



REQUEST FOR PROPOSAL (RFP)

<p style="text-align: center;">UNDP Azerbaijan 3, UN 50th Anniversary street, Baku, Azerbaijan</p>	DATE: July 16, 2021
	REFERENCE: 16/07/21 RFP for Outsourced ITC Services on LTA basis

Dear Sir / Madam:

We kindly request you to submit your Proposal for **Outsourced ICT services for on Long Term Agreement (LTA) basis**.

Please be guided by the form attached hereto as Annex 2, in preparing your Proposal.

Proposals may be **uploaded to the e-tendering system (BU AZE10; Event ID 0000009869)** on or before Monday, August 02, 2021 18:00 Baku time.

Please see below method of submission of Proposal for details.

Please note that Financial/Price Proposals shall be separately prepared from Technical Proposal and to be uploaded to the system in Password Protected File. The Financial proposals shall not be indicated in Technical Proposal and shall not be made available to UNDP.

The Offerors/Bidders that did not make Financial/Price information password protected/not visible will be disqualified/

Once Technical Evaluation Finalized, UNDP will request the companies passing technical evaluation to provide passwords to Financial Proposals.

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

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

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

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

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

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

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

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

UNDP's vendor protest procedure is intended to afford an opportunity to appeal for persons or firms not awarded a Purchase Order or Contract in a competitive procurement process. In the event that you believe you have not been fairly treated, you can find detailed information about vendor protest procedures in the following link:

<http://www.undp.org/content/undp/en/home/operations/procurement/business/protest-and-sanctions.html>

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

UNDP implements a zero tolerance on fraud and other proscribed practices, and is committed to preventing, identifying and addressing all such acts and practices against UNDP, as well as third parties involved in UNDP activities. UNDP expects its Service Providers to adhere to the UN Supplier Code of Conduct found in this link :

https://www.un.org/Depts/ptd/sites/www.un.org.Depts.ptd/files/files/attachment/page/pdf/unscoc/conduct_english.pdf

Thank you and we look forward to receiving your Proposal.

Sincerely yours, *Subhan Ahmadov*

Subhan Ahmadov OM

Annex 1

Description of Requirements

Context of the Requirement	<i>Outsourced ITC Services for UNDP/UN House in Azerbaijan</i>
Implementing Partner of UNDP	N/A
Brief Description of the Required Services ¹	Outsourced ITC services for UNDP/UN House in Azerbaijan. For details please see the TOR.
Person to Supervise the Work/Performance of the Service Provider	Subhan Ahmadov, Operations Manager
Frequency of Reporting	<i>Monthly</i>
Method of Submission of Proposal	<p>Proposals must be submitted as follows:</p> <p><input checked="" type="checkbox"/> E-tendering</p> <ul style="list-style-type: none"> ▪ File Format: pdf, word, excel ▪ File names must be maximum 60 characters long and must not contain any letter or special character other than from Latin alphabet/keyboard. ▪ All files must be free of viruses and not corrupted. ▪ Max. File Size per transmission: 50 MB ▪ It is recommended that the entire Quotation be consolidated into as few attachments as possible. ▪ The bidder should receive an email acknowledging email receipt. <p>For eTendering method, click the link https://etendering.partneragencies.org and insert Event ID information</p> <ul style="list-style-type: none"> • BU: AZE10 • Event ID number:0000009869 <p>Detailed instructions on how to submit, modify or cancel a bid in the eTendering system are provided in the eTendering system Bidder User Guide and Instructional videos available on this link: http://www.undp.org/content/undp/en/home/operations/procurement/business/procurement-notices/resources/</p>
Location of work	<input checked="" type="checkbox"/> Exact Address/es 3 UN 50th Anniversary street Baku Azerbaijan <input type="checkbox"/> At Contractor's Location

¹ A detailed TOR may be attached if the information listed in this Annex is not sufficient to fully describe the nature of the work and other details of the requirements.

