



INTERNATIONAL TELECOMMUNICATION UNION



Request for Proposal RFP-S-BDT-2023-002

For the Development, implementation, and maintenance of a “Consent Building Block”



Subject: Development, implementation, and maintenance of a “Consent Building Block”
Request for Proposal: RFP-S-BDT-2023-002

Date: 02 February 2023

Dear Madam/Sir,

The International Telecommunication Union (“ITU”) is pleased to invite your company to submit a Proposal for the Development, implementation, and maintenance of a “Consent Building Block”, and as further described in the Terms of Reference in **Annex V**.

To enable you to prepare and submit a technical and financial proposal (“Proposal”), please find enclosed the following Annexes:

- Annex I: Instructions to Bidders
- Annex I-A: Acknowledgement of receipt
- Annex II-A: Certificates to be submitted by the Bidder
- Annex II-B: Declaration Form to be signed by the Bidder
- Annex II-C: Bidder’s Information Form
- Annex II-D: Recent References
- Annex II-E: Technical Proposal
- Annex II-F: Model CVs template
- Annex II-G: Comments on ITU General Conditions
- Annex III: Financial Proposal
- Annex IV: ITU General Conditions of Contract
- Annex V: Terms of Reference
- Annex V-A: Consent Building Block Specifications

Please note that the deadline for your Proposal to be received by the ITU is **no later than 14 March 2023 at 15:00 Geneva Time**. Late Proposals shall be rejected.

You may submit a Proposal to the ITU provided that your organization is qualified, able and willing to deliver the services specified in this RFP.

Participation in this RFP indicates acceptance of the ITU General Conditions of Contracts provided in Annex IV. Any proposed modifications and/or reservations to this annex must be stated in your proposal and will be subject to further review before a contract can be concluded with you.

You are kindly requested to acknowledge receipt of this RFP and to indicate whether or not you intend to submit a Proposal by returning the form in Annex I-A.

We look forward to receiving your Proposal.

Yours sincerely,

Zoran Cikic
Head Procurement Division
International Telecommunication Union



INSTRUCTIONS TO BIDDERS

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1 INTRODUCTION

1.1 General

These instructions are provided for general information for the preparation of the Proposal. The Bidder is expected to examine all corresponding instructions, forms, terms, and specifications contained in the RFP documents. Failure to comply with these documents will be at the Bidder's risk and may affect the evaluation of the Proposal concerned.

1.2 Cost of Proposal

The Bidder shall bear all costs associated with the preparation and submