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**REQUEST FOR PROPOSAL (RFP)**

**(Long Term Agreement (LTA) for the provision of ICT Helpdesk Service, Preventive Maintenance & Repair Services of Computer System)**

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| NAME & ADDRESS OF FIRM | DATE: January 26, 2021 |
| REFERENCE: 2021/UNDP-MMR/PN/004 |

Dear Sir / Madam:

We kindly request you to submit your Proposal for **Long Term Agreement (LTA) for the provision of ICT Helpdesk Service, Preventive Maintenance & Repair Services of Computer System.**

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

Proposals may be submitted on or before **Friday, February 12, 2021** and via email, courier mail to the address below:

**United Nations Development Programme (Myanmar)**

***No. 6, Natmauk Road, Tamwe Township, Yangon***

***Programme Support Team Leader***

***Ref:* 2021/UNDP-MMR/PN/004**

[***bids.mm@undp.org***](mailto:bids.mm@undp.org)

Your Proposal must be expressed in the English Language, and valid for a minimum period of 120 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/protestandsanctions/>

**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: <http://www.un.org/depts/ptd/pdf/conduct_english.pdf>

**Thank you and we look forward to receiving your Proposal.**

**Sincerely yours,**

Dawn Del Rio

Deputy Resident Representative

26 January 2021

**Annex 1**

**Description of Requirements**

|  |  |
| --- | --- |
| Context of the Requirement | UNDP Myanmar is seeking proposal from well-qualified ICT services & support vendors to manage its ICT Service Help Desk operations with well-organized processes. Maintain and support the ICT infrastructure of UNDP in Myanmar and 6 UNDP field offices in line with ICT procedures and policies laid by UNDP ICT practices and procedures to be followed on all field offices. |
| Brief Description of the Required Services | Agency can adopt any of the following service options:  a) Full-Time basis  The contractor will assign two qualified hardware/software technicians to be stationed in the UNDP office, during office hours (8:00 to 18:00) and as per UN working days (Monday through Friday) to carry out all the tasks mentioned in the Scope of Work. As detailed in the ToRs  b) Fixed-Hour  The contractor will send a qualified hardware/software technician daily to the UNDP Office, during office hours (8:00 to 18:00) , agreed between the contractor and the UNDP, to carry out tasks mentioned in the Scope of Work.  c) On-Call basis  The contractor will send a qualified hardware/software technician to the UN Offices, when requested for, to carry out tasks mentioned in the Scope of Work. The technician should reach the concerned UN office within 1 hour of request made.  UNDP may choose one or more than one service options based on the need. |
| List and Description of Expected Outputs to be Delivered | *Please see in attached TOR* |
| Person to Supervise the Work/Performance of the Service Provider | *Please see in attached TOR* |
| Frequency of Reporting | *Please see in attached TOR* |
| Progress Reporting Requirements | *Please see in attached TOR* |
| Location of work | Myanmar |
| Expected duration of work | The long-term arrangement shall cover a period two years extendable based on requirements and satisfactory service delivery |
| Target start date | 15 March 2021 |
| Latest completion date | 14 March 2023 |
| Travels Expected | Travel might be required to other Field locations to support service on UNDP demand. Travel cost will be either borne by UNDP or reimbursed as per standard UNDP rates and travel terms & conditions. Travel cost shall be calculated based on economy class travel, regardless of the length of travel. |
| Special Security Requirements | N/A |
| Facilities to be Provided by UNDP (i.e., must be excluded from Price Proposal) | provided |
| Implementation Schedule indicating breakdown and timing of activities/sub-activities | Required |
| Names and curriculum vitae of individuals who will be involved in completing the services | Required |
| Currency of Proposal | United States Dollars for International Firm  Local Currency (Kyats) for Local Firm |
| Value Added Tax on Price Proposal | must be exclusive of VAT and other applicable indirect taxes |
| Validity Period of Proposals *(Counting for the last day of submission of quotes)* | 120 days  In exceptional circumstances, UNDP may request the Proposer to extend the validity of the Proposal beyond what has been initially indicated in this RFP. The Proposal shall then confirm the extension in writing, without any modification whatsoever on the Proposal. |
| Partial Quotes | Not permitted |
| Payment Terms | *Please see in attached TOR* |
| Person(s) to review/inspect/ approve outputs/completed services and authorize the disbursement of payment | ICT Team Lead, UNDP |
| Type of Contract to be Signed | Long-Term Agreement Contract |
| Criteria for Contract Award | Highest Combined Score  (based on the 70% technical offer and 30% price weight distribution) |
| Criteria for the Assessment of Proposal | **Technical Proposal (70%)**  See annex 4 - Technical Evaluation Criteria  **Financial Proposal (30%)**  To be computed as a ratio of the Proposal’s offer to the lowest price among the proposals received by UNDP. |
| UNDP will award the contract to: | One and only one Service Provider |
| Contract General Terms and Conditions | General Terms and Conditions for de minimis contracts  Applicable Terms and Conditions are available at:  <http://www.undp.org/content/undp/en/home/procurement/business/how-we-buy.html>  *Non-acceptance of the terms of the General Terms and Conditions (GTC) may be grounds for disqualification from this procurement process* |
| Annexes to this RFP | Form for Submission of Proposal (Annex 2)  Detailed TOR *[Annex 3]* |
| Contact Person for Inquiries  (Written inquiries only) | Moung Kee Aung  *Procurement Analyst*  *mmr.procurement@undp.org; moung.kee.aung@undp.org*  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. |
| Other Information *[pls. specify]* | N/A |

