

INTERNATIONAL TELECOMMUNICATION UNION



Request for Proposal (RFP) Ref. No. RFP-S-BDT-2021-028

For the Development of an Analytical Dashboard in Bhutan

BID CLOSING DATE: 11 June 2021 at 15:00 hours (Geneva Time).

This Request for Proposal is published on the United Nations Global Marketplace (www.ungm.org) through a secured web-based e-tendering system (In-tend). All further communication to potential Bidders, including the contract award will be made via In-tend. Unsuccessful bidders will not be informed individually that their Proposal has not been retained.

Geneva, 17 May 2021



CONTENTS

PART I. Notice of Invitation

PART II. General Information

- Section 1.** Definitions
- Section 2.** Solicitation Background Information
- Section 3.** Solicitation Terms and Conditions

PART III. Instructions to Bidders

- Section 4.** Mandatory Information and Documents
- Section 5.** Submission of Requests for Clarification
- Section 6.** Submission of Proposals
- Section 7.** Rejection of Proposals
- Section 8.** Evaluation Criteria and Evaluation Process
- Section 9.** Contract Award
- Section 10.** Future Contractual Obligations
- Section 11.** Other Important Information

PART IV. Terms of Reference

ANNEXES:

- Annex 1:** Company Information Form
- Annex 2:** References Form
- Annex 3:** Formal Declaration
- Annex 4:** ITU General Conditions of Contract for the Provision of Services and Goods
- Annex 5:** Pricing Table



PART I. Notice of Invitation

Dear Sir or Madam,

The International Telecommunication Union (ITU) issues the present Request for Proposal for the appointment of a company responsible for the development of an analytical dashboard in Bhutan.

For more information about the detailed Services to be performed please see **Part IV** to the Request for Proposal ("Terms of Reference").

Bidders must be aware that any contract resulting from this Request for Proposal shall contain the ITU General Conditions of Contract for the Provision of Services and Goods (**Annex 4**), this Solicitation Document, the successful bidder's Proposal and any other specific terms and conditions detailed herein.

The present Request for Proposal is issued by means of a secured web-based e-tendering tool (In-tend) which is interfaced with the United Nations Global Marketplace (UNGM). To access the Request for Proposal Document, address any correspondence to ITU, consult any updates, and submit a Proposal, Bidders must be registered in UNGM (at least at the Basic registration level) following the Bidder Registration Process at the following link:

<https://www.ungm.org/Account/Account/Login?ReturnUrl=%2fVendor%2fRegistration>.

Bidders may contact UNGM technical support (registry@ungm.org) for assistance during the registration process.

Bidders requiring any clarification about the Solicitation Document, or the solicitation process itself, shall submit their queries in writing only via In-tend's "*Correspondence*" tool by the deadline of **26 May 2021 at 15:00 hours (Geneva Time)**. A consolidated and anonymous list of all queries received, together with ITU's answers, will be published on In-tend.

Proposals must be submitted electronically as a searchable PDF file via In-tend by the deadline of **Friday, 11 June 2021 at 15:00 hours (Geneva Time)** as prescribed in **Section 6** below.

Bidders are informed that the available budget for this project amounts to a maximum of USD 30,000.

ITU reserves the right to amend the Request for Proposal prior to the Bid Closing Date. Accordingly, Bidders shall check periodically if any amendments or communications have been posted on In-tend.