Expected duration of work	The contract is expected to be on LTA basis. Maximum duration of the contract with the extensions is up to 3 years.
Target start date	August – September 2021
Latest completion date	3 years after contract signature
Travels Expected	N/A
Special Security Requirements	<input type="checkbox"/> Security Clearance from UN prior to travelling <input type="checkbox"/> Completion of UN's Basic and Advanced Security Training <input type="checkbox"/> Comprehensive Travel Insurance <input type="checkbox"/> Others <i>[pls. specify]</i>
Facilities to be Provided by UNDP (i.e., must be excluded from Price Proposal)	<input checked="" type="checkbox"/> Office space and facilities <input type="checkbox"/> Land Transportation <input type="checkbox"/> Others <i>[pls. specify]</i>
Implementation Schedule indicating breakdown and timing of activities/sub-activities	<input checked="" type="checkbox"/> Required <input type="checkbox"/> Not Required
Names and curriculum vitae of individuals who will be involved in completing the services	<input checked="" type="checkbox"/> Required <input type="checkbox"/> Not Required
Currency of Proposal	<input checked="" type="checkbox"/> AZN <input type="checkbox"/> Euro <input type="checkbox"/> Local Currency
Value Added Tax on Price Proposal ²	<input type="checkbox"/> must be inclusive of VAT and other applicable indirect taxes <input checked="" type="checkbox"/> must be exclusive of VAT and other applicable indirect taxes
Validity Period of Proposals (Counting for the last day of	<input type="checkbox"/> 60 days <input checked="" type="checkbox"/> 90 days <input type="checkbox"/> 120 days

² VAT exemption status varies from one country to another. Pls. check whatever is applicable to the UNDP CO/BU requiring the service.

<i>submission of quotes)</i>	In exceptional circumstances, UNDP may request the Proposer to extend the validity of the Proposal beyond what has been initially indicated in this RFP. The Proposal shall then confirm the extension in writing, without any modification whatsoever on the Proposal.
Partial Quotes	<input checked="" type="checkbox"/> Not permitted <input type="checkbox"/> Permitted <i>[pls. provide conditions for partial quotes, and ensure that requirements are properly listed to allow partial quotes (e.g., in lots, etc.)]</i>
Payment Terms ³	Monthly basis upon successful performance.
Person(s) to review/inspect/ approve outputs/completed services and authorize the disbursement of payment	UNDP Operations
Type of Contract to be Signed	<input type="checkbox"/> Purchase Order <input type="checkbox"/> Institutional Contract <input type="checkbox"/> Contract for Professional Services <input checked="" type="checkbox"/> Long-Term Agreement ⁴ <i>with following POs</i> <input type="checkbox"/> Other Type of Contract <i>[pls. specify]</i>
Criteria for Contract Award	<input checked="" type="checkbox"/> Lowest Price Quote among technically responsive offers <input type="checkbox"/> Highest Combined Score (based on the 70% technical offer and 30% price weight distribution) <input type="checkbox"/> Full acceptance of the UNDP Contract General Terms and Conditions (GTC). This is a mandatory criterion and cannot be deleted regardless of the nature of services required. Non-acceptance of the GTC may be grounds for the rejection of the Proposal.
Criteria for the Assessment of Proposal	<u>Technical Proposal (70%)</u> <input checked="" type="checkbox"/> Expertise of the Firm 300 points <input checked="" type="checkbox"/> Methodology, Its Appropriateness to the Condition and Timeliness of the Implementation Plan 300 points <input checked="" type="checkbox"/> Management Structure and Qualification of Key Personnel 400 points

³ UNDP preference is not to pay any amount in advance upon signing of contract. If the Service Provider strictly requires payment in advance, it will be limited only up to 20% of the total price quoted. For any higher percentage, or any amount advanced exceeding \$30,000, UNDP shall require the Service Provider to submit a bank guarantee or bank cheque payable to UNDP, in the same amount as the payment advanced by UNDP to the Service Provider.

⁴ Minimum of one (1) year period and may be extended up to a maximum of three (3) years subject to satisfactory performance evaluation. This RFP may be used for LTAs if the annual purchases will not exceed \$200,000.00.

