9 | 40 | Performance Security | Not Required |
| 10 | 18 | Currency of Proposal | Local currency BAM |
| 11 | 31 | Deadline for submitting requests for clarifications/ questions | 3 days before the submission deadline |
| 12 | 31 | Contact Details for submitting clarifications/questions | UNDP BiH Registry- email to:  [registry.ba@undp.org](mailto:registry.ba@undp.org)  Ref:-RFP-009-22 |
| 13 | 18, 19 and 21 | Manner of Disseminating Supplemental Information to the RFP and responses/clarifications to queries | Direct communication to prospective Proposers by email and Posting on the website |
| 14 | 23 | Deadline for Submission | **June 01st , 2022 12:00 CET** |
| 15 | 22 | Allowable Manner of Submitting Proposals | By email only to ([registry.ba@undp.org](mailto:registry.ba@undp.org))  Ref. RFP-009-22 |
| 16 | 22 | Electronic submission (email) requirements | * Format: PDF files only * File names must be maximum 60 characters long and must not contain any letter or special character other than from Latin alphabet/keyboard. * The Technical Proposal and the Financial Proposal files **MUST BE COMPLETELY SEPARATE**. In the case of e-mail submission, the financial proposal shall be encrypted with different passwords and clearly labelled. The files must be sent to [registry.ba@undp.org](mailto:registry.ba@undp.org). 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. * All files must be free of viruses and not corrupted*.* * Max. file size per transmission:10 MB. * Mandatory subject of email:**RFP-009-22 ePortal for Government system FBiH** |
| 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 70%.  A three-stage following procedure is utilised in evaluating the proposals, with evaluation of the technical proposal being completed prior to any price proposal being opened and compared:   * **evaluation against the eligibility criteria;** * **technical evaluation of the proposal:** at this stage, in addition to conducting technical evaluation,UNDP **will invite eligible bidders for a presentation** related to their technical proposals. The presentation should cover all aspects of the proposal, as submitted to UNDP. * **combined scoring method, including financial evaluation.** |
| 18 |  | Expected date for commencement of Contract | **June 13th 2022** |
| 19 |  | Maximum expected duration of contract | 6 months |
| 20 | 35 | UNDP will award the contract to: | One Proposer Only |
| 21 | 39 | Type of Contract | Contract for Goods and Services on behalf of UN EntitiesContract for Goods and Services on behalf of UN Entities  <https://www.undp.org/content/undp/en/home/procurement/business/how-we-buy/>. |
| 22 | 39 | UNDP Contract Terms and Conditions that will apply | UNDP General Terms and Conditions for Professional ServicesUNDP General Terms and Conditions for Professional Services  <http://www.undp.org/content/undp/en/home/procurement/business/how-we-buy.html>.  Full acceptance of the UNDP Contract General Terms and Conditions (GTC). This is a mandatory criterion. Non-acceptance of the GTC may be grounds for the rejection of the Proposal. |

# 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
* Minimum documents provided
* Technical and Financial Proposals submitted separately
* Bid Validity

**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**.

|  |  |  |
| --- | --- | --- |
| **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 |
| **QUALIFICATION** | | |
| **History of Non-Performing Contracts[[1]](#footnote-2)** | Non-performance of a contract did not occur as a result of contractor default for the last 3 years. | Form D: Qualification Form |
| **Litigation History** | No consistent history of court/arbitral award decisions against the Bidder for the last 3 years. | Form D: Qualification Form |
| **Previous Experience** | Minimum 3 years of relevant experience in design and development of information systems supporting government or parliamentary sessions.  *(For JV/Consortium/Association, all Parties cumulatively should meet requirement).* | Form D: Qualification Form |
| Minimum 3 contracts of similar in nature and of similar or higher complexity to the requirements outlined in ToR.  *(For JV/Consortium/Association, all Parties cumulatively should meet requirement).* | Form D: Qualification Form |
| **Financial Standing** | Minimum average turnover of BAM 200,000 annually for the last 3 years.  *(For JV/Consortium/Association, all Parties cumulatively should meet requirement).* | Form D: Qualification Form |
| Bidder must demonstrate the current soundness of its financial standing and indicate its prospective long-term profitability.  *(For JV/Consortium/Association, all Parties cumulatively should meet requirement).* | Form D: Qualification Form |
| **Personnel** | The Contractor must have a proposed team of five (5) key experts as per this ToR. At least three (3) key experts proposed for the implementation of required tasks must be full-time employees of the Contractor (Consortium).  *(For JV/Consortium/Association, all Parties cumulatively should meet requirement).* | Form B: Bidder Information Form |

**Technical Evaluation Criteria**

|  |  |  |
| --- | --- | --- |
| **Summary of Technical Proposal Evaluation Forms** | | **Points Obtainable** |
| 1. | Bidder’s qualification, capacity and experience | 300 |
| 2. | Proposed Methodology, Approach and Implementation Plan | 400 |
| 3. | Management Structure and Key Personnel | 400 |
|  | **Total** | **1100** |

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| **Section 1. Bidder’s qualification, capacity and experience** | | **Max. points obtainable** |
| 1.1 | **Reputation of Organization and Staff Credibility / Reliability / Industry Standing** | 50 |
| 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**  *Scoring threshold against the maximum points obtainable:*  - 3 or more years of successful operation and work in a field relevant to the ToR: 30 points.  - 10 or more employees within the company/organization: 20 points.  - Clear organizational/company structure and extended offices, etc.: 20 points.  - Financial control system in place: 20 points. | 90 |
| 1.3 | **Relevance of specialized knowledge and experience on similar engagements done in the region/country**  *Breakdown of the maximum points obtainable:*  - Previous proven experience in e-governance and specifically in implementing information systems to support government or parlamentary sessions: 60 points.  - Successful previous work for UNDP/major multilateral/bilateral programmes: 10 points. | 70 |
| 1.4 | Quality assurance procedures and risk mitigation measures  *Breakdown of the maximum points obtainable:*  - Quality assurance system/mechanism in place: 40 points.  - The bidder has valid ISO standardisation certificate for quality (9001) :10 points.  - The bidder has valid ISO standardisation certificate for security (27001) :10 points. | 60 |
| 1.5 | Organizational Commitment to Sustainability (mandatory weight)  - Organization is compliant with ISO 14001 or ISO 14064 or equivalent – 20 points  - Organization is a member of the UN Global Compact - 5 points  - Organization demonstrates significant commitment to sustainability through some other means- 5 points, for example internal company policy documents on women empowerment, renewable energies or membership of trade institutions promoting such issues | 30 |
| **Total Section 1** | | **300** |

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| **Section 2. Proposed Methodology, Approach and Implementation Plan** | | **Points obtainable** |
| 2.1 | **Understanding of the requirements:**  *Breakdown of the maximum points obtainable:*  - The important aspects of the task have been addressed in sufficient detail and the offer demonstrates clear understanding of the assignment: 20 points  - The bidder demonstrates a clear understanding of the circumstances and characteristics of FBiH Government sessions work: 40  - The different components of the project are adequately weighted relative to one another: 20 points | 80 |
| 2.2 | **Description of the Offeror’s approach and methodology for meeting or exceeding the requirements of the Terms of Reference**.  *Breakdown of the maximum points obtainable:*  - Clearly and logically presented approach towards quality delivery of the service; indicative allocation of level of intensity (expert days) per task: 20 points.  - The bidder provides a clear and concise presentation of a technical solution for the ePortal system, presenting the overall concept and, specifically, workflows and user journeys through the system : 90 points.  - Proposed approach is feasible and capable of reaching the set results: 20 points.  - Proposed approach clearly demonstrates how institutional sustainability of results and the system will be ensured: 10 points.  - Proposed methodology is tailored to the specific context of FBiH Government: 10 points.  - Risks and critical issues are punctually identified along with proposed risk mitigation strategy and measures: 10 points.  - Roles for quality assurance, coordination, communication are clearly described (within the team and with beneficiaries): 10 points. | 170 |
| 2.3 | **Presentation of bidders respective technical proposals**  *Breakdown of the maximum points obtainable:*  - Clear details on how the system shall be developed and delivered, and how it will function: 50 points.  - Clear implementation plan proposed including whether the activities are properly sequenced and if these are logical and realistic: 25 points.  - Demonstration of ability to plan, integrate and effectively implement sustainability measures in the execution of the contract: 25 points. | 100 |
| 2.4 | Demonstration of ability to plan, integrate and effectively implement sustainability measures in the execution of the contract | 50 |
| **Total Section** **2** | | **400** |

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| **Section 3. Management Structure and Key Personnel** | | | **Points obtainable** |
| 3.1 | **Composition and structure of the team proposed. Are the proposed roles of the management and the team of key personnel suitable for the provision of the necessary services**? |  | **100** |
| 3.2 | **Qualifications of key personnel proposed** |  | **300** |
| 3.2 a | **Project Leader** |  | **100** |
|  | - General Experience | 30 |  |
| - Specific Experience relevant to the assignment   * Experience as project leader in projects implemented in public sector (software development) – 50 * Experience in working with international organizations (UNDP, UNIDO, UNEP, World Bank, EU Delegation, EBRD, etc.) - 10 | 60 |
| - Language Qualifications  Both fluency/proficiency in English and local languages | 10 |
| 3.2 b | **UX\UI Designer** |  | **40** |
|  | - General Experience | 10 |  |
|  | - Specific Experience relevant to the assignment:   * Experience in segment of visual identity and graphic design - 15 * Experience in design of government portals in European Union and/or Western Balkan countries -10 | 25 |  |
|  |
|  | - Language Qualifications  Both fluency/proficiency in English and local languages | 5 |  |
| 3.2 c | **Senior Software Development Engineer** |  | **60** |
|  | - General Experience | 10 |  |
|  | - Specific Experience relevant to the assignment:   * Experience as senior software development engineer in projects implemented in public sector – 35 * Experience as senior software development engineer in development of information systems supporting government or parliamentary sessions -10 | 45 |  |
|  | - Language Qualifications  Both fluency/proficiency in English and local languages | 5 |  |
| 3.2 d | **Devops Engineer** |  | **40** |
|  | - General Experience | 10 |  |
|  | - Specific Experience relevant to the assignment:   * Experience as devops engineer in projects implemented in public sector – 20 * Experience as devops engineer in development of information systems supporting government or parliamentary sessions - 5 | 25 |  |
|  | - Language Qualifications  Both fluency/proficiency in English and local languages | 5 |  |
| 3.2 e | **EPortal system Implementation and Business process analyst** |  | **60** |
|  | - General Experience | 10 |  |
|  | - Specific Experience relevant to the assignment:   * Experience as system Implementation and Business process analyst of information systems supporting government or parliamentary Assembly -35 * Experience and knowledge of governance and public administration in the Bosnia and Herzegovina – 10 | 45 |  |
|  | - Language Qualifications  Both fluency/proficiency in English and local languages | 5 |  |
| **Total Section 3** | | | **400** |

# Section 5. Terms of Reference

1. **Background Information and Rationale, Project Description**

The FBiH Government has a system (ePortal in the document) that provides information support for its regular sessions. The current government e-Session system is developed mainly for document and agenda management purposes with the goal of reducing the paper stack and providing standardization of agendas and reporting for Government sessions. This system has approximately 125 users, including administrators.