Yours faithfully,

Sira Montero Aparicio
Procurement Division
Financial Resources Management Department
International Telecommunication Union

Geneva, 17 May 2021



PART II. General Information

Section 1. Definitions

In this Request for Proposal, the following definitions shall apply:

- a) **“ITU”** or the **“Union”** means the International Telecommunication Union.
- b) **“Solicitation”** and **“Solicitation Document”** means this Request for Proposal, all Parts and Annexes hereto, as well as all amendments to any of the foregoing.
- c) **“Bidder(s)”** refers to any legal entity that may submit, or has submitted, a Proposal for the provision of the Services described herein.
- d) **“Proposal(s)”** refers to the Bidder(s) response to the Solicitation, including the technical and commercial response as well as all other documentation the Bidder is required to provide to ITU.
- e) **“Contract”** means the legally binding written agreement entered into between ITU and the contractor for the provision of the Services described in this Solicitation.
- f) **“UNGM”** means the United Nations Global Marketplace.
- g) **“In-tend”** means the secured web-based e-tendering solution used by ITU, interfaced with UNGM and used for the issuance of this Solicitation, correspondence and clarifications with Bidders, as well as for Proposals submission.
- j) **“Resources”** means the Bidder’s personnel proposed for the provision of the Services described in the Terms of Reference (**Part IV**).

Section 2. Solicitation Background Information

2.1 The International Telecommunication Union

ITU is the leading United Nations agency for information and communication technology. ITU allocates global radio spectrum and satellite orbits, develops the technical standards that ensure networks and technologies seamlessly interconnect, and strives to improve access to ICTs to underserved communities worldwide. ITU is committed to connecting all the world's people, wherever they live and whatever their means. ITU protects and supports everyone's fundamental right to communicate. Today, ICTs underpin everything we do. They help manage and control emergency services, water supplies, power networks and food distribution chains. They support health care, education, government services, financial markets, transportation systems, e-commerce platforms and environmental management. And they allow people to communicate with colleagues, friends and family anytime, and almost anywhere. With the help of ITU global membership, ITU brings the benefits of modern communication technologies to people everywhere in an efficient, safe, easy and affordable manner. ITU membership reads like a Who's Who of the ICT sector. ITU is unique among UN agencies in having both public and private sector membership. In addition to its 193 Member States, ITU membership includes ICT regulators, many leading academic institutions and some 700 tech companies. In an increasingly interconnected world, ITU is the single global organization embracing all players in this dynamic and fast-growing sector.

ITU is planning to develop an analytical dashboard for up to ten (10) identified digital government services to support the Royal Government of Bhutan (RGoB) at Prime Minister’s Office to undertake informed data-driven decisions and to allow easy interpretation of data to identify new opportunities to implement more effective strategies based on insights extracted from data coming from those different



digital government services. The dashboard should provide real-time monitoring for analyzing the status of data collected, provide interactive visualization to communicate high-level information to decision-makers, and provide the necessary alerts. Digital services to be selected will be informed by government of Bhutan based on existing high-priority digital government services.

2.2 Solicitation Purpose

The International Telecommunication Union (ITU) issues the present Request for Proposal (RFP) for the appointment of a company responsible for the development of an analytical dashboard for the government of Bhutan.

Section 3. Solicitation Terms and Conditions

3.1 Remuneration for the preparation of the Proposals

ITU will make no payment whatsoever to any Bidder for the preparation and submission of its Proposal and for any costs incurred in that respect. In particular ITU will not refund costs incurred by unsuccessful bidders.

3.2 Validity of the Proposal

Proposals shall remain valid for a minimum period of 60 days.

3.3 Confidentiality

Any information, including but not limited to data, clarifications and documents, provided by ITU in relation to this Solicitation shall be kept strictly confidential by the Bidder and shall not be revealed to any third party without prior express written permission of ITU. The same applies after the conclusion of the Solicitation process and during the execution of the Contract. ITU will treat as confidential the content of the Proposals.

3.4 Errors and Omissions

Bidders will not be permitted to take advantage of any ambiguities, errors or omissions found in the present Solicitation Document. Should ambiguities, errors or omissions be found, the Bidder shall notify ITU accordingly.

3.5 Amendments to the Solicitation Document

ITU reserves fully the right, for any reason and whether at its own initiative or in response to a request for clarification, to amend this Solicitation Document prior to the Bid Closing Date. In order to grant reasonable time in which to take the amendments into account in preparing the Proposals, ITU may extend the Bid Closing Date set in **Section 6.1** below. Consequently, Bidders shall check periodically if amendments or other important communications from ITU have been posted through In-tend.