**Annex 1**

**Section 3: Terms of Reference (TOR)**

# ict helpdesk service, preventive maintenance & repair services of computer system

1. **bACKGROUND:**

United Nations Development Programme (UNDP) in Myanmar has been providing development assistance to the people of Myanmar since the 1950s. It operates from main office in Yangon and various field offices. Its ICT department provide support to more than 200 staff spread over 6 locations.

In order to improve efficiency and effectiveness of IT services leveraging the skills & capabilities of professional vendors and enable the IT section to effectively cope with rapid growth in its products, services and business focus, UNDP is inviting qualified agencies to enter a long-term arrangement to provide IT helpdesk service and preventive maintenance and repair services of computer equipment. The selected long term contract holder will be responsible for maintaining and supporting the ICT Service Desk, end user devices and systems under supervision of ICT team Lead, and coordinate with suppliers for claiming warranty services and replacements, recommend any new technology developments, contribute in forthcoming projects in the CO premises in Yangon as well as in other locations. This engagement of a third party service provider is envisaged to free up resources in the IT section from non-strategic IT processes and enable focus on strategic processes and initiatives. With this the IT section will be able to support various implementation of processes on ICT framework and best practices for ICT service delivery.

1. **objective:**

UNDP Myanmar is seeking proposal from well-qualified ICT services & support vendors to manage its ICT Service Help Desk operations with well-organized processes. Maintain and support the ICT infrastructure of UNDP in Myanmar and 6 UNDP field offices in line with ICT procedures and policies laid by UNDP ICT practices and procedures to be followed on all field offices.

Specific activities of the ICT Service Desk are the following:

1. Provide efficient ICT helpdesk support to end-users in the following offices: Yangon, Naypyitaw, , Sittwe, Toungee, Mawlamyine, Mytkyina
2. Document changes and maintain up to date information of ICT equipment (assets) in relation with assigned users for efficient asset management and also contributing in effective software deployment and patch management.
3. Provide ICT support for meetings and events organized at UNDP premises in Yangon or other locations in Myanmar. This includes setting up small workgroup for sharing of files and printer, setup of laptop for meeting presentations, assist meeting participants for ICT related queries/issues.
4. Enhance User Productivity, Knowledge & Awareness.
5. Streamline Vendor Coordination of various IT equipment and software for Warranty Support.
6. Provide support to other UN agencies on UNDP request.
7. **SCOPE OF WORK:**

**MAINTENANCE AND SUPPORT SERVICES**

The maintenance service will include all aspect of maintenance and repair services of computer hardware, Local Area Network (LAN) and software. In general, the contractor will provide pool of qualified ICT technicians for the following services:

a) On daily basis:

1. Maintenance and trouble-shooting problems related to IT-related hardware (desktop, laptop, scanner, switch, UPS, copier/printer and smart phones) and local area networks (LAN)
2. Support and maintenance/upgrade of software (operating system and standard applications). Perform virus scanning, security updates, back-up etc. Provide helpdesk service to staff.
3. Installation and movements of the computer equipment and printers.
4. Keeping online accessible log of all maintenance activities, equipment movement and issuances.
5. Provide ICT support for CO meetings and events organized at UNDP premises or

other office locations in Myanmar. This includes setting up small workgroup for sharing of files and printer, setup of laptop for meeting presentations, assist meeting participants for ICT related queries/issues.

b) On quarterly basis:

1. Perform preventive services (checking, dusting/cleaning) of all equipment (server, desktop, laptop, switch), which may require work during weekends, and submit the report to the IT staff.

c) As and when required:

* + 1. Assist in keeping up‑to‑date inventory of IT hardware (such as serial number, manufacturer, model number, Asset Tag, location, users etc.) and software.
    2. To provide computer-related logistic support during workshop/seminar.
    3. Support in clean-up of laptops and other ICT equipment to be auctioned off
    4. Remote helpdesk support to staff in off-hours during emergencies
    5. Travel to Field offices for ICT support. The DSA & Travel cost will be reimbursed as per Travel policies.
    6. Under the supervision of the ICT team lead, prepare settlement of ICT billing and monthly payment.
    7. Provide support in preparing specification and Technical Evaluation process of ICT procurement for UNDP, other agencies and counterparts related.
    8. Enhance User Productivity, Knowledge & Awareness.
    9. Streamline Vendor Coordination for Warranty Support. coordinate with suppliers for claiming warranty services and replacements
    10. Scan for and recommend any new technology developments

**SERVICE OPTIONS**

Agency can adopt any of the following service options:

a) Full-Time basis

The contractor will assign two qualified hardware/software technicians to be stationed in the UNDP office, during office hours (8 to 18:00) and as per UN working days (Monday through Friday) to carry out all the tasks mentioned in the Scope of Work. If required by UNDP, the technicians will be available for extra office hours and weekends and remain on stand‑by.

The technician will report directly to the UNDP Head of IT on all activities and will work as per the instruction given by the IT staff.

The contractor shall ensure that the technician assigned to the UNDP office, under Full time basis, and their back-up are available and remained assigned to the same agency/office for minimum 1year period. They should have excellent fluency in English and overall good communications skills. The back-ups are to be of equivalent skills, qualifications and competencies.

b) Fixed-Hour

The contractor will send a qualified hardware/software technician daily to the UNDP Office, during office hours (8 to 18:00) agreed between the contractor and the UNDP, to carry out tasks mentioned in the Scope of Work.

The technician will report directly to the concerned IT staff on all activities and will work as per the instruction given by the IT staff.

The contractor shall ensure that the technician assigned to UN office, under the fixed-hour option, or his/her back-up, shall remain the same.

c) On-Call basis

The contractor will send a qualified hardware/software technician to the UN Offices, when requested for, to carry out tasks mentioned in the Scope of Work. The technician should reach the concerned UN office within 1 hour of request made.

The technician will visit the UN office at least once a week.

The technician will report directly to the concerned IT staff on all activities and will work as per the instruction given by the IT staff.

UNDP may choose one or more than one service options based on the need.

1. **MAINTENANCE WORK PROCEDURES:**

The technician assigned will carry out the maintenance work of equipment during office hours. If the problem could not be solved; the Contractors will take the equipment to authorized service centers for detail checkup after proper check-out formalities. The Contractor will be responsible for logistic and cost of transportation of the equipment to and from the Contractor's premises. Any damage caused to the equipment on transit to service centers outside UN office will be borne by the Contractor.

The contractors shall provide equivalent replacement of equipment (switch, monitor and Access Points, Printers& Copiers, UPS only) taken for repair or requiring new replacement, for maximum period up to 3 weeks.

The contractor will submit the detailed report of any major maintenance or repair carried out to the

concerned UN IT staff.

1. **Status:**

The contractor shall be considered as having legal status as an independent contractor and shall not be considered in any respect as being a member of the United Nations. The rights and obligations of the contractor are strictly limited in articles mentioned in Terms of Reference and Terms and Conditions of the contract. Accordingly, the contractor shall not be entitled to any benefit except as expressly mentioned in the Terms of Reference (TOR).

1. **REMUNERATION AND PAYMENT SCHEDULE:**

The price of the contract will be as per the amount quoted by the Contractor in the Tender documents and approved by the evaluation committee. The price shall be payable on monthly basis on reimbursement method after certification by the IT staff/unit of agencies/offices that work has been completed satisfactorily.

UNDP would reimburse the monthly invoice for the regular requirement, based on approved duty roster of professionals working under this contract including logistic and cost of transportation of the equipment to and from the Contractor's premises.

For any other ad-hoc requirement or overtime, one separate monthly invoice should be submitted with clear details of the dates, project and requesting note / approving authority from UNDP.