There is a need to develop a new system that would support these collaboration processes and in general streamline the Government’s decision-making process. The new ePortal system should be a database and a scheduler of all relevant information, organized and updated in real-time, giving Cabinet Members a clear overview of each item under discussion. The ePortal solution should support the Ministers’ ongoing work on government backlog to optimize the flow of valuable information between cabinet members and support the improvements and joint movement toward common goals, while respecting and accommodating differences of opinion.

The future ePortalePortal solution should also be a web-based system.

The aim behind the design and establishment of a new ePortal system is to set an example of highly efficient and secure digital collaboration, document- and government sessions management system which is connected to other government systems.

In addition, the underlying software platform for the current e-Sessions system is SharePoint 2013. Operating in an outdated and unsupported environment comes at a cost. The current system has become difficult to maintain and almost impossible to upgrade with new features and functions and is naturally moving towards its end-of-life.

The need for a new ePortal system comes with the sense of opportunity to develop a new digital solution with improved services that supports a work culture built around the values of transparency, balance, collaboration, citizens-focus, continuous workflow, leadership, understanding, agreement, and respect, enabled through the digital environment.

The new ePortal system must be open in terms of the possibility of later upgrades with new software modules and with no limitation on number of users.

**Current system licencing and hardware infrastructure**

The FBiH Government has SQL Server and SharePoint licenses as well as supporting CALs for production and can be used for the production environment. The FBiH government also has limited hardware resources in its data center to host the ePortal. Microsfot HyperV is used as a virtualization platform on this hardware infrastructure. During the analysis of the current situation, it is necessary to perform an analysis of hardware resources and related system licenses.

1. **Specific Objectives**

The main objectives of the ePortal system development for FBiH Government are:

* Digitization of the executive process (from session preparation to the session execution)
* To increase productivity, efficiency and transparency of the FBiH Government sessions;
* To insure transition activities of FBiH Government to another working technology;
* To reduce the time invested in the process of creating sessions’ working materials and process monitoring;
* To reduce the time for preparation of analytical information and their distribution;
* Establishing an effective mechanism for cooperation between the participants involved in the work process of the FBiH Government;
* Effective control of access to information and their maximum security.

1. **Scope**

Within the project scope, it is expected to delivery 2 main deliverables:

**Deliverable 1: Business analysis conducted and document of functional specification approved by FBiH and UNDP (approximately until July 6th 2022)**

Business Analysis will take place according to the following phases:

* Review of existing documentation, hardware and system licences and existing ePortal
* Snapshot of existing mode (AS-IS models)
* Review of laws and regulations
* Define ,in details, ePortal functionalities and requirements

**Deliverable 2. : ePortal approved by beneficiary and put in production (until December 6th 2022).**

Within ePortalePortal, the service provider shall develop and implement:

* Web-oriented solution based on a three-layer architecture;
* Perform initial system filling for all convocations of the FBIH Government (since 2008) (with required data and documents needed for the proper and complete functioning of the system). Archives from other Government composition will be linked to ePortal. During the business analysis, define the places on the storage system where the data from the existing system will be located.
* Perform warranty of the system and removal of detected errors during the warranty period.

Software solution - ePortal should be harmonized with the laws and bylaws of the Federation of Bosnia and Herzegovina that apply in relation to the management of sessions, and with internal regulations and procedures of the Government of the Federation of Bosnia and Herzegovina. Since Government of FBiH can have session in Sarajevo or Mostar, it is necessary to implement ePortal solution to work on two locations without any additional programming and costs (only configuration adjustments are allowed).

The service provider is obliged to integrate its solution with the existing solutions in the Government of the Federation of Bosnia and Herzegovina (described in integration module).

The service provider is obliged to implement all required actions and deploy the system into production.   
The service provider must submit a Dynamic Action Plan with descriptions of the associated phases and individual activities and stakeholders, time schedule and number of executors by the service provider.

The dynamic action plan should be presented in the appropriate Gantt chart.

**Dynamic Action Plan should include at least the following steps:**

* Analysis and classification of business processes, working methods and types of documents;
* Development of software solution;
* Installation and configuration of the test environment;
* Test period and the correction of identified deficiencies;
* Training of the civil servants for the use and administration of the ePortal;
* Introduction of the system into production;
* Elaboration of as-built design;
* Handover of the system.

The elaboration of as-built design should contain:

* Detailed documentation on the installed software;
* Report on functional testing of all system components during the test period;
* User documentation, user instructions;

ePortal system tested, fine tuned, bug fixed, set in function, and used by the users in FBiH Government in accordance with requested functional requirements and approved functional specification. Data from the current information system are migrated to the new platform. A training is delivered to public servants on how to use the ePortal system. Technical documentation delivered.

The service provider is obligated to provide on-site support for minimum **5** sessions (support during duration of the session).

**Functional requirements**

The required ePortal functionality as well as the specification of the required modules are given in the annexes: Annex 1 – Workflow and Legal Framework, Annex 2 - General system characteristics and required modules.

**Non functional requirements**

* **Technologies and architecture**

Technologies used must allow for all requested features to be implemented as well as to support future scalability. The software solution will be deployed at FBiH data centre:

The front-end of the system should be developed using one of the commonly used front-end component libraries to achieve simple and clean design, which easily accommodates users of different IT skills.

Since the new system will have different users, different security requirements, according to best practices the final solution should be implemented using a layered architecture, including the following layers:

* Data layer
* Data access layer
* Business logic layer
* Service layer
* User interface layer

Each of the layers will execute a set of functionalities unique to that function and these functionalities will be accessible from other layers using specially developed interfaces. This form of architecture allows greater flexibility, functional encapsulation, and easier maintenance.

Service provider must specify in the Bid technologies that will use for implementation (Database, Backend frameworks, Frontend frameworks, third party libraries).

The ePortal architecture must be based on open standards, supporting the most common open standards (XML, XSD, XSLT, WSE, (X) HTML, WebDAV, SOAP). The ePortal architecture must be service-oriented (SOA).

* **Response times**

The ePortal should work within the response time limits as described here:

* 0.1 second for directly manipulating objects in the UI. For example, this is the limit from the time the user hit the response icon to post until that post respond with opening of response text box,
* 1 second for navigating the Portal web portal. A delay of 0.2–1.0 seconds does mean that users notice the delay and thus feel the system is "working" on the command, as opposed to having the command be a direct effect of the users' actions,
* 10 seconds for complex tasks accompanied with change of the cursor indicating that system is working so that the users keep their attention on the task,
* More than 10 seconds – only for specific, agreed upon actions that cannot be finalized faster and only accompanied with percent-done indicator. E.g., generating complex report exports, if such are envisioned.
* The system should allow minimum of 100 current connections without exeception for administrators.
* **User interface**

User interface includes various elements that will be included within the system, in order to achieve a better user experience, all in order to be as "user friendly" as possible.

With a consistent design, the screen interfaces of all modules will meet at least the following conditions:

* GUI, web-based interface.
* Simple and easy to learn.
* Assistance and validation during data entry.
* Multiple levels of help system.
* Enable fast data entry (keyboard input only).
* Coded entries must have explanations, titles.
* Data must be arranged based on business logic.
* Wherever there is a selection list, only possible options will be available.
* Navigation between different options and functions must exist through drop down menus.
* The interface of web application components must provide asynchronous loading of content on currently used web page without requiring a full reload. Application web pages must be very responsive by exchanging small amounts of data with the server behind the scenes, so that the entire web page does not have to be reloaded each time the user requests a change. lt is not acceptable to provide the solution for web interface that requires full page reload for each change on client side.
* The ePortal should be adapted, where it is possible, to users with special needs (blind and visually-impaired users, deaf and speech-disabled users), following the relevant industry guidelines ([WCAG 2.0, Web Content Accessibility Guidelines](https://www.w3.org/TR/WCAG20/) and the [EU Directive on web accessibility](https://digital-strategy.ec.europa.eu/en/policies/web-accessibility), to make it accessible to people with disabilities.
* **Service provider is obligated to include in their offer UI graphical design, that is in line with Govermnent FBiH rules and regulations and will be approved by end users. Graphical design of ePortal must be delivered and approved during Businnes analysis phase.**

User interface must work without any issues with latest version of one of the following web browsers:

* Microsoft Edge
* Google Chrome
* **Openness, scalability, and portability**

The system must have as much as possible characteristics of an open system. If further deployments are requested, the service provider shall not charge for additional licences for system use, and the charge shall be limited only to the actual deployment, branding and maintenance fees.

The system must be able to scale both for increased number of users and increased processing load.

If there are dependencies between systems or system parts – these are to be documented or systems bundled.

The system must have the ability to increase and decrease to support different numbers of users and transactions. Upgraded functionalities must be able to scale horizontally (by adding more servers) and vertically (by increasing the capacity of existing hardware).

* **Flexibility and adaptability**

The system will have a high level of flexibility and adaptability in the event of a change of environment. Such adaptability will enable future configurations and customizations of the system in a simple and acceptable way.