3.6 Available budget

Bidders are informed that the available budget for this project amounts to a maximum of USD 30,000.00.



PART III. Instructions to Bidders

Section 4. Mandatory Information and Documents

4.1 To be taken into consideration, the Proposal shall be drafted in the English language and shall be structured in two different sections:

4.1.1 TECHNICAL PROPOSAL (Technical envelope)

No commercial information or prices shall be included in the Technical Proposal. Failure to comply with this rule will lead to disqualification of the Proposal.

The Technical Proposal shall include, at a minimum, the following mandatory information and documents:

- a) a duly completed Company Information Form (Annex 1) which shall also be provided for each subcontractor, if any, including a certificate of incorporation issued by the relevant government registry confirming the due incorporation and valid existence of the company;
- b) a duly completed **Annex 2**, including include a minimum of three (3) client references including contact name, phone number, e-mail address, internet address and a detail description of work performed within the past five (5) years. These references should be for the provision of services of similar scope, size, and complexity as the project proposed in the Solicitation. ITU reserves the right to contact, as it sees fit, the clients mentioned;
- c) a presentation of the company and any of its subcontractors' (if applicable) indicating: (i) a summary of the Bidder's overall professional profile; (ii) the Bidder's successful experience implementing similar projects in terms of size and complexity;
- d) the Bidder's proposed methodology for the development of the Website. The methodology proposed should demonstrate that the Bidder understands the scope of the work;
- e) A detailed proposal describing the development of the work (structure, design and the content) of the website including presentation of all deliverables as per Point 6 of the Terms of Reference (Part IV) as well as the time plan;
- f) the structure of the project team proposed, including the name and roles of each Resource proposed and indicating the category(ies) of Services that would be provided by each of them;
- g) the CV of each Resource proposed, including at a minimum: (a) name, title and current job description; (b) a description of their general professional background and experience; (c) a description of their experience on website development (d) their precise qualifications, experience and certifications related to the respective task they shall perform in the framework of this project; and (e) their capabilities of working and communicating in the English language, including any diplomas proving the Resource's fluency in this language;
- h) a description of the maintenance, system documentation, and technical support package proposed by the Bidder;
- i) a description of the training proposed by the Bidder for administrators and the staff including at a minimum the scope and time frame;
- j) a minimum of three (3) examples (including a description and direct links) of Websites developed by the Resources proposed for the project;
- k) a description of the means of communication proposed by the Bidder to use during project implementation;



- l) a Formal Declaration (**Annex 3**), signed by the Bidder's authorized legal representative and bearing the Bidder's official stamp/seal, certifying that all the terms and conditions of the Proposal, including all its financial terms, will remain valid for a minimum period of 60 days;
- m) the ITU General Conditions of Contract for the Provision of Services and Goods (**Annex 4**) duly signed by the Bidder's authorized legal representative and bearing the Bidder's official stamp/seal, certifying its acceptance of all its Articles and Sub-Articles. Any comments should be clearly indicated in the Proposal and indicated in the Annex 4. Only the comments included in the Bidder's Proposal may be considered by ITU.

4.1.2 COMMERCIAL PROPOSAL (Commercial envelope)

The Commercial Proposal shall include, at a minimum, the following mandatory information and documents:

- a) the Bidder's Firm **Fixed** Rates proposed for each category of Services described in **Part IV** ("Terms of Reference") by submitting a completed **Annex 5** "Pricing Table".