The payment to its employees working under the UNDP contract should not be less than the minimum wage defined for skilled work labours by the government or agreed in this contract. The detailed invoices must include actual payments made to their employees, and other expenses etc. UNDP reserves the right to ask for the documentation related to pay-slips and other invoices to third parties for its review and records.

1. **WORKING LOCATIONS:**

The number of technicians as agreed with UNDP under this contract will be based in UNDP premises as per their required service options for providing help desk service.

UNDP will provide seating space, internet connectivity and other facilities for the number of identified technicians.

The UNDP office shall provide required ICT equipment to Contractor’s technicians for day-to-day ICT functions. But the Contractor shall be liable for damage to office equipment used by Contractor’s technician team if proven to be due to negligence. Other tools and equipment required to undertake the repair work shall be provided by the contractor.

Only in case the equipment can not be repaired at UNDP premises, these will be allowed to be moved to contractor’s premises on the cost and risk of the contractor.

1. **QUALITIFICATIONS AND EXPERIENCE REQUIRED:**

Requirements from the bidding company

* The successful company or institution should possess at least 5 years of proven experience in providing IT help desk services and preventive maintenance.
* Previous work experience with UN agencies or any other international organization would be an advantage.
* Please submit at least three copies of similar assignments undertaken in the past with full details of the services provided, duration, number of resources and total cost of the assignment
* Demonstrated ability to mobilize required technician with the following qualification and experience. Bidders must share the details of their organization structure and number of resources employed at the time of bidding.

The contractor shall dedicate a team or a pool of qualified two IT technicians and shall ensure their availability throughout the contract period for maintenance services, mentioned in section 1, to UNDP.

The number of resourced required by UNDP are:

* 1. Team leader (1) (not required as full time by UNDP, but should be the first point of contact for UNDP for any escalation)
  2. IT Technicians (2) (full time as per the working hours detailed)

Minimum requirement of proposed technicians:

* All IT technicians must have 3 years or more professional experience in ICT field.
* Having ICT‑related academic background - at least Bachelor’s degree / ICT trained or any IT certification will be preferred.
* Similar work experience in UN agencies or INGOs would be added advantage.
* all proposed technicians must have excellent fluency in English and overall good communications skills

The contractors must submit along with the proposal, a list of qualified technicians (at least 8 individuals) who would be deployed to work under the contract and must attach their latest CV containing their (i) photo and information on their (ii) academic qualification (iii) any ICT trainings undertaken or IT certification received and (iv) professional work experience.

The contractor must inform UNDP about any change or replace of the technicians deployed to UNDP under this contract, in written information one-month in advance.

As the requirement of IT Technicians for similar services for UN offices is likely to increase in future, the contractor agrees to make every possible endeavor to supply the additional qualified IT Technicians, as and when requested by UNDP offices.

**Backup resources**: Organization should provide identified and trained back-up technicians for all resources and all locations. These backup resources should be of equivalent skills, qualification & competencies as that of the main resident resources. The Vendor will ensure that the backup staff is fully oriented at all times of UNDP ICT Infrastructure. . The resource which was previously identified and oriented at site within last one month will be considered as an oriented backup resource.

The Contractor assumes full responsibility for its personnel during the conduct of the contract. UNDP will not be responsible for any accident, injury and or death of person/s hired while performing duty and any compensation will not be paid by UNDP. To this effect, the employees of the contractors to be deployed to UNDP must be at least covered by accident insurance. The final contract is subject to submission of proof of insurance documents of these employees.

1. **CUSTOMER SATISFACTION**

UNDP believes in high end user satisfaction and works toward achieving Continuous Service Improvement. The team deputed on site is expected to deliver & maintain month on month high customer satisfaction levels.

**A suitable Service level agreement with the selected provider will be entered into.** UNDP may conduct customer satisfaction surveys within its staff to gauge the performance. The selected service provider will consistently endeavor to achieve the agreed service levels and improve if any lacunae are identified.

1. **CONTRACT MANAGEMENT**

The ICT team lead will be the contract manager and supervisor for all the resources **9. OFFICIAL**

1. **TRAVEL INVOLVED** *(ITINERARY AND DURATION)*

Travel might be required to other Field locations to support service on UNDP demand. Travel cost will be either borne by UNDP or reimbursed as per standard UNDP rates and travel terms & conditions. Travel cost shall be calculated based on economy class travel, regardless of the length of travel.

1. **ESTIMATED DURATION OF CONTRACT**

Initial contract will be awarded for 1 year only. Depending upon the performance of service provider, availability of funds and continued requirement of such services, the contract may be extended for maximum upto 2 years.