	<p><u>Financial Proposal (30%)</u></p> <p>To be computed as a ratio of the Proposal's offer to the lowest price among the proposals received by UNDP.</p>
UNDP will award the contract to:	<p><input checked="" type="checkbox"/> One and only one Service Provider</p> <p><input type="checkbox"/> One or more Service Providers, depending on the following factors: <i>[Clarify fully how and why will this be achieved. Please do not choose this option without indicating the parameters for awarding to multiple Service Providers]</i></p>
Contract General Terms and Conditions ⁵	<p><input checked="" type="checkbox"/> General Terms and Conditions for contracts (goods and/or services)</p> <p><input type="checkbox"/> General Terms and Conditions for de minimis contracts (services only, less than \$50,000)</p> <p>Applicable Terms and Conditions are available at: http://www.undp.org/content/undp/en/home/procurement/business/how-we-buy.html</p>
Annexes to this RFP ⁶	<p><input checked="" type="checkbox"/> Form for Submission of Proposal (Annex 2)</p> <p><input checked="" type="checkbox"/> Detailed TOR <i>[optional if this form has been accomplished comprehensively]</i></p> <p><input type="checkbox"/> Others⁷ <i>[pls. specify]</i></p>
Contacts for Inquiries (Written inquiries only) ⁸	<p><i>Procurement Unit</i> <i>Procurement.aze@undp.org</i></p> <p>Any delay in UNDP's response shall be not used as a reason for extending the deadline for submission, unless UNDP determines that such an extension is necessary and communicates a new deadline to the Proposers.</p>
Other Information <i>[pls. specify]</i>	

Detailed Technical Evaluation Criteria Scoring Table

Summary of Technical Proposal Evaluation Forms		Score Weight	Points Obtainable

⁵ Service Providers are alerted that non-acceptance of the terms of the General Terms and Conditions (GTC) may be grounds for disqualification from this procurement process.

⁶ Where the information is available in the web, a URL for the information may simply be provided.

⁷ A more detailed Terms of Reference in addition to the contents of this RFP may be attached hereto.

⁸ This contact person and address is officially designated by UNDP. If inquiries are sent to other person/s or address/es, even if they are UNDP staff, UNDP shall have no obligation to respond nor can UNDP confirm that the query was received.

1.	Expertise of Firm / Organization	30%	300
2.	Proposed Methodology, Approach and Implementation Plan	30%	300
3.	Management Structure and Key Personnel	40%	400
Total			1000

Technical Proposal Evaluation Form 1		Points obtainable
Expertise of the Firm/Organization		
1.1	Reputation of Organization and Staff / Credibility / Reliability / Industry Standing	60
1.2	General Organizational Capability which is likely to affect implementation <ul style="list-style-type: none"> - Financial stability (10 points) - age/size of the firm (10 points) - Excessive support personnel for absence coverage or additional support (10 points) - project management controls (10 Points) 	40
1.3	Extent to which any work would be subcontracted (subcontracting carries additional risks which may affect project implementation, but properly done it offers a chance to access specialised skills.)	55
1.4	Quality assurance procedures, warranty	55
1.5	Partnership with global IT vendors, such as Microsoft, Cisco and etc.	70
1.6	Relevance of: <ul style="list-style-type: none"> - Specialised Knowledge (5 points) - Experience on Similar Programme / Projects (5 points) - Experience on Projects in the Region (5 points) - Experience with UN and other international organizations (5 points) 	20
		300

Technical Proposal Evaluation Form 2		Points Obtainable
Proposed Methodology, Approach and Implementation Plan		
2.1	To what degree does the Proposer understand the task?	60
2.2	Have the important aspects of the task been addressed in sufficient detail?	50
2.3	Are the different components of the project adequately weighted relative to one another?	30
2.4	Is the proposal covers back up and additional support involvement to address smooth and uninterrupted work of customer	50
2.5	Is the conceptual framework adopted appropriate for the task?	30
2.6	Is the scope of task well defined and does it correspond to the TOR?	50
2.7	Is the presentation clear and is the sequence of activities and the planning logical, realistic and promise efficient implementation to the project?	30
		300