* **Reusability**

The system will have option of reusability of software components

* **Data exchange and interoperability**

It must be possible to exchange data with other systems. The new system will support, as the preferred method of data exchange with other systems, Web services, REST services and SOAP protocol. The new system will support data exchange with different types of RDBMS (MS SQL, Oracle, MySQL, PostgreSQl ...) The application architecture must be based on open standards, supporting the most common open standards (XML, XSD, XSLT, WSE, (X) HTML, WebDAV, SOAP).

* **Ease of use**

Easy understanding of work and quick acceptance

* **Value**

The degree to which the system provides its services as expected

* **User experience**

The crucial requirement is that the entire system shares the same user experience through design, usability and all other elements. The new system must meet this requirement, allowing developers to create independent modules - that will reproduce the same user experience as other system modules.

* **Security**

Implemented functionalities must have, as an integral part, modules and technologies that meet security requirements, such as physical security, authentication, authorization, communication, data security and data access, auditing, etc. Encrypted data transport between the server and the web client will be using the HTTPS security protocol. System will prevent access to unauthorized users and intentional or unauthorized destruction of data.

**Error handling**

The system must ensure the monitoring and notification of users of errors in operation and help on how to resolve errors.

The system will recognize and divide errors into several categories:

* Security error
* Data format validation
* Business rules
* Application error

All errors displayed to the user and those hidden from the user will be stored in a database with contextual error information. System administrators will be able to search and monitor how errors occur and prevent their impact on system performance.

**Log handling**

The system must ensure monitoring of input, search, supplementation and modification of data generated by the system users (audit), ie when entering, searching, supplementation and modification of data in the system will keep records of which action occurred, when the action occurred, who performed the action and what data is involved.

**Languages**

The system shall be developed for Bosnian, Croatian and Serbian language and in Latin and Crillic as both content and interface languages.

1. **Approach and Methodology**

The service provider should explain their understanding of the assignment, as well as their detailed approach to implement the assignment effectively and in a timely manner.

Service providers are encouraged to offer, in their methodology, a detailed approach towards the design of one example sector/module, to exemplify the logic, important aspects and workflow.

**Project Methodology**

Project like this one cannot be run without a strong methodological approach, both on the project management side and on the software development side.

The goal of the required project management methodology is:

* Improve project productivity and quality.
* Recognition of cooperative communication methods between different groups involved in system design and development.
* Identification of possible critical elements to initiate the necessary interventions.

The following is a list of basic principles that provide the basis for the methodology:

* Dealing with early-stage risks in a systematic way.
* Managing project requirements and limits.
* Willingness, from an early stage, to manage change.
* Development planning and verification.
* Constant control of the cost-benefit relationship.
* Production of functional software as soon as possible.
* Consolidation of production, test and development architecture as soon as possible.
* Working together as one working group.

Project management will be in line with the world's leading methodologies.

**Software development methodology**

A hybrid approach and methodology should be used for all project components that involve software development. This project has a predictive life cycle. Service providers are required to use a combination of the following methodologies in developing a new system: iterative approach, incremental and agile approach. The required hybrid approach involves the use of waterfall and agile methodology, ie the Scrum framework and Kanban method. Scrum provides guidance on using backlog products, sprint planning, daily scrum, sprint review, and sprint retrospectives. Kanban helps the team improve efficiency by using visual workflow diagrams, easily identifiable obstacles and management while working on the project.

**Business analysis**

This document contains high level informations that was collected in the phase of collecting current state of business / work processes and serves as a guide for service providers in order to create the best possible offer. In any case, the service provider is obliged to make a detailed business analisys of the existing state and mode of operation for business processes that will be included in the implementation phases, all in accordance with technical description, technical specification that are mandatory and new findings. The required business process analysis applies to all system modules described (all described in this document). The analysis of business processes must not last longer than 1 month and in addition to the Service provider, representatives of end users involved in the project will participate.

The success of the development or implementation of applications or business information systems largely depends on the understanding and detail of the description of business processes that are being digitalized and the functional specifications based on them. In doing so, it is necessary to identify key information (documents) that trigger business processes or generate in them and their further flows through the organization.

Business Analysis will take place according to the following phases:

* Review of existing documentation, hardware and system licences and existing ePortal
* Snapshot of existing mode (AS-IS models)
* Review of laws and regulations
* Define ,in details, ePortal functionalities and requirements

After collecting all the necessary data, the service provider will develop a document of functional specification of the new system that contains ,defined in details, requirements of business process owners. During the creation of functional specification, preliminary versions will be sent to end users for corrections and comments.

The functional specification will contain at least for each recorded business process:

* Model (graphic display) and process description
* List and detailed description of required application functionalities, ranked by priority
* Users of the future system, their roles and authorities
* Input and output data and interactions with other systems (integration described in integration module)
* Other requirements such as required system availability, security restrictions, required performance,…
* Functional design
* Non-functional design
* Logical architecture (system structure, description of integrations, search, security)
* System design
* Authentication and authorization
* Description of all data exchange services
* User scenarios
* Test scenarios

After the official acceptance of the functional specifications, the implementation phase will begin.

**Reporting plan**

The service provider will prepare and submit an initial report to the UNDP and FBIH Government within 15 days from the day of signing and starting the operational implementation of the contract. The initial report will be based on the content of the service provider original technical offer and updated with relevant data and information obtained by the service provider during the initial phase of project implementation. This report will include, but is not limited to:

* Results of the review and preliminary findings related to the execution and operational implementation of the project, including review of possible changes in the field that occurred in the period after the preparation of the terms of reference, which may affect the project structure and relevance of related activities,
* Clear specification of objectives, methodology, planned activities, input data and resources for planned activities, and planned outputs (outcomes and effects resulting from the implementation of activities),
* Detailed work plan for all identified activities with timelines for the entire project implementation period,
* Identification of tasks, schedules and assessment of engagement of experts (key and others) and other staff of the contractor, project management and requirements related to contributions and areas of joint work on the project with representatives of project beneficiaries,
* List of quantitative and measurable indicators of project progress by outputs to achieve project results, with an assessment of assumptions.
* **Periodical reports**

Periodic reports shall be submitted within 10 days after the end of each two weeks period during the total period determined for the execution of the contract. Periodic reports should highlight the progress of the project in relation to the identified project outputs and expected outcomes, provide an overview of key implemented activities, obstacles and difficulties in project implementation and proposed solutions to overcome them, review the results and effects of project activities in relation to identified indicators, resources used. and the means, recommendations, findings and requirements that came about through the implementation of the project, and provide an overview of the work plan for the next reporting period of project implementation.

* **Final report**

The draft final report shall be submitted to the UNDP and Goverment of FBiH, within a minimum of 30 days before the expiry of the period set for the execution of the contract, with the aim of confirming the content and eliminating any deficiencies. The final report is submitted after the completion of all project activities and within a maximum of 15 days after the end of the contract execution period. The final report contains an overview and description of all documents created during the project implementation (reports, analytical studies and documents, minutes of meetings and consultations, findings and recommendations from workshops, review of implemented solutions, etc.), all previously approved reports, summary review and analysis implemented activities, achieved results, recommendations and conclusions for future activities that should follow after the end of the project (including sustainability assessments and measures that should be directly implemented on the part of the beneficiary). The final report should highlight the realized tasks and fully completed results in the subject area, in relation to the processes and activities that are underway, and give suggestions for priorities, guidelines and directions of future work in the field of project intervention.

* **Operational reports**

In addition to the basic progress reports described above, UNDP may request the service provider to provide additional information on the progress of project activities during the execution of the contract. Information may be requested in the form of: progress reports relating to shorter time periods and providing data to assess the progress of the implementation of specific project activities; reports on the work of key and other experts on specific tasks within the scope of the project; recommendations and conclusions arising from joint activities with user representatives.

**Assumptions and Risks**

The following assumptions and risks must be considered:

* Continuous stability of the political and administrative framework, including the commitment of all participants in the project.
* Stability of legislation and administrative framework for required services.
* Adoption of new legislation, organizational and administrative changes, which may be important either for the implementation or for the use of the new system.
* Desire and willingness of all users to use the system.
* Availability of necessary hardware resources.
* Availability of secure infrastructure.
* Availability of the interface by third party data exchange systems.
* Worsening of the situation related to the Covid-19 pandemic - inability to communicate directly with all participants in the project.

Fluent and simple communication between all institutions involved in the project.

**Acceptance plan**

The acceptance plan will be drawn up by UNDP and Service Provider within 4 weeks of signing of the contract. All acceptances by UNDP will be given in writing.

**Licences**

The system shall be deployed to the FBiH General Secretariat Data Centre. Installation of the complete system, including server operating systems is the responsibility of the service provider and must be included in the price. The service provider is obliged to install the offered solution on the server infrastructure of the FBiH Government. The service provider is obliged to define in its bid the optimal (recommended) characteristics for an adequate hardware-system platform. The platform means defining the necessary hardware resources for virtual machines on which the server components of the software solution will run. Installation of the complete system, including server operating systems is the responsibility of the provider and must be included in the price.

In case the service provider bases its solution on technologies that require licenses that the FBiH Government does not possess, the service provider is obliged to include in the bid and provide all licenses of the technology platform required for the operation of the offered solution. Technology platform licenses include server operating system, application, and database server licenses, as well as other licenses required to run the solution. All licenses offered (including operating system licenses, database, any third party software…) must be of unlimited duration, permanent, with full right of use and at no additional cost to the FBiH Government.

Regardless of which technological platform the service provider has chosen, he is obliged to provide a test and development environment at his own expense. It is also important to note that the production environment must be located in the data center of the FBiH Government.

The service provider must include in the bid price all costs for all licenses and full rights, that the FBiH Government has no additional costs. Licensing rights to use ePortal must support access and full use of the system for at least **185** authorized users.

All offered licenses for ePortal software (including licences for operating system, database, any third-party software….) must be of unlimited duration, permanent and without any additional cost to the FBiH Government.

All information provided through documentation, application code, access to databases or otherwise, and owned by the institutions involved in the project, Service provider must not use outside the scope and has the obligation to protect against unauthorized use.

The service provider is obliged to deliver the complete source code of the entire solution, database and the necessary libraries in order for ePortal to be launched, and to enable further maintenance and development of the system.

The source code, ePortal database, becomes the permanent property of the UNDP and FBiH Government, which retains full and unlimited rights to change and modify it.