**The services provided by the selected provider will be evaluated after every one year. Continuation of the services will depend upon the satisfactory achievement of the service levels.**

**In the event that services are not continued beyond the initial duration of 6 months, the service provider will download all the pending tasks to the responsible person at UNDP and hand over the equipment/tools/space/machines provided by UNDP for execution of this contract.**

**Annex 4**

**Section 4: Technical Evaluation Criteria**

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| Summary of Technical Proposal Evaluation Forms | | Score Weight | Points Obtainable |
|
| 1. | Expertise of Firm / Organization | 40% | 400 |
| 2. | Organization’s HR Policies | 10% | 100 |
| 3. | Proposed Team | 50% | 500 |
|  | Total | | 1000 |

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| --- | --- | --- |
| Technical Proposal Evaluation | | Points |
|
| Form 1- Expertise of the Firm/Organization | | |
| 1.1 | General Organizational Capability which is likely to affect implementation: Financial stability; loose consortium, holding company or one firm; age/size of the firm; strength of management support | 100 |
| 1.2 | Experience in providing Similar ICT Helpdesk Services (at client premises)  Minimum experience of 5 years will get 100 points  Additional points for more experience (2 years additional experience = 50 marks, maximum upto 200) | 300 |
| Total Points Form 1 | | 400 |

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| Form 2 - Organization’s HR Policies | | |
| 2.1 | Organization’s staff recruitment, retainer & Incentive policies  Bidders to share the details of their ongoing recruitment and retainer policies | 50 |
| 2.3 | Organization’s policies on training and capacity development of staff  Bidders to share the details of such policies | 50 |
| Total Points Form 2 | | 100 |

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| Form 3 - Proposed Team | | |
| 3.1 | Team Leader (one) | |
| General Qualifications | 30 |
| - Experience in the field of Information technology including leading a team of IT professionals. In depth administration and Troubleshooting skills and experience in Microsoft Servers (Active Directory, Exchange, Lync, Sharepoint), Office 365, Network security, switching, routing and firewall  - Excellent fluency in English and overall good communications skills | 70 |
| 3.2 | Team Members (IT technicians) (two) | |
| General qualifications | 120 (2 x 60) |
| - Experience in the field of Information technology including providing ICT Support in Microsoft Server/applications, office 365 and Cisco network environment. Knowledge of Microsoft office applications (outlook, Word, Excel & Power point), Microsoft Servers (Active Directory, Exchange, Lync, Sharepoint), Network security, switching, routing and firewall. Troubleshooting skills and experience in HP Printers, Dell/HP Desktops/Laptops, Smart Phones, other IT Devices and fixing mail and calendar issues. Experience in arranging audio/video/ppt/web conferences.  - Excellent fluency in English and overall good communications skills | 280 (2 x 150) |
|  |  | |
| Total Points Form 3 | | 500 |

Section 4: Proposal Submission Form[[1]](#footnote-1)

[insert: *Location*]

*[insert: Date*

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

Dear Sir/Madam:

We, the undersigned, hereby offer to provide professional services for [insert: title of services] in accordance with your Request for Proposal dated **[*insert: Date*]** and our Proposal. We are hereby submitting our Proposal, which includes the Technical Proposal and Financial Proposal sealed under a separate envelope.

We hereby declare that:

1. All the information and statements made in this Proposal are true and we accept that any misrepresentation contained in it may lead to our disqualification;
2. We are currently not on the removed or suspended vendor list of the UN or other such lists of other UN agencies, nor are we associated with, any company or individual appearing on the 1267/1989 list of the UN Security Council;
3. We have no outstanding bankruptcy or pending litigation or any legal action that could impair our operation as a going concern; and
4. We do not employ, nor anticipate employing, any person who is or was recently employed by the UN or UNDP.

We confirm that we have read, understood and hereby accept the Terms of Reference describing the duties and responsibilities required of us in this RFP, and the General Terms and Conditions of UNDP’s Contract for Professional Services.

We agree to abide by this Proposal for ***[insert: period of validity as indicated in Data Sheet].***

We undertake, if our Proposal is accepted, to initiate the services not later than the date indicated in the Data Sheet.

We fully understand and recognize that UNDP is not bound to accept this proposal, that we shall bear all costs associated with its preparation and submission, and that UNDP will in no case be responsible or liable for those costs, regardless of the conduct or outcome of the evaluation.