Technical Proposal Evaluation Form 3			Points Obtainable
Management Structure and Key Personnel			
3.1	ICT Manager		150
	Sub-Score		
	General Qualification		120
	Suitability for the Project		
	- Educational Background, relevant University Degree	30	
	- Training Experience/Certification in the area of specialization	30	
	- Professional Experience in the area of specialization	30	
	- Experience with supervision of Technical Staff	30	
	- Language Qualifications	30	
			150
3.2	ICT Associate		125
	Sub-Score		
	General Qualification		105
	Suitability for the Project		
	- Educational Background, secondary education with specialized and IT training.	25	
	- Training Experience/Certification in the area of specialization	30	
	- Professional Experience in the area of specialization	30	
	- Knowledge of the region	20	
	- Language Qualifications	20	
			125
3.3	ICT Associate (Back up for absence coverage)		125
	Sub-Score		
	General Qualification		105
	Suitability for the Project		
	- Educational Background, secondary education with specialized and IT training.	25	
	- Training Experience/Certification in the area of specialization	30	
	- Professional Experience in the area of specialization	30	
	- Knowledge of the region	20	
	- Language Qualification	20	
			125
	Total Part 3		400

FORM FOR SUBMITTING SERVICE PROVIDER'S PROPOSAL⁹

(This Form must be submitted only using the Service Provider's Official Letterhead/Stationery¹⁰)

[insert: Location]

[insert: Date]

To: [insert: Name and Address of UNDP focal point]

Dear Sir/Madam:

We, the undersigned, hereby offer to render the following services to UNDP in conformity with the requirements defined in the RFP dated [specify date], and all of its attachments, as well as the provisions of the UNDP General Contract Terms and Conditions :

A. Qualifications of the Service Provider

The Service Provider must describe and explain how and why they are the best entity that can deliver the requirements of UNDP by indicating the following :

- a) Profile – describing the nature of business, field of expertise, licenses, certifications, accreditations;*
- b) Business Licenses – Registration Papers, Tax Payment Certification, etc.*
- c) Latest Audited Financial Statement – income statement and balance sheet to indicate its financial stability, liquidity, credit standing, and market reputation, etc. ;*
- d) Track Record – list of clients for similar services as those required by UNDP, indicating description of contract scope, contract duration, contract value, contract references;*
- e) Certificates and Accreditation – including Quality Certificates, Patent Registrations, Environmental Sustainability Certificates, etc.*
- f) Written Self-Declaration that the company is not in the UN Security Council 1267/1989 List, UN Procurement Division List or Other UN Ineligibility List.*

B. Proposed Methodology for the Completion of Services

The Service Provider must describe how it will address/deliver the demands of the RFP; providing a detailed description of the essential performance characteristics, reporting conditions and quality assurance mechanisms that will be put in place, while demonstrating that the proposed methodology will be appropriate to the local conditions and context of the work.

⁹ This serves as a guide to the Service Provider in preparing the Proposal.

¹⁰ Official Letterhead/Stationery must indicate contact details – addresses, email, phone and fax numbers – for verification purposes

C. Qualifications of Key Personnel

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

- a) Names and qualifications of the key personnel that will perform the services indicating who is Team Leader, who are supporting, etc.;*
- b) CVs demonstrating qualifications must be submitted if required by the RFP; and*
- c) Written confirmation from each personnel that they are available for the entire duration of the contract.*

D. Financial Price Proposal (Password Protected)

Please prepare price table filling below section only

UN office takes only 10 days of National Public holidays as non-working days during a year. The additional days of public the office works and respective IT support is needed. Financial proposal shall include 24/7 offsite IT support.

Description of Activity	Remuneration per Unit of Time	Total Period of Engagement	Total
ICT Services (please see the TOR for details)		1 month	
Additional ICT support during public holidays but UN work-day, if expected to be charged by your company additionally, if it is included and be charged please indicate.		1 day	

Please indicate below on call **hourly based** services whenever additional IT specialist to the above needed, add-hoc support services if this will be charged separately.
If this is included to the above total cost please indicate.

Additional hourly based ad-hoc requests	Remuneration per Unit of Time	Total Period of Engagement	Total
ICT Support		1 hour	
Total:			

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