All prices quoted should:

- i. be indicated in a precise and unequivocal manner;
 - ii. be Firm and Fixed for the term of the Contract;
 - iii. be quoted in **US Dollars (USD)** only and be exclusive of all taxes, including Value Added Tax (VAT) in accordance with Article 30 of the ITU General Conditions of Contract for the Provision of Services and Goods (**Annex 5**);
 - iv. be inclusive of any administrative charges and overheads, including but not limited to fees, accommodation and travel costs, insurances, levies, etc., if and as applicable. No price variations will be allowed.
- b) indicate whether the Bidder would be available to start the performance of the Services within two weeks from Contract signature.
 - c) a copy of the Solicitation Document duly signed at page no. 21 and initialed on each page by the Bidder's authorized legal representative and bearing the Bidder's official stamp/seal certifying its acceptance of all terms and condition hereof.

4.2 By submitting a Proposal the Bidder certifies that ITU, for contracts resulting from this Solicitation, is not being charged more than other clients for similar Services within similar circumstances.

4.3 Bidders are expected to examine all corresponding instructions, forms, terms and specifications contained in this Solicitation Document. Bidders shall submit only the information that is relevant to this project. Any information irrelevant to the project will not be considered. In addition to the compulsory elements of each Proposal listed in **Section 4.1** above, the Bidder may append any document or provide any information it considers necessary.

Section 5. Submission of Requests for Clarification

5.1 Any requests for clarification shall be made **in writing only** via the "Create New Correspondence" interface available in the left-hand menu of In-tend platform by the deadline of **Friday, 26 May 2021 at 15:00 hours (Geneva Time)**.

5.2 Only ITU's written responses to the queries received as prescribed in **Section 5.1** above will be considered an integral part of the Solicitation document and will be taken into consideration in the



subsequent evaluation process. The consolidated table containing the Bidder's queries (without mention to the question's source) and ITU's responses will be distributed via *email*. The timing for distribution of ITU's answers will depend on the complexity and the number of queries received.

- 5.3 Bidders shall refrain from contacting ITU's Development Bureau (BDT) during the solicitation process and shall be aware that failure to comply with this rule will lead to disqualification.

Section 6. Submission of Proposals

- 6.1 **BID CLOSING DATE:** Proposals shall be submitted as **searchable PDF file** via In-tend "**Return**" interface by the deadline of **11 June 2021 at 15:00 hours (Geneva Time)**.
- 6.2 Bidders shall be aware that the uploading of large PDF electronic files may take time and as such they must allow sufficient time to fully transmit all files prior to the Bid Closing Date.
- 6.3 Bidders are solely responsible for ensuring that their Proposal is duly submitted before the Bid Closing Date.
- 6.4 Bidders may modify or replace their Proposal prior to the expiration of the Bid Closing Date. Bidders may withdraw their Proposal after submission, provided that a written notice of the withdrawal is received by ITU prior to the Bid Closing Date.

Section 7. Rejection of Proposals

- 7.1 ITU reserves the right to reject any Proposal transmitted in ways other than as the indicated in **Section 6.1** above. In particular, ITU reserves the right to reject any Proposal if the electronic files are corrupt, contain a virus or are unreadable for any reason.
- 7.2 Any Proposal which does not meet the requirements described in **Part IV**, is incomplete or fails to meet the conditions of this Solicitation Document shall be rejected by ITU.
- 7.3 Failure to include any one of the documents and information listed in **Section 4.1** above or to complete the required forms and Annexes fully and correctly may, at the sole discretion of ITU, entail the automatic rejection of the Proposal as a whole.
- 7.4 ITU reserves fully the right not to select any Proposal received pursuant to the Solicitation and negotiate separately with any other source whatsoever or call for a second solicitation process.
- 7.5 Following the Bid Closing Date and during the evaluation process, ITU reserves the right to contact Bidders individually for clarifications of Proposals (technical and/or commercial). Any change to the Proposal however will not be permitted. In such an event, failure to respond to the request for clarifications, or respond to such request out of time, may result in disqualification.
- 7.6 ITU reserves the right to reject all or part of the Proposals received in good and due form, without being bound in any way to communicate its reasons to the Bidders, who shall have no right of recourse against the final decision of ITU.