We remain,

Yours sincerely,

Authorized Signature [*In full and initials*]:

Name and Title of Signatory:

Name of Firm:

Contact Details : *[please mark this letter with your corporate seal, if available]*

Section 5: Documents Establishing the Eligibility and   
Qualifications of the Proposer

Proposer Information Form[[2]](#footnote-2)

Date: *[insert date (as day, month and year] of Proposal Submission*]

RFP No.: *[insert number]*

Page \_\_\_\_\_\_\_\_of \_\_\_\_\_\_\_\_ pages

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| 1. Proposer’s Legal Name *[insert Proposer’s legal name]* | | |
| 2. In case of Joint Venture (JV), legal name of each party: *[insert legal name of each party in JV]* | | |
| 3. Actual or intended Country/ies of Registration/Operation: *[insert actual or intended Country of Registration]* | | |
| 4. Year of Registration: *[insert Proposer’s year of registration]* | | |
| 5. Countries of Operation | 6. No. of staff in each Country | 7.Years of Operation in each Country |
| 8. Legal Address/es in Country/ies of Registration/Operation: *[insert Proposer’s legal address in country of registration]* | | |
| 9. Value and Description of Top three (3) Biggest Contract for the past five (5) years | | |
| 10. Latest Credit Rating (if any) | | |
| 1. Brief description of litigation history (disputes, arbitration, claims, etc.), indicating current status and outcomes, if already resolved. | | |
| 12. Proposer’s Authorized Representative Information  Name: *[insert Authorized Representative’s name]*  Address: *[insert Authorized Representative’s name]*  Telephone/Fax numbers: *[insert Authorized Representative’s name]*  Email Address: *[insert Authorized Representative’s name]* | | |
| 13. Are you in the UNPD List 1267.1989 or UN Ineligibility List ?  YES or  NO | | |
| 14. Attached are copies of original documents of:  All eligibility document requirements listed in the Data Sheet (DS no 26)  If Joint Venture/Consortium – copy of the Memorandum of Understanding/Agreement or Letter of Intent to form a JV/Consortium, or Registration of JV/Consortium, if registered  If case of Government corporation or Government-owned/controlled entity, documents establishing legal and financial autonomy and compliance with commercial law. | | |

Joint Venture Partner Information Form (if Registered)[[3]](#footnote-3)

Date: *[insert date (as day, month and year) of Proposal Submission*]

RFP No.: *[insert number]*

Page \_\_\_\_\_\_\_\_ of\_ \_\_\_\_\_\_ pages

|  |  |  |
| --- | --- | --- |
| 1. Proposer’s Legal Name: *[insert Proposer’s legal name]* | | |
| 2. JV’s Party legal name: *[insert JV’s Party legal name]* | | |
| 3. JV’s Party Country of Registration: *[insert JV’s Party country of registration]* | | |
| 4. Year of Registration: *[insert Party’s year of registration]* | | |
| 5. Countries of Operation | 6. No. of staff in each Country | 7.Years of Operation in each Country |
| 8. Legal Address/es in Country/ies of Registration/Operation: *[insert Party’s legal address in country of registration]* | | |
| 9. Value and Description of Top three (3) Biggest Contract for the past five (5) years | | |
| 10. Latest Credit Rating (if any) | | |
| 1. Brief description of litigation history (disputes, arbitration, claims, etc.), indicating current status and outcomes, if already resolved. | | |
| 13. JV’s Party Authorized Representative Information  Name: *[insert name of JV’s Party authorized representative]*  Address: *[insert address of JV’s Party authorized representative]*  Telephone/Fax numbers: *[insert telephone/fax numbers of JV’s Party authorized representative]*  Email Address: *[insert email address of JV’s Party authorized representative]* | | |
| 14. Attached are copies of original documents of:*[check the box(es) of the attached original documents]*  All eligibility document requirements listed in the Data Sheet  Articles of Incorporation or Registration of firm named in 2.  In case of government owned entity, documents establishing legal and financial autonomy and compliance with commercial law. | | |

Section 6: Technical Proposal Form

The firm is expected to provide the technical proposal in the format described below. The total length of the technical proposal should not exceed 50 pages on account of the following sections. The technical proposal should have three sections. First section on expertise of firm, second section should consist of methodology and approach, third section on qualification and experience of Team to be deployed in the assignment.