Also, UNDP and FBiH Government reserves the full and unrestricted right to forward or modify the source code or database to third parties.

**Warranty period**

Warranty period for the system is 12 months from the date of system acceptance. The support in the warranty period must be provided in an efficient manner and without delays. The warranty refers to elimination of system defects, support in the form of consultations, assistance, troubleshooting and advice on the use of the system. All necessary corrections of system defects during the warranty period will be done free of charge. The Service provider is obligated to provide 4 months (at the beginning of warranty period and after testing version is deployed) of dedicated full support.

The service provider shall offer under warranty through the following channels: a) on-line service desk available 24/7, b) e-mail available 24/7 and c) phone line available during working hours of the FBiH Government .

Online service desk will be the main channel of communication between the FBiH Government UNDP and the service provider. The service desk will ensure effective and timely handling of reported issues and tracking their resolution according to priority.

| **Severity Level** | **Description** | **Response Time** |
| --- | --- | --- |
| 1 | An error that has a critical impact on the development, deployment, or operational use of the software, resulting in the inability to continue to deploy or use the software as required or intended. A Severity 1 error does not have a reasonable workaround, cannot reasonably be corrected by adding to or changing the documentation. | Acknowledge within 2 (two) business hours; response within one (1) business day.  In case this type of error occurs on the day of the session or during the session, the response time must be upon reporting the problem and until the error is resolved. |
| 2 | An error that causes a severe restriction on the development, deployment, or operational use of the Software, resulting in the restricted ability to continue to deploy or use the Software. A Severity 2 error does not have a reasonable workaround, cannot reasonably be corrected by adding to or changing the documentation. | Acknowledge within 2 (two) business hours; response within two (2) Business days. In case this type of error occurs on the day of the session or during the session, the response time must be upon reporting the problem and until the error is resolved. |
| 3 | An error that causes limitations that is not critical or severe to the development, deployment, or operational use of the Software. A Severity 3 error has a reasonable workaround. | Acknowledge within 1 (one) business day; response within seven (7) business days |
| 4 | An error that causes a slight inconvenience to the development, deployment, or operational use of the Software. A Severity 4 error has a reasonable workaround. | Acknowledge within 2 (two) business days; response at the discretion of the service provider |

Once issues are resolved, they shall be marked as closed in the helpdesk software and details of the resolutions will have to be entered. The helpdesk software will contain a knowledge base that has to be made accessible to all users to support solution of common problems. The service provider is obliged to have the Help desk tool available online, without additional cost, and it must be localized in one of the official languages in BiH.

**Error reporting**

After irregularities or system shutdowns are noticed, users report them. End users will provide a list of their employees who can report incidents. In order to report an incident, the user must provide the following information:

* Contact information about the person reporting the incident (name, surname and telephone number)
* Request details (fault description, level of importance, location)
* Who else has been notified of the incident

Technical support of the service provider issues a ticket containing the following information:

* Who received the request
* Day, month, year and time of the request
* Who submitted the request
* Who else has been notified
* Who is in charge of solving the problem
* Status of repored request (Delegated, in progress, wating for clarification…)

Once the problem is resolved, the service provider will inform the user (in writing) with the following information:

* Start troubleshooting
* Completion time
* The person responsible for solving the problem
* Problem description
* Time spent solving problems

In addition to web reporting, it must be possible to report a fault, malfunction or request in two other ways:

* email
* by calling the emergency number

**Post-warranty support**

The service provider will provide post warranty period support fees as well as pricelist for fees that would be invoiced for additional services as required, however post warranty support will be subject to separate contract or addendum to this contract.

Indicatively, the following are most important elements of post-warranty service provisioning:

* Minor changes to the existing business logic (up to 2 hours of working time per change),
* Minor changes to the visual identity (up to 2 hours of working time per change),
* Deployment of new versions of systems on the server infrastructure, upon implementation of changes in business logic or visual identity,
* Automatic detection and notification in case of irregularities in the operation of the system,
* Resolving irregularities in the operation of the system that prevent the smooth running of business processes in accordance with the agreed specification of functional requirements,
* Ensuring uninterrupted availability of the system to all users for whom access is provided,
* Monitoring and maintaining the security settings in accordance with the best practices and recommendations for protection against external attacks,
* Upgrading to the latest versions of external libraries used during the system development,
* Upgrading of the hosting technologies to the latest versions, if enabled at the hosting level,
* Maintenance of technical documentation and user instructions,
* Providing support for cases that are not covered by the submitted documentation,
* Maintaining and documenting all integration points with external systems,
* Potential expansion of existing reports,
* Maintaining the correct operation of the e-mail service, domain zone and CDN infrastructure.

**Testing, installation, configuration and adjustments**

* **System testing**

After certain parts of the new system are delivered (according to the established development methodology), these functionalities must be ready for use. The first testing is to be performed by the Service Provider, after which the teams of users and the Service Provider will perform joint testing. The Service Provider will make all necessary corrections to the delivered units until the new system is fully functional. Well-constructed test plans, test scenarios, and test reports must also be created. Experts in charge of carrying out the testing process will communicate closely with the rest of the project team. Testing activities will be undertaken during the development phase and will continue during the testing (stabilization) phase.

The purpose of the test process is:

* Meets functional requirements.
* Satisfaction of user needs.
* Implementation in accordance with functional and technical specifications.
* Work in the way that will be described in the user manuals and technical instructions.

The following picture describes a set of activities that are performed during testing:

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Testing will include the following types of tests:

* Development phase:
  + Tests of individual units after sprints
  + Integration test - a test that describes the integration of certain components into one meaningful functional unit
* Implementation phase
  + Test at system startup
  + Integration with possible 3rd party systems, tools and software
  + Compatibility test
  + Performance test
  + Load test
  + Security test

System acceptability testing will cover the following general areas: functional checks (presence, correctness and suitability of the function, avoidance of contradictions, etc.), testing of ergonomic properties and runtime (performance, reliability, ease of use, sustainability, documentation, etc.), testing of formal properties (compatibility, interoperability, compliance with standards, compliance with internal rules and regulations, software quality, etc.) and security tests. During this phase, the initial data entry will be performed. The Service provider will submit documentation on all test steps and corrections made.

During the project life cycle, the following testing approach should be used (testing methodology):

**Individual testing**

The purpose of individual testing is to test certain parts of the solution during the development phase and before the parts (components) of the whole solution are assembled. Developers (web developers, integration developers) will perform automated individual testing, using appropriate tools that will enable the execution of automated and repeatable tests and thus increase the quality of individual building blocks of solutions.

**Integration testing**

Integration testing is a logical extension of individual testing. A developed solution is always a collection of several units that must work together in the form of a complete system. The solution described in this document, several components such as database, web services, etc. must work together to meet all functional and non-functional requirements. For this type of testing, the tester will test the relationship between the parts to make sure they work as designed, paying no attention to either the code or the system algorithm.

**Performance testing**

During internal performance testing, response times, transaction speeds, and other time-sensitive requirements will be measured. The goal of performance testing is to verify and validate achieved performance requirements. Performance testing will be performed several times, each using a different "load" on the system. The initial test will be performed with a "nominal" load, similar to the normal load experienced (or expected) on the target system. A second performance test will be performed using the maximum peak load.

**Installations, configurations and adjustments**

The system setup must have the following steps:

* Assess problems and establish numerical values that categorize acceptable behavior.
* Measure system performance before modification.
* Identify the part of the system that is crucial to improve performance.
* Measure system performance after modification.

The installation process will require the end user to confirm that all requirements have been met and that system stability has been achieved prior to installation on the production environment.

The following steps must be completed before the installation process:

* Developed stable application
* Testing
* Testing by actual system users
* Verification
* Installation on the production environment

Each application installation will contain certain changes to the application and the number of changes that are made depends on the complexity of the application. The changes that will be installed on the production environment are:

* Changes to application files
* Database structure changes
* Data migration
* Security configurations
* Operating system configurations
* Application installation
* Hardware configuration

**User, technical and administrative documentation**

The service provider will deliver full user, technical and administrative documentation, training materials, reference books and all other specified and required additional materials. All materials will be delivered in one of the official languages in BiH. The documentation will include instructions for daily optimal use of the application. The instructions will include installation instructions, security settings. All documentation will be submitted in electronic form. The submitted documentation will include:

* Design
* Data model
* UML diagrams
* Reference manual
* Detailed user manual
* Administrative Manual
* Maintenance procedure

Technical documentation must be submitted in electronic form and be in one of the official languages of BiH, as well as contain at least:

* Design and description of system architecture
* Database schema and description of how to save scanned and created documents
* UML diagrams and detailed description of implemented business processes
* System maintenance procedure
* Backup procedure for the complete system.
* Detailed description of software and performed services
* Report on functional and non-functional testing of all system components

**User documentation**

User documentation must cover all system functionalities and must be organized in accordance with the rights of users in the system. User documentation will include:

* Description of all system functionalities.
* Instructions for all components for all user roles
* Online instructions and help for all components for all user roles

**Technical documentation**

Technical documentation must be submitted in electronic form and be in one of the official languages of BiH, and must contain at least:

* Design and description of system architecture
* Database schema and description of how to save scanned and created documents
* UML diagrams and detailed description of implemented business processes
* System maintenance procedure
* Backup procedure for the complete system.
* Detailed description of installed equipment, software and performed services
* Report on functional and non-functional testing of all system components

**Administrators documentation**

Administrator documentation will assist with system setup, support, and maintenance and will include a schedule of maintenance tasks to ensure that system administrators proactively monitor, audit, and secure the system, servers, and databases.

This type of documentation must include at least:

* System startup and shutdown procedures, performance monitoring, program installation, and operating system updates.
* Procedures for setting user and group accounts, user types and privileges, and setting user permissions and passwords.
* How to plan database maintenance, move databases, set user permissions, and back up and restore the database.
* How to create security procedures, guidelines and passwords.
* Establishing backup procedures, scheduling, performing planned and unplanned backups, and maintaining backup logs.

**Documentation update**

All documentation related to this project will be constantly updated with the latest changes. Each version of the document will refer to the current version of the system. All new major and minor system updates or other updates will be accompanied by the associated updated documentation.