Section 8. Evaluation Criteria and Evaluation Process

8.1 ITU's evaluation of the Proposals will be based on the following Pass/Fail assessment:

Pass/Fail Criteria	
PF.1	<ul style="list-style-type: none"> Compliance with Mandatory Requirements for Bidder's experience as per Point 9 of the Terms of Reference (Part IV)
PF.2	<ul style="list-style-type: none"> Compliance with Mandatory Requirements of the Terms of Reference (Part IV).
PF.3	<ul style="list-style-type: none"> Provision of at least one year warranty for any Developments introduced by the Bidder as per the Terms of Reference (Part IV)
PF.4	<ul style="list-style-type: none"> Provision of a duly completed Annex 1 Company Information Form
PF.5	<ul style="list-style-type: none"> Provision of a duly completed Annex 2 References Form
PF.6	<ul style="list-style-type: none"> Provision of a duly completed Annex 3 Formal Declaration
PF.7	<ul style="list-style-type: none"> Provision of a duly completed Annex 4 ITU General Conditions of Contract for the Provision of Services and Goods
PF.8	<ul style="list-style-type: none"> Provision of a duly completed Annex 5, submitting Fixed Prices.

8.2 Bidders not complying with all the Pass/Fail criteria listed above will be disqualified.

8.3 Bidders will be assessed against the following Evaluation criteria:

Point Scale Technical Criteria (80 points)	
TC.1	Quality of Dashboard solutions developed by the Resources
TC.2	Experience and qualifications of the Lead developer
TC.3	Experience and qualifications of the team proposed
TC.4	Quality of the solution proposed of the analytical dashboard including: <ul style="list-style-type: none"> - Quality of Maintenance and technical support services proposed including Response time to respond to requests for technical support. - Quality of Training services proposed.
TC.5	Bidder's proposed methodology for the Development of the analytical dashboard including timeline to deliver the objectives

8.4 Based on Technical Evaluation of Proposals, only shortlisted Bidders attaining at least 55 points will be considered for the commercial evaluation. Shortlisted Bidders will be assessed against the following Evaluation Criteria:



Point Scale Commercial Evaluation Criteria (20 points)	
CC.1	<ul style="list-style-type: none">Fixed Price for the provision of the Website required, including the provision of Training Services.
CC.2	<ul style="list-style-type: none">Fixed Price for the provision of maintenance and technical support services.
CC.3	<ul style="list-style-type: none">Hourly rates for the provision of Additional Development Services.

- 8.5** All Proposals received by the Bid Closing Date and submitted in the form prescribed in the Solicitation Document will be evaluated in an exhaustive and impartial manner by ITU in accordance with the instructions and requirements indicated in the Solicitation.
- 8.6** ITU may seek clarifications from Bidders during the evaluation process. Any change to the Proposal however will not be permitted.
- 8.7** No information concerning the examination and evaluation of Proposals or recommendation relating to the award shall be communicated to any Bidder or to any other person whatsoever.

Section 9. Contract Award

- 9.1** The Contract will be awarded to the qualified Bidder, whose Proposal, all factors considered, is the most responsive to the requirements set forth in this Solicitation document and is the Best Value for Money for ITU.
- 9.2** The Bidder whose Proposal is retained will be notified of ITU's decision via In-tend's "Correspondence" tool. Bidders should be aware that no legal obligation will exist between ITU and the successful Bidder until a Contract is signed. ITU reserves the right to cancel any intention of contract award, should the Resources proposed by the successful Bidder in its Proposal be removed from the project prior to the signature of the Contract.
- 9.3** After due signature of the Contract between ITU and the successful bidder, ITU will publish the Contract award on UNGM. Letters of regret will be sent to the unsuccessful bidders to inform them that their Proposal has not been retained.
- 9.4** As a steward of public funds, ITU awards contracts through fair and effective competition. Unsuccessful bidders can request information about the assessment of their Proposals in writing (PROC@itu.int).