***Note: Technical Proposals not submitted in this format may be rejected. The financial proposal should be included in separate envelope.***

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| **TECHNICAL PROPOSAL FORMAT**  Long Term Agreement (LTA) for the provision of ICT Helpdesk Services |

|  |  |
| --- | --- |
| **Name of Proposing Organization / Firm:** |  |
| **Country of Registration:** |  |
| **Name of Contact Person for this Proposal:** |  |
| **Address:** |  |
| **Phone / Fax:** |  |
| **Email:** |  |

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| **SECTION 1: EXPERTISE OF FIRM/ ORGANISATION** |
| Brief Description of Proposer as an Entity: Provide a brief description of the organization / firm submitting the proposal, its legal mandates/authorized business activities, the year and country of incorporation, types of activities undertaken, and approximate annual budget, etc. Include reference to reputation, or any history of litigation and arbitration in which the organisation / firm has been involved that could adversely affect or impact the performance of services, indicating the status/result of such litigation/arbitration  Financial Capacity:Provide the latest Audited Financial Statement (Income Statement and Balance Sheet) duly certified by a Public Accountant, and with authentication of receiving by the Government’s Internal Revenue Authority and summary of Turnover over the last three years in the below table:   |  |  |  |  | | --- | --- | --- | --- | | **Year** | **2017-18** | **2018-19** | **2019-20** | | **Turnover (INR)** |  |  |  |   Track Record and Experiences: Provide the following information regarding corporate experience within the last five (5) years which are related or relevant to those required for this Contract.   |  |  |  |  |  |  |  | | --- | --- | --- | --- | --- | --- | --- | | **Name of project** | **Client** | **Contract Value** | **Period of activity** | **Types of activities undertaken** | **Status or Date Completed** | **References Contact Details (Name, Phone, Email)** | |  |  |  |  |  |  |  | |  |  |  |  |  |  |  | |  |  |  |  |  |  |  | |  |  |  |  |  |  |  | |  |  |  |  |  |  |  | |  |  |  |  |  |  |  | |  |  |  |  |  |  |  | |

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| **SECTION 2 - APPROACH AND IMPLEMENTATION PLAN** |
| *This section should demonstrate the Proposer’s responsiveness to the TOR by identifying the specific components proposed, addressing the requirements, as specified, point by point; providing a detailed description of the essential performance characteristics proposed; and demonstrating how the proposed HR Policies meet the needs of the requirements.*  HR Policies: Please provide organization’s existing HR policies in terms of recruitment, retaining the key staff and incentive policy.  Policies on Training and Capacity Building: Explain organization’s policy or methodology for providing continuous capacity building and trainings for the staff under this contract.  Subcontracting: 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. Special attention should be given to providing a clear picture of the role of each entity and how everyone will function as a team.  Risks / Mitigation Measures: Please describe the potential risks for the implementation of this project that may impact achievement and timely completion of expected results as well as their quality. Describe measures that will be put in place to mitigate these risks.  Reporting and Monitoring: Please provide a brief description of the mechanisms proposed for this project for reporting to the UNDP and partners, including a reporting schedule.  Other: Any other comments or information regarding the project approach and methodology that will be adopted. |

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| SECTION 3: Key Personnel 3.1 Management Structure: Describe the overall management approach toward planning and implementing this activity. Include an organization chart for the management of the project describing the relationship of key positions and designations.  3.2 Staff Time Allocation: Fill in the summary table below with the names of the Team members proposed.   |  |  | | --- | --- | | **Role** | **Name of Staff Proposed** | | IT Engineer (Team Leader) |  | | IT Engineer |  | | IT Engineer |  | | IT Engineer |  | | IT Engineer |  | | Telecom support Person |  | | Helpdesk Coordinator |  |   3.3 Qualifications of Key Personnel. Provide the CVs for the seven (7) identified key personnel: one (1) Team Leader, four (4) IT engineers, one (1) Telecom Support Person & one (1) helpdesk coordinator.  CVs should demonstrate qualifications in areas relevant to the Scope of Services. **Please use the format below**:   |  |  |  |  | | --- | --- | --- | --- | | **Name:** | |  | | | **Position for this Contract:** | |  | | | **Nationality:** | |  | | | **Contact information:** | |  | | | **Countries of Work Experience:** | |  | | | **Language Skills:** | |  | | | **Educational and other Qualifications:** | |  | | | **Summary of Experience:** *Highlight experience in the region and on similar projects.* | | | | | Relevant Experience (From most recent): | | | | | **Period: From – To** | **Name of activity/ Project/ funding organisation, if applicable:** | | **Job Title and Activities undertaken/Description of actual role performed:** | | *e.g. June 2004-January 2005* |  | |  | | *Etc.* |  | |  | | *Etc.* |  | |  | | **References no.1 (minimum of 3):** | *Name*  *Designation*  *Organization*  *Contact Information – Address; Phone; Email; etc.* | | | | **Reference no.2** | *Name*  *Designation*  *Organization*  *Contact Information – Address; Phone; Email; etc.* | | | | **Reference no.3** | *Name*  *Designation*  *Organization*  *Contact Information – Address; Phone; Email; etc.* | | | | **Declaration:**  I confirm my intention to serve in the stated position and present availability to serve for the term of the proposed contract. I also understand that any wilful misstatement described above may lead to my disqualification, before or during my engagement.  \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_  Signature of the Nominated Field Manager Date Signed | | | | |  | | | | |