**End users training**

In the overall implementation of the project, the parameter of success is the later usability of the system by the user, and therefore user training should be considered a key part of implementation. Each delivery of certain functionalities should include an indispensable segment - the service of training users to work with the system. It is necessary to provide training for ministers and Secretariat General separately.

In order to better understand certain functionalities of the system, primary user training should be planned at Government FBiH site and primary training must be conducted in small groups with special care that after its implementation completely clear and precise knowledge is transferred to users, ie they are 100% trained to work with the system. It is important to note that a smaller group means a group of less than 15 users and that it is necessary to educate up to 45 end users. Training duration for one group should be at least 1 working day.

In case of worsening of the epidemiological situation, the training will be conducted via the Internet, it is necessary to provide a platform for this type of training. Training must be in one of the official languages in BiH

In order to better conduct primary training, user documentation must be delivered to users before conducting it and must be clearly and precisely written to be understandable to all users of the system. User documentation must cover all functionalities of the system and must be organized in accordance with the rights of users in the system. User documentation must be submitted in electronic form and must be in one of the official languages in BiH.

All groups must attend courses that cover the following topics:

* General description of the system, data flow and process
* Detailed description of the operational scenario with examples of the target group role
* Methods of using the system (search, data entry, reports, navigation ...)

Training methods will include:

* Instructor presentations
* Intensive classroom courses
* Workshops

Preliminary training curriculum will include:

* Course title
* The purpose of learning or training
* Group size and composition
* Course duration
* Brief overview of materials (topics, key points of training)
* Lecture methods

**Training of Administrators**

System administrator training is a very important component in the later usability of the implemented system. In order to better understand certain functionalities of the system, the primary training of administrators should be planned on the Goverment FBiH site and it must be conducted in groups with special care that after its implementation the administrators have completely clear and precise knowledge, ie they are 100% trained to administer the system. It is important to note that it is necessary to educate 5 system administrators and that the duration of training for administrators should not be less than 2 days. Training must be in one of the official languages in BiH

In order to improve the implementation of primary training, administrative and technical documentation for administrators must be submitted before the implementation and must be clearly and precisely written in order to be understandable to all system administrators. The documentation for system administrators must cover all functionalities of the system, must be submitted in electronic form and must be in one of the official languages in BiH.

All groups must attend courses that cover the following topics:

* General description of the system, data flow and process
* Detailed description of the operational scenario with examples of the target group role
* Methods of using the system (search, data entry, reports, navigation ...)
* Usage of administrative components, including administration of user accounts
* System installation and troubleshooting
* Backup of complete system

Training methods will include:

* Instructor presentations
* Intensive classroom courses
* Workshops

Preliminary training curriculum will include:

* Course title
* The purpose of learning or training
* Group size and composition
* Course duration
* Brief overview of materials (topics, key points of training)
* Lecture methods

**Deliverables and Schedules/Expected Outputs**

The work of the service provider will be organized and result in the following deliverables:

**Deliverabble 1.** Business analysis – service provider is obligated to conduct detailed business analysis and will provide for review:

* + Conceptual system diagram
  + Model (graphic presentation) and process description
  + Proposed UI/UX design
  + Proposed process flows
  + List of required system functionalities, ranked by priority
  + Users of the system, their roles and rights
  + Input and output data and possible interactions with other systems
  + Functional and non functional requirements
  + Logical architecture (system structure, description of integrations, search, security)
  + System design
  + Authentication and authorization
  + User scenarios
  + Detailed scope of work
  + Detailed work breakdown and project schedule
  + Hardware specification (specification of current equipment, operating systems, databases and licences)

**Deliverable 2.** ePortal system

* System development  increments available at the testing platform:
  + Bi-weekly progress reports (as meeting minutes)
  + System features demos and update of the product backlog
  + Deployment of increments to test environment
* System testing and acceptance
  + User acceptance reports (as notes in issue tracking channels)
* Deployment
  + To production environment
* Documentation
  + System conceptual design
  + System architecture
  + Module descriptions
  + UI/UX design
  + System documentation – recommended backup procedures
  + System documentation – step-by-step instructions for system integration
  + User, technical and administrative documentation
* Training
* Warranty period support

**Schedule:**

|  |  |
| --- | --- |
| **Deliverables** | **Schedule** |
| **Business analysis conducted and document of functional specification approved by FBiH and UNDP** | Within 1 month after contract signing (Approximately July 13th 2022) . (Deliverable 1) |
| **ePortal system tested, fine tuned, bug fixed, set in function, and used by the users in FBiH Government in accordance with requested functional requirements and approved functional specification. Data from the current information system are migrated to the new platform**  **A training is delivered to public servants on how to use the ePortal system**  **Technical documentation** as described above submitted to UNDP handed over to FBiH Government upon completion of the assignment | Until 13th December 2022(Deliverable 2)**.** |

**Key Performance Indicators and Service Level**

|  |  |
| --- | --- |
| **Deliverables** | **Indicators** |
| **Business analysis conducted and document of functional specification approved by FBiH and UNDP** | Business process analysis conducted with expected results in accordance to tender requirements. |
| **ePortal system tested, fine tuned, bug fixed, set in function, and used by the users in FBiH Government in accordance with requested functional requirements and approved functional specification. Data from the current information system are migrated to the new platform**  **A training is delivered to public servants on how to use the ePortal system**  **Technical documentation** as described above submitted to UNDP handed over to FBiH Government upon completion of the assignment | The ePortal system is developed, installed, set in function and used by the system in FBiH Government.    Training of end user conducted in accordance with this document.  Comprehensive technical documentation, user manual, video tutorials and training materials handover to FBiH Government in accordance with this document. |

**Governance and Accountability**

The work under this assignment will be supervised and quality assured by UNDP in direct coordination with designated representatives from FBiH Government. Day to day management of the service will be devolved to the service provider, led by the Project Manager. A strong performance regime will operate – with payments made to the service provider on a deliverable basis.

**Reporting plan**

The service provider will prepare and submit an initial report to the UNDP and FBIH Government within 15 days from the day of signing and starting the operational implementation of the contract. The initial report will be based on the content of the service provider original technical offer and updated with relevant data and information obtained by the service provider during the initial phase of project implementation. This report will include, but is not limited to:

* Results of the review and preliminary findings related to the execution and operational implementation of the project, including review of possible changes in the field that occurred in the period after the preparation of the terms of reference, which may affect the project structure and relevance of related activities,
* Clear specification of objectives, methodology, planned activities, input data and resources for planned activities, and planned outputs (outcomes and effects resulting from the implementation of activities),
* Detailed work plan for all identified activities with timelines for the entire project implementation period,
* Identification of tasks, schedules and assessment of engagement of experts (key and others) and other staff of the contractor, project management and requirements related to contributions and areas of joint work on the project with representatives of project beneficiaries,
* List of quantitative and measurable indicators of project progress by outputs to achieve project results, with an assessment of assumptions.

**Periodical reports**

Periodic reports shall be submitted within 10 days after the end of each two weeks period during the total period determined for the execution of the contract. Periodic reports should highlight the progress of the project in relation to the identified project outputs and expected outcomes, provide an overview of key implemented activities, obstacles and difficulties in project implementation and proposed solutions to overcome them, review the results and effects of project activities in relation to identified indicators, resources used. and the means, recommendations, findings and requirements that came about through the implementation of the project, and provide an overview of the work plan for the next reporting period of project implementation.

**Final report**

The draft final report shall be submitted to the UNDP and Goverment of FBiH, within a minimum of 30 days before the expiry of the period set for the execution of the contract, with the aim of confirming the content and eliminating any deficiencies. The final report is submitted after the completion of all project activities and within a maximum of 15 days after the end of the contract execution period. The final report contains an overview and description of all documents created during the project implementation (reports, analytical studies and documents, minutes of meetings and consultations, findings and recommendations from workshops, review of implemented solutions, etc.), all previously approved reports, summary review and analysis implemented activities, achieved results, recommendations and conclusions for future activities that should follow after the end of the project (including sustainability assessments and measures that should be directly implemented on the part of the beneficiary). The final report should highlight the realized tasks and fully completed results in the subject area, in relation to the processes and activities that are underway, and give suggestions for priorities, guidelines and directions of future work in the field of project intervention.

**Operational reports**

In addition to the basic progress reports described above, UNDP may request the service provider to provide additional information on the progress of project activities during the execution of the contract. Information may be requested in the form of: progress reports relating to shorter time periods and providing data to assess the progress of the implementation of specific project activities; reports on the work of key and other experts on specific tasks within the scope of the project; recommendations and conclusions arising from joint activities with user representatives.

**Facilities to be provided by UNDP**

The UNDP Team will be available to transfer the specific knowledge on the Project which can be useful for the Service Provider.

**Expected duration of the contract/assignment**

The assignment should be completed by December 13th 2022. From June 13th to December 13th 2022.

In case of delay with timely implementation consequence/impact are cancellation of the budget allocation for the project.

Estimated level of effort for this assignment is 400 expert days.

**Duty Station**

Most of the technical work will take place in the own premises of the Service provider or FBiH government premises.

The Service provider should organize necessary mission of its team to beneficiary. All meetings have to be attended by Service providers Team leader and one of the key experts. The Service provider will prepare all necessary inputs for the meetings, in coordination with UNDP project team, as well as draft of the minutes of the meeting.

**Professional Qualifications of the Successful Contractor and its key personnel**

The service provider should have at minimum 3 years of relevant experience in design and development of information systems supporting government or parliamentary sessions. The service provider should have minimum 3 contracts of similar in nature and of similar or higher complexity to the requirements outlined in ToR. The service provider must be certified according to the Information Security Management Standard ISO 27001 and Quality Management System Standard ISO 9001.

The candidate service provider must have a proposed team of five (5) key experts, as per this ToR. The offeror can propose additional short-term experts (non-key experts, such as database administrators, Q&A engineers etc.) as needed to answer adequately to the requirements and the implementation schedule.

The proposer’s offer should clearly state the personnel that will be allocated to each of the Tasks in the ToR, as well as the level of effort per Task/per expert.

The proposers must include in their team at least the following key experts:

**1. Project Leader**

The Project Leader will be responsible for overall coordination and management of the assignment.