Section 10. Future Contractual Obligations

10.1 Applicable Contractual Documents

Bidders must be aware that the Contract shall contain the ITU General Conditions of Contract for the Provision of Services and Goods (**Annex 4**), this Solicitation Document, the successful bidder's Proposal and any other specific terms and conditions detailed herein.

10.2 Contract Initiation and Term

The successful Bidder shall be ready to start the execution of the Contract in July 2021.



Upon completion **deliverable 14.1** and during the Term of the Contract, the successful Bidder could be asked to provide further Development Services at ITU's request. It should be noted that ITU reserves the right not to request any additional Services upon Completion of **deliverable 14.1** (see Part IV "Terms of Reference").

10.3 Title and Ownership

All title and ownership to all Deliverables developed by the successful Bidder within the framework of the Contract, including the application source code, shall vest in ITU.

10.4 Place

All Services could be performed remotely.

10.5 Working Language

The working language for provision of the Services including all documentation to be provided within the framework of the Contract, shall be the English language. At least one staff member of the Bidder's project team shall be fluent in Arabic.

10.6 Subcontracting

The successful Bidder shall be **solely** responsible, financially and otherwise, for all risks, damages, costs and expenses in relation to the hiring of subcontractors for the performance of the tasks described in this Solicitation. Upon signature of the Contract, the successful Bidder shall not assign, transfer, pledge or make any other disposition of any of its rights or obligations without the prior written approval of ITU. ITU reserves fully the right to refuse any subcontractor(s) proposed by the Bidder.

10.7 Certificate of General Liability Insurance

Within ten (10) days following the signature of the Contract, the successful Bidder shall provide ITU with an *original* certificate of general liability insurance covering the company, at a minimum, for; (a) *civil responsibility*; and (b) *work accidents*. Failure to provide the original insurance certificate within the deadline established by ITU shall entail Contract termination with immediate effect at no cost or expense for ITU. A *copy* of the certificate of general liability insurance must, however, be provided with the Proposal (see **Section 4.1.2**).

10.8 Payment Terms

Payments will be made within thirty (30) days from ITU's receipt of the relevant invoice and following the contractor's satisfactory delivery and ITU's acceptance of the relevant Service.

Section 11. Other Important Information

11.1 Ethical Standards

ITU requires that all Bidders observe the highest standard of ethics during the solicitation process and the execution of the work. Prospective Bidders shall be aware that ITU enforces a zero-tolerance policy concerning proscribed practices, including corruption, fraud, coercion, collusion, unethical behaviour and obstruction. ITU adheres to the **UN Supplier Code of Conduct** which may be consulted at <http://www.un.org/Depts/ptd/about-us/un-supplier-code-conduct>. Prospective Bidders hereby



understand and accept that any submission sent to ITU constitutes agreement to abide by, observe and fully cooperate with the application of subject Code of Conduct. Accordingly, any company that is found to have undertaken unethical, unprofessional or fraudulent activities will be suspended or forbidden from continuing business relations with ITU.

ITU supports the **UN Global Compact Initiative** (<http://www.unglobalcompact.org/index.html>), a strategic policy initiative for businesses that are committed to aligning their operations and strategies with ten universally accepted principles in the areas of human rights, labour, environment and anti-corruption. ITU encourage all Bidders to sign up with the UN Global Compact Initiative.

ITU encourages prospective Bidders to avoid and prevent conflicts of interest by disclosing to ITU if the Bidder, or any of its affiliates or personnel, were involved in the preparation of these requirements, designs, specifications, cost estimates, and other information contained in this Solicitation.

Bidders shall not offer gifts or hospitality to ITU staff members. Recreational trips to sporting or cultural events, transportation or invitations to lunches or dinners are also prohibited.