Section 7: Financial Proposal Form[[4]](#footnote-4)

The Proposer is required to prepare the Financial Proposal in an envelope separate from the rest of the RFP as indicated in the Instruction to Proposers. The Financial Proposal must provide a detailed cost breakdown. Provide separate figures for each functional grouping or category.Financial proposals must be exclusive of VAT and other applicable indirect taxes.

Option (a)

**Standard Rates (1st year):**

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Sl.No** | **Level of Professional** | **Qty. Requested** | **Remuneration per month\* (MYK)** | **Total per Month (MYK)** |
| 1 | Team Leader | 1 |  |  |
| 2 | IT Technicians | 2 |  |  |
| 5 | Service Provider Management Charges (%) –*indicate percentage* |  | \_\_\_\_% |  |
| **Total Team remuneration (MYR), including Service Provider Management Charges** | | | |  |

Percentage increase for 2nd year: \_\_\_\_\_\_\_

Percentage increase for 3rd year: \_\_\_\_\_\_\_

b) Fixed-Hour

|  |  |  |  |
| --- | --- | --- | --- |
| **Sl.No** | **Level of Professional[[5]](#footnote-5)** | **Approx. Number of hours in six months\*** | **Remuneration per hour**  **(MYK)** |
| 1 | Team Leader | 240 |  |
| 2 | IT Technicians | 1000 |  |
| 5 | Service Provider Management Charges (%) –*indicate percentage* |  | \_\_\_\_% |
| **Total Team remuneration (INR), including Service Provider Management Charges** | | | |

\*will be used for the purpose of calculation and evaluation/comparison of bids

240 = 2 hours a day x 20 days a month x 6 months

1000 = 9 hours a day x 20 days a month x 6 months (rounded off to 1000)

c) On-Call basis

b) Fixed-Hour

|  |  |  |  |
| --- | --- | --- | --- |
| **Sl.No** | **Level of Professional[[6]](#footnote-6)** | **Approx. Number of hours \*** | **Remuneration per hour**  **(MYK)** |
| 1 | Team Leader | 50 |  |
| 2 | IT Technicians | 100 |  |
| 5 | Service Provider Management Charges (%) –*indicate percentage* |  | \_\_\_\_% |
| **Total Team remuneration (INR), including Service Provider Management Charges** | | | |

\*will be used for the purpose of calculation and evaluation/comparison of bids

* Please provide complete breakdown of the Remuneration. UNDP reserves the right to check the pay slips at any time during the contract for the professionals working under this contract and verify if the mandatory statutory compliance are being met.
* These agreed fee rates would be used for any other requirement of additional staff from these categories by UNDP or its project under this contract

**Payment Mechanism:**

Payment would be based on monthly reimbursement method. UNDP would reimburse the monthly invoice for the regular requirement, based on approved duty roster of professionals working under this contract.

For any other ad-hoc requirement or overtime, one separate monthly invoice should be submitted with clear details of the dates, project and requesting note / approving authority from UNDP.

*[Name and Signature of the Service Provider’s Authorized Person]*

*[Designation]*

*[Date]*

1. *No deletion or modification may be made in this form. Any such deletion or modification may lead to the rejection of the Proposal.* [↑](#footnote-ref-1)
2. *The Proposer shall fill in this Form in accordance with the instructions. Apart from providing additional information, no alterations to its format shall be permitted and no substitutions shall be accepted.* [↑](#footnote-ref-2)
3. *The Proposer shall fill in this Form in accordance with the instructions. Apart from providing additional information, no alterations to its format shall be permitted and no substitutions shall be accepted.* [↑](#footnote-ref-3)
4. *No deletion or modification may be made in this form. Any such deletion or modification may lead to the rejection of the Proposal.* [↑](#footnote-ref-4)
5. [↑](#footnote-ref-5)
6. [↑](#footnote-ref-6)