General experience:

* Master’s degree in public administration, law and social sciences, political science, public policy, economics, information technology or other relevant fields; with minimum 10 years of professional experience.

Specific experience:

* Experience as project leader in projects implemented in public sector (software development)
* Experience in working with international organizations (UNDP, UNIDO, UNEP, World Bank, EU Delegation, EBRD, etc.)

Language qualifications:

* Both fluency/proficiency in English and local languages.

**2. UX\UI Designer**

General experience:

* University degree in graphic design, engineering, computer science, information technology or other relevant fields; with minimum 7 years of professional experience.

Specific experience:

* Experience in segment of visual identity and graphic design,
* Experience in design of government portals in European Union and/or Western Balkan countries.

Language qualifications:

* Both fluency/proficiency in English and local languages.

3. **Senior Software Development Engineer**

General experience:

* University degree in engineering, computer science, information technology or other relevant fields; with minimum 7 years of professional experience.

Specific Experience relevant to the assignment:

* Experience as senior software development engineer in projects implemented in public sector
* Experience as senior software development engineer in development of information systems supporting government or parliamentary sessions

Language qualifications:

* Both fluency/proficiency in English and local languages.

**4. Devops Engineer**

General experience:

* University degree in engineering, computer science, information technology or other relevant fields; with minimum 7 years of professional experience.

Specific Experience relevant to the assignment:

* Experience as devops engineer in projects implemented in public sector,
* Experience as devops engineer in development of information systems supporting government or parliamentary sessions.

Language qualifications:

* Both fluency/proficiency in English and local languages.

5. **EPortal system Implementation and Business process analyst**

General experience:

* Master’s degree in public administration, law and social sciences, political science, public policy, economics, information technology or other relevant fields; with minimum 10 years of professional experience.

Specific Experience relevant to the assignment:

* Experience as system Implementation and Business process analyst of information systems supporting government or parliamentary Assembly,
* Experience and knowledge of governance and public administration in the Bosnia and Herzegovina.

Language qualifications:

* Both fluency/proficiency in English and local languages.

**Price and Schedule of Payments**

The contract price is based on fixed, output-based price. Payments will be made based on deliverables, as described in these Terms of References.

The envisaged payments per deliverables are as follows:

* Deliverable 1: 20% of the total contract price.
* Deliverable 2: 80% of the total contract price.

**Annex 1 – Legal Framework and Workflow**

This annex provides a description of the workflow in the Government of the Federation of Bosnia and Herzegovina, ie the path of enactment of the legal acts from its submission to the publication in the Official Gazette of the FBiH. This process takes place through several phases that are separate, but also interconnected and form a unique whole in the overall process. The described procedure refers to decision-making, preliminary drafts, drafts and proposals of laws and other regulations, strategies, plans, analyzes, reports, information, opinions and other materials submitted to the Government for consideration. This workflow will not be completely included in required ePortal solution, it is only stated as information for potential Service providers. Required ePortal functionalities are describet in Annex 2.

The procedure for adopting acts in the Government of the Federation of Bosnia and Herzegovina is defined by the:

1. Constitution of the Federation of Bosnia and Herzegovina
2. Law on the Government of the Federation of Bosnia and Herzegovina
3. Law on Civil Service in the Federation of Bosnia and Herzegovina
4. The Rules of Procedure of the Government of the Federation of Bosnia and Herzegovina
5. Regulation on office management of administration and services for administration in the Federation of Bosnia and Herzegovina and other relevant bylaws wich sholud be takining into account in bussines analysis.

The workflow is:

* The Ministry is preparing a draft law or draft of legal act for FBiH Government;
* The draft is consulted with the general public;
* The Ministry submits the draft, together with the necessary opinions;
* The General Secretariat of the Government of the Federation of Bosnia and Herzegovina controls and specifies the submitted drafts;
* After review, it is entered into the ePortal / eSessions system;
* Preparation of the agenda / items for the sessions of the Government of the Federation of Bosnia and Herzegovina;
* Session of the Government of the Federation of Bosnia and Herzegovina;
* Adoption of decisions and preparation for signature;
* Preparation of the minutes of the session of the Government of the Federation of Bosnia and Herzegovina;
* The legal act is sent to the Official Gazette and / or the relevant institution;
* After the adoption of the proposal / draft law, the legal act is sent to the Parliament of the Federation of Bosnia and Herzegovina.

The Government of the Federation of Bosnia and Herzegowina hereinafter reffered to as „FBiH Government“ / „Government.“

The workflow above is presented in the chart below.

Workflow

- A legal act is sent to the Official Gazette and/or to the

relevant Institution (decree, decision, conclusion, opinion etc

- When adopting the proposal/draft of law, legal act is sent to

the Parliament of Federation of Bosnia and Herzegovina

(Future approach: a **digitally signed** **letter** is sent to the Parliament or another institution.)

Consultation process

(1) A ministry prepares a draft of a legal act (2) The draft is consulted with the general public,

(upon a Decree of consultation)

(3) A ministry submits a draft, altogether with needed opinions

– in line with the Rules of the procedures,

to the Government

**Annex 2 - General system characteristics and required modules**

The aim of the ePortal solution is to support preparations and distributions of materials for sessions of Government of FBiH, as well as support moderation of session itself, including the electronic voting process. The ePortal solution will simplify the work of ministries within Goverment, as well as significantly improve reporting functionalities. Through implementation of electronic voting system, information will be available in electronic form (directly from the database).

More specifically, system will encompass:

* Preparation of material for session according to session agenda;
* Administration of session through agreed set of rules and procedures.
* Electronic voting during the session according tothe Rules of Procedure of the Government the Federation of Bosnia and Herzegovina
* Automatization of reporting and delivering of conclusions to Federal institutions;

**Modules**

ePortal system should be composed of the following modules

* Module for management of materials for Government sessions
* Module preparation and monitoring of Government sessions
* Module preparation and monitoring of sessions of working bodies
* Module session management and electronic voting
* Module system administration
* Reporting module
* Integration module

**Module for management of materials for Government session (module for materials)**

The first step within the ePortal system will be to review and prepare the received material that can be proposed at the Government session. After receiving the materials and processing them through the protocol (implementation of the digital protocol is not the subject of this project), the General Secretariat of the FBiH Government will enter materials submitted by the proposers for consideration at the Government session or for informing members of the Government. The materials from this module are later used for the preparation and execution of the sessions.

The module for materials should be implemented in accordance with the Rules of Procedure of the Government of the Federation of Bosnia and Herzegovina, in order to provide consistency.

The system should guide the user through the process, giving advice (instructions) on the next steps and documents that need to be added / created in order to maintain consistency with the Rules of Procedure and Government processes, containing the basic main text of the act and other related documents.

This module must have at least the following functionalities:

* Review of the received materials that the proposers send for consideration at the Government session or for informing the members of the Government.
* It should be possible to add an unlimited number of material reviews, with the possibility for administrators to enter the correct name of the review, eg "Review of received materials - complete materials", "Review of received materials - incomplete materials".
* Possibility to translate and proofreading of all material on three languages (Latinic and Cirilic) available as separate module for translators.
* One “material” can have multiple documents attached.
* At each of the reviews, provide a section on which points with a special degree of security would be placed (points to be considered in the closed part of the session).
* Enable the entry of administrative comments visible only to administrators, the comment should display the username of the person who entered the comment. There need to be two fields for comments: "internal comment" and "reminder".
* “Proposers” - it is necessary to be able to add a Proposer from the drop-down menu (previously entered reporters through the administrative part)
* It is necessary to enable insert\edit of metadata for each material (such as protocol number, material type, material name, ordinal number that is set as the last number in the current material overview by default. If necessary, another number can be entered, notes, attached documents etc..).
* It is necessary to be able to change the order of uploaded documents
* It is necessary to enable the search of uploaded documents by defined parameters and priorities
* It should be possible to print a review of the material and report of all received materials for defined period.
* lt is necessary to allow the deletion\edit of uploaded materials.
* It is necessary to enable the generation of templates, in one of the open formats, according to predefined parameters.
* The possibility of changing the order of the agenda items together with the materials according to the priorities set by the end users should be envisaged.

**Module for preparation and monitoring of Government sessions**

After completing the procedure in the previous module, the process of creating the session begins. All materials prepared in the materials module are available in this module.

This module should enable the Government service to:

* View and manage all sessions in accordance with user rights
* Plans the agenda of Government sessions,to update data on sessions, agenda items, number of participants, discussion time, etc.
* Adding (joining) relevant reports, minutes, voting listings, etc.
* Download\take prepared materials\documents from material module
* To return previously transferred materials from this module to the module for materials.

Using this module, a session of the Government can be scheduled, and a draft agenda of the session can be created, which should be approved later (adopted at the session).

The user interface of this module should be very understandable and easy to apply. After approving the draft version of the agenda, the ePortal should send a notification to all participants about the schedule and agenda of the session.

Users of the system, who have the right to access it, will use this module to see all events related to Government sessions, as well as to search and view related documents.