11.2 Entire Solicitation Document

This Solicitation Document supersedes all prior communications, written or oral, between ITU and any Bidders with respect to the subject matter. Bidders shall take into consideration in the preparation of their Proposals the information and requirements provided in this Solicitation Document only. All Parts and Annexes herein shall form an integral part of this Solicitation Document.

11.3 Privileges, Immunities and Facilities

Nothing contained in, or related to this Solicitation Document, shall be deemed or constitute a waiver, express or implied, of the privileges, immunities and facilities, which ITU enjoys by virtue of the international agreements and national laws applicable to it.



PART IV. Terms of Reference

1. BACKGROUND

ITU is calling for proposal to develop an analytical dashboard for up to ten (10) identified digital government services to support the Royal Government of Bhutan (RGoB) at Prime Minister's Office to undertake informed data-driven decisions and to allow easy interpretation of data to identify new opportunities to implement more effective strategies based on insights extracted from data coming from those different digital government services. The dashboard should provide real-time monitoring for analyzing the status of data collected, provide interactive visualization to communicate high-level information to decision-makers, and provide the necessary alerts. Digital services to be selected will be informed by government of Bhutan based on existing high-priority digital government services.

Applicants may propose developing or customizing software, leveraging on the existing e-Government platforms of RGoB or to use already existing Business Intelligence and data visualization tools that exist already in the market to rapidly collect, organize, and analyze government data.

The proposal should also include the train-the-trainer of IT officers, who would be responsible for maintaining the dashboard and making amendments.

2. REQUIREMENTS

- Build the business requirements and system information for developing a dashboard comprising of identified priority indicators. The business requirements should specify the domains and data required, what data exist and where, structure of the data, any data sharing regulations.
- The interactive dashboards will be based on up to 10 indicators generated in the first phase of the project taking into account the priority needs and data availability.
- Build and develop IT decision support systems compatible with the latest technologies, and should interoperate with existing e-Government Interoperability Framework (e-GIF). The application should be available on desktop with the possibility to scale it up later to be used from anywhere, at any time and compatible with various devices and different operating systems.
- High standard security should be taken in consideration and apply different levels of security and permission, starting from system administrators and ending with the end user. It should also comply with national requirements in this regard.



- Develop application interface that accesses existing data and enables users easily upload data at any time and from anywhere and integrate these data with the main database of the system.
- Prepare, clean and integrate data, performing necessary operations and preparing them in their final form.
- Develop models and algorithms needed for data analysis.
- Install and configure tools and licenses for functioning the decision support systems.
- A data reporting function should generate charts, including in standard and customized reporting formats. Reports should be able to be exported in editable formats and PDF.
- Training and knowledge transfer to the project team.
- Maintenance and support to the system for 6 months.

3. PROPOSAL COMPONENTS

The submitted proposal should include the following:

1. Company profile including services and experience in business intelligence and data analytics field. The company should have his officer and technical support team based in Bhutan (ideally in Thimphu).
2. Technical proposal that describes the technical solution, technologies and tools will be used to build and develop the complete solution.
3. The methodology will be approached to deliver the complete solution with high standards and best practices.
4. The project plan that clarifies tasks break down with estimated timeline for each task, where the complete project should be between 1 to 6 months.
5. The financial proposal includes main components of the technical solution, price, and mention related terms and conditions.
6. The training and knowledge transfer plan to make sure project team got the needed skills in using dashboards without technical knowledge.
7. The maintenance and support plan needed to make sure that system is working properly.



BIDDER'S DECLARATION OF ACCEPTANCE OF THE SOLICITATION DOCUMENT

By submitting a Proposal, the Bidder thereby agrees to abide by all the terms and conditions set forth in this Solicitation Document Ref. No RFP-S-BDT-2021-028, including all its Parts and Annexes.

Certified as accurate:

Bidder's seal: _____ **Place and date:** _____

Signature of the Bidder's legally authorized representative: _____