This module must have at least the following functionalities:

* View all previous sessions with all details (items, sub-items, voting results, documents…)
* All sessions are unique and arranged by date and time.
* Sessions should be grouped by year and within a year by the month in which they were held. The order should be such that the most recent session is at the top of the page.
* It is necessary to enable session filter by session type (regular, emergency). Regular and emergency have different numeration.
* The newly created session should go through four phases: session in preparation, published session, in progress and finished session.
* It is necessary to enable the setting of access levels according to the phase of the session (prepared, published, in progress and finished) and open and closed session.
* It is necessary to enable the creation of different types of sessions (eg regular, emergency, emergency telephone, etc ...),
* After creating the session, it is necessary to enable the moving of materials(with metadata) from the materials module to current session.
* Automatically, the last session in preparation should be initial and visible only to users who have the right to access the session in preparation.
* Automatically, the last published session should be initial and visible to users who have the right to access the session in preparation.
* Session meta data: Name and number of the session, date and time of the session, place of the session, type of session (regular, telephone, emergency ...), status of the session (published, in preparation, in progess, finished).
* Ability to create agenda items, sub-items, sub sub-items, proposers and those present at the session.
* It is necessary to be able to add an "agenda item" for an ongoing session; "Agenda item"; "Sub-item of the agenda".
* The item or sub-item of the agenda should contain the fields "item name" " proposer" "item type" "way of marking sub-items" "note" "secretariat protocol number" and other fields defined by users and it should be enable to create views defined by users.
* Order of items and sub-items can be changed.
* Possibility to translate and proofreading of all material on three languages (Latinic and Cirilic), available as separate module for translators.
* Multiple users according to user rights, need to be able to add items or sub-item at the same time.
* It is necessary to Enable the entry of administrative comments visible only to administrators, the comment should show the username of the person who entered the comment. When opening an agenda item, the entered comment should be visible only to administrators. There should be two fields for comments: "internal comment" and "reminder".
* Following Word documents needs to be generated from the system: Agenda, Minutes, reminder, voting results…, During the business analisys of the project, the final appearance and number of the templates will be defined.
* It is necessary to enable copying and / or moving of items and sub-items between sessions.
* It is necessary to enable deletion of sessions, items and sub-items.
* lt is necessary to allow the deletion of agenda items and a way to automatically delete all materials related to that item, while the automatic re-numeration of agenda items is completed.
* Is it necessary to enable reycicle bin functionality, in order to recover deleted seession items, subitems, sessions.
* There should be a possibility to change the order of agenda items along with the materials (to be able to change the order of agenda items automatically and move materials related to that point
* It is necessary to enable subsequent editing of sessions, agenda, items and sub-items, name of possible ad-hoc voting.
* It should be possible to manually change the order of documents uploaded to the item / sub-item.
* ePortal must support the generation of documents based on predefined forms with automatic filling of data from the system (agenda, time, date, etc.).
* It should be possible to change item or sub-item status (prepared, in progress, finished…)
* ePortal must support the management of different Government mandates (possibility of different composition structure).
* It is necessary to enable sending email notifications about the published session to a predefined group of users.
* It is necessary to be able to download the entire session with all related materials.
* The authorized users will have the opportunity to change the basic information about each session, then to add new items to the agenda, to edit existing or to add new documents.
* ePortal should support scheduling sessions for a specific date / time and place (such as Sarajevo or Mostar).
* ePortal should be able to interrupt the current session and schedule a resumption.
* In a case the session was conducted through a video conference or phone, it is necessary to enable subsequent entry of information (such as the final agenda, voting results, etc.)
* It is necessary to be able to change agenda during session only for authorized users.
* It is necessary to be able to copy items or sub-items between sessions.
* It should be possible to create conslusions for each agenda item or sub-item and export in different formats (PDF, Word).

**Module for preparation and monitoring of working body sessions**

This module should enable the Government bodies to:

* Plans the agenda of the sessions of the working bodies as defined by The Rules of Procedure of the Government of the Federation of Bosnia and Herzegovina;
* To update the data from the sessions of the working bodies (agenda items, number of participants, voting results, etc.);
* Adding (joining) relevant documents related to the session of the working body.

The module for preparation and monitoring of sessions of working bodies should provide the same functionality as the module for preparation and monitoring of sessions and voting, of the Government in order to be able to schedule sessions of working bodies and Committees. The module must have a simple user interface and automatic sending of notifications to all participants involved in the work process.

According to user roles and competencies, bearing in mind that the Government has several working bodies (and may have "ad hoc" working bodies), different users - members of the working body can have access only to information from their competence.

**Module session management, electronic voting**

General functional requirements for the implementation of the module for electronic session management:

* The module for electronic management must offer basic functions for voting of all members of the Government;
* The module for session management, electronic voting should support the presentation of all relevant data related to the work of the Prime Minister, Secretary, Minister, Representatives and guests, as well as the specialist service related to voting, and other relevant real-time (two seconds or less) information on laptops;
* The module must have a special user interface with access to various functionalities and form privileges for:
  + Prime Minister;
  + Secretary;
  + Operators;
  + Members of the Government and Representatives;
  + Indoor and outdoor screens to display real-time (two seconds or less) voting results, current discussion item, etc.…;
  + Super Administrator of the System;
  + and other types of users (roles) that the Super Administrator can dynamically add later in the system through the User and Role Administration section.
* The authorized user will have the opportunity to change the basic information about each session, then to add new items to the agenda, to edit existing or add new documents during session.

The system must be able to register all necessary data from the session and continuously monitor and manage during the session. The following information is required:

* Agenda;
* Scenario;
* Number and list of members present at the session;
* Number and list of members present at each vote;
* Types of voting;
* Archive of each vote in the session.
* Access to voting results via multiple search criteria (member, session, date, topic, etc.).;
* Quorum.

The module must enable real-time voting.

The module for electronic session management will record all relevant information in the e-Government system, including all activities related to hall and session processes, including speeches, remarks, voting and other issues.

The module must ensure changing agenda during session and all changes must be visible in real time to all participants.

This module must support session management in Sarajevo and in Mostar as well.

After the operator transfers the prepared session to the status in progress, it is displayed on the screen of members of the government, on indoor or outdoor screens.

It is necessary to have a "finished item or sub-item" functionality that will change the color of the item name and display that on all screens.

Operator must have option to move from one agenda item or sub-item to another (when one item is finished operators should be enabled to move session to next item, and all of that must be shown in real time on all screens).

Operator must have option to pause and resume current session.

Operators should be enabled to finish item or subitem and add appropriate status.

Throughout the session, members of the Secretariat or Operators who have the administrative access, which allow the possibility of any information changes regarding the session, changes to session agenda, starting the voting process, management of the session, etc.;

All materials displayed on the screens, should be updated continuously (without having to do a manual refresh) i.e. all changes performed by Secretariat or Operator should be automatically displayed on all screens.

Based on language preference, system should automatically display user interface and content on that language.

Functional requirements for member registration and management

* The module must allow the registration of the presence of members at a Government session. With this registration, the member is given the opportunity to see agenda and all materials, speak and vote;
* The user interface should be on a web platform to ensure maximum compatibility and real-time (two seconds or less) content.

**Functional requirements for managing member voting**

The module for electronic session management will be able to record registered votes with accurate numerical results in real time (two seconds or less), as well as prepare the necessary documents for voting reporting. Members can vote for / against / abstain.

Voting should be enabled only when administrators\operators run the "vote" command.

It should be possible to vote for multiple agenda items or sub-items in one voting.

It should be possible to have multiple voting for one agenda item or sub-item.

It should be possible to see votings for all items or sub-items in current session.

Electronic voting process must be able to be started any time during the session;

Voting repletion must be enabled (if voting is considered invalid for any reason);

System must enable creation of ad-hoc voting procedures which is not related to any agenda item, for example, voting on cancellation of current session, voting on continuation of current session, voting on cancellation of certain agenda item, etc.; The name of such voting must be editable during and after the session completion;

System should allow voting only for certain type of users in order with their rights.

After voting starts, it automatically appears on the screens without additional manual screen refresh.

It must be possible to turn off the electronic voting process through the administration if the Government decides to vote manually, without disrupting the course of the session.

The module should support the type of simple majority voting.

Member of the Government votes in person using the device that is already in session.

Announcement of voting results:

* As soon as voting is closed, and the results are displayed on public screens and / or member screens.

Members of the Government have in front of them an indicator for the beginning and end of voting (visual indicator). They can change their opinion during the voting, that is, they can vote several times during defined voting time. The last vote before the expiration of the limited voting time shall be considered credible.

The module will not allow a member of the Government to vote for another member.

Depending on the nature of the act being voted on, the system must provide the possibility of automatically determining whether the act has been adopted or not.

The module will show the authorized user the functionality to start and stop the voting process.

Voting results.

The module must be able to display voting results.

Members' votes will be recorded and counted.

Through this module, ePortal will be able to record verified decisions / votes with strict numerical results in real time (two seconds or less), as well as the preparation of documents required for voting.

**Additional functionalities of the ePortal System**

**User authentication**

The system should provide the function of the universal authentication procedure for all users, as well as for other information subsystems of the FBiH Government.

Authentication will be applied whenever it is necessary to do a login service to identify a person in the ePortal system and should provide access permissions to authorized users under the conditions when all the necessary data necessary for user authorization are in the ePortal system.

**Digital signing**

The system should support digital signing of documents to ensure the content of materials in the decision-making process. The solution should enable the signing of XML, MS Office and PDF documents, secure their content and provide the necessary signatures in the process. . ePortal should be able to validate the integrity of each signed document.

ePortal must, together with electronic documents, enable the storage of:

* Digital signatures;
* Electronic signature verification certificate

**System administration module**

ePortal must have a module for centralized management and configuration.

The central administration and configuration module must be user-friendly and easy to use.

The central administration and configuration must support the management of the new mandate, their sessions.

The administration module should enable:

* Managing Codebooks;
* Managing users, roles, groups and rights;
* Managing Government mandate;
* Managing access rights;

**Codebooks**

The envisaged functionality of codebook management will provide a centralized ability to manage various structural data (institutions, municipalities, cantons, cities, etc.). Data from the codebook are generally used as related (relational) data in other data structures on the principle of drop-down menus. The codebook management functionality will be available only to authorized users, and the codebooks themselves at the level of the entire application solution according to the specific needs of other data structures. According to the preliminary analysis, there will be  approximately 20 codebooks, while the final number and structure of the codebook will be defined after a detailed analysis of business processes during the project. Each of the codebooks must have at least the following common data set: Name, code, sort key, note, active. Authorized users should have functionality to add, edit or delete items in codebooks.

Some of the examples of expected codes list are as follows:

* Session type
* Session phase - defining the session phase (published, in preparation, archived)
* Types of agenda items - defines the types of agenda items (preliminary draft, proposal, report) and
* Agenda item or sub-item status - defines the status of the agenda item or sub-item (Accepted, removed from the agenda, rejected ...)
* Location - the place of the session
* Document type - defines the type of document added to the item / sub-item of the session (Act, reminder, analysis, solution ...)
* Members of goverment

**Management of users, roles, groups and rights**

This system functionality allows to manage the degree of authorization of system users, roles and groups, including management levels and external system factors.

This module will enable the definition of all necessary functionalities for user access rights: for access to system components / modules/ documents, as well as for defining the behavior of system components in interaction with certain users.

Administrators must be able to change the rights, permissions, and user roles for all system functions.

User can be a member of multiple user groups.

Administrators should be able to add, modify, and delete users and user groups in the system.

The user can have several roles on the system.

ePortal will provide a mechanism for managing user groups to the level of single document.

Only those users with the role of ePortal administrator will be able to add user profiles (new users).

ePortal must have a role management mechanism.

Within the user profile, ePortal will be able to manage the following types of data:

* Username;
* Name and Surname;
* Contact by email address;
* Contact by phone number;
* Groups where the user belongs;
* Institutions to which the user belongs (for external users);
* User roles;
* Authentication mechanism
* Account status active / inactive;
* Profile photo;
* Prefered language
* Allowed to vote

ePortal will enable blocking / unblocking of users.

The system must support user authorization in the following ways:

* Via username and password;
* Via Active Directory (in this case there should be Single Sign On functionality implemented).

**User password policy**

It is necessary to implement a user password policy according to criteria defined by General Secretariat:

User should have rights to change their passwords trough the system.

**User institutions**

* Ministries of FBiH Government
* Other institutions:
* Offices and services of the Government of the FBiH Government;
* Independent federal administrations and administrative organizations;
* Special federal bodies:
* General Secretariat of the FBiH Government;
* FBiH Government

**Groups of participants** - define the level of access of users to information on the system through defined groups.

* **Ministries and institutions of the FBiH Government**
* Minister and authorized persons
* **General Secretariat of FBiH Government**

**Administrator groups** - Allows adding users to administrator groups that define the level of access to ePortal system administration options, as follows:

**Administrator** - has access to all options listed in security groups

**Super administrator** - has access to all options listed in the participant groups and all options in the administration module.

Administrative office (General Secretry) and other users who need access to the system

As part of the business analysis, it is necessary do define groups and subgroups of users in detail.

**Government mandate management**

ePortal must support easy management of user changes when changing Government. New users must have access to all materials and information from the session of the Government of the status of the material or the sessions. Management of the Government's mandate implies the management of its composition and structure.

**Access rights management**

The system must provide functions that will allow user-level configuration. Bearing in mind that each object is related to its specific work process, access management should enable the definition of users and their rights at each stage (can see and / or change metadata, can display and / or edit documents, etc.)

**Reporting module**

This module contains reports selected from menus or dropdown lists. Each report can be searched using different search criteria. Reports must be able to be exported to the following formats: PDF, Excell and Word files. The estimated number of reports for implementation is 10, while the search parameters, structure and appearance of the report will be defined during the business analisys.  Some of reports examples are:

* Number of sessions,
* Duration of sessions in hours,
* Number of decisions collectively and classified by type of act and proposer,
* Number of adopted acts collectively and classified by type of act and proposer,
* Number of reports sorted by type of report,
* Number of adopted acts, acts collectively and classified by type of act and proposer, keeping the act in the procedure - from the moment of submission to adoption),
* Agenda

**Integration module**

This chapter describes the integration of the new system with external systems, as well as the rules and procedures of integration. It is necessary to create the necessary interfaces, on ePortal side, for integration with the following systems:

* Integration with new eParlament system in Parliament of FBiH
* Integration with current Government FBiH eService portal (http://euprava.fbih.gov.ba/)
* Integration with current Government FBiH website (https://fbihvlada.gov.ba/)

In order to implement the integration, it is necessary to upgrade external systems (upgrade of external systems is not the subject of this contract). Also, when working on the integration and upgrade of existing systems, the following rules must be followed:

* On the ePortal system, develop the functionality of logging data exchange, in order to know at any time which data was sent
* The final set of data that will be the subject of integration will be defined after the analysis of business processes that is an integral part of this project
* On the ePortal system, develop functionality for selecting materials\data sets that needs to be transferred to external systems.Data transfer mechanism can be automatic or manual
* It is necessary to develop interfaces\web services for sending data by the ePortal system to the system in the FBiH Parliament (decisions, laws…. that require adoption by the FBiH Parliament).
* It is necessary to develop interfaces\web services for sending data by the ePortal system to FBiH eService portal (agenda, documents, conclusions, voting results ....).
* It is necessary to develop interfaces\web services for sending data by the ePortal system to FBiH website (agenda, documents, conclusions, voting results ....).

# 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 |  |
| * Form B: Bidder Information Form |  |
| * Form C: Joint Venture/Consortium/ Association Information Form |  |
| * Form D: Qualification Form |  |
| * Form E: Format of Technical Proposal |  |
| **Have you provided the required documents to establish compliance with the evaluation criteria in Section 4 “Evaluation Criteria”?** |  |

**Financial Proposal Envelope**

**(Must be submitted in a separate sealed envelope/password protected email)**

Must be exclusive of VAT and other applicable indirect taxes (VAT and other taxes stated separately).

|  |  |
| --- | --- |
| * Form F: Financial Proposal Submission Form |  |
| * Form G: Financial Proposal Form |  |

## **Form A:** Technical Proposal Submission Form

|  |  |  |  |
| --- | --- | --- | --- |
| Name of Bidder: | [Insert Name of Bidder] | Date: | Select date |
| RFP reference: | [Insert RFP Reference Number] | | |

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:

1. 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;
2. 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;
3. have no conflict of interest in accordance with Instruction to Bidders Clause 4;
4. 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);
5. 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;
6. 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:** BidderInformation 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?** | Yes  No If yes, [insert UGNM vendor number] |
| **Are you a UNDP vendor?** | Yes  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:** | * Confirmation of company’s registration/Court Registration Extract (*certified copy*); * Registration issued by the Taxation Authority (*certified copy*); * Declaration issued by relevant Tax Administration that the Bidder has clear direct tax record, not older than 3 months before the submission of the proposal (*original or certified copy*); * Declaration issued by the respective Taxation Authority that Bidder has clear indirect tax record, not older than one month before the submission of the proposal (*original or certified copy*); * Copies of the audited financial statements for the past 3 years. * Statement of Satisfactory Performance from the Top 3 Clients in terms of Contract Value; * Reference list of the most recently implemented relevant projects. |

## 

## **Form C:** Joint Venture/Consortium/Association Information Form

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| Name of Bidder: | [Insert Name of Bidder] | | Date: |  | Select date |
| RFP reference: |  | [Insert RFP Reference Number] | | | |

To be completed and returned with your Proposal if the Proposal is submitted as a Joint Venture/Consortium/Association.

|  |  |  |
| --- | --- | --- |
| **No** | **Name of Partner and contact information** *(address, telephone numbers, fax numbers, e-mail address)* | **Proposed proportion of responsibilities (in %) and type of services to be performed** |
| 1 | [Complete] | [Complete] |
| 2 | [Complete] | [Complete] |
| 3 | [Complete] | [Complete] |

|  |  |
| --- | --- |
| **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: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ | Name of partner: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ |
| Signature: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ | Signature: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ |
| Date: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ | Date: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ |
|  |  |
| Name of partner: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ | Name of partner: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ |
| Signature: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ | Signature: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ |
| Date: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ | Date: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ |

## 

## **Form D:** QualificationForm

|  |  |  |  |
| --- | --- | --- | --- |
| Name of Bidder: | [Insert Name of Bidder] | Date: | Select date |
| RFP reference: | [Insert RFP Reference Number] | | |

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.

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 exp

erts 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 Copies of the 3 contracts of similar nature and complexity implemented. The contracts must indicate the value, dates and scope of the services delivered.

**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:

* 1. Must reflect the financial situation of the Bidder or party to a JV, and not sister or parent companies;
  2. Historic financial statements must be audited by a certified public accountant;
  3. Historic financial statements must correspond to accounting periods already completed and audited. No statements for partial periods shall be accepted.

## **Form E:** Format ofTechnical Proposal

|  |  |  |  |
| --- | --- | --- | --- |
| Name of Bidder: | [Insert Name of Bidder] | Date: | Select date |
| RFP reference: | [Insert RFP Reference Number] | | |

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. Brief description of the organization, including the year and country of incorporation, and types of activities undertaken.
  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).
  3. Relevance of specialized knowledge and experience on similar engagements done in the region/country.
  4. Quality assurance procedures and risk mitigation measures.
  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.

* 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. The methodology shall also include details of the Bidder’s internal technical and quality assurance review mechanisms.
  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.
  4. Description of available performance monitoring and evaluation mechanisms and tools; how they shall be adopted and used for a specific requirement.
  5. Implementation plan including a Gantt Chart or Project Schedule indicating the detailed sequence of activities that will be undertaken and their corresponding timing.
  6. Demonstrate how you plan to integrate sustainability measures in the execution of the contract.
  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**

* 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.
  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**

Please fill in for the proposed experts for the delivery of the contract, with declaration that they will be available during the entire implementation of contract evidenced by their signature **(i.e. experts will not subject to substitution after contracting**).

|  |  |
| --- | --- |
| 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]* |
| * 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: | [Insert RFP Reference Number] | | |

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 ProposalForm

|  |  |  |  |
| --- | --- | --- | --- |
| Name of Bidder: | [Insert Name of Bidder] | Date: | Select date |
| RFP reference: | [Insert RFP Reference Number] | | |

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**

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Name** | **Position** | **Fee Rate** | **No. of Days/months/ hours** | **Total Amount** |
| *A* | *B* | *C=A+B* |
|  |  |  |  |  |
|  |  |  |  |  |
|  |  |  |  |  |
|  |  |  |  |  |
|  |  |  |  |  |
|  |  |  |  |  |
| **Subtotal Professional Fees:** | | | |  |

**Table 3: Breakdown of Other Costs**

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Description** | **UOM** | **Quantity** | **Unit Price** | **Total Amount** |
| International flights | Trip |  |  |  |
| Subsistence allowance | Day |  |  |  |
| Miscellaneous travel expenses | Trip |  |  |  |
| Local transportation costs | Lump Sum |  |  |  |
| Out-of-Pocket Expenses |  |  |  |  |
| 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** |
| Deliverable 1 |  |  |  |  |
| Deliverable 2 |  |  |  |  |
| Deliverable 3 |  |  |  |  |
| ….. |  |  |  |  |

1. Non-performance, as decided by UNDP, shall include all contracts where (a) non-performance was not challenged by the 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. [↑](#footnote-ref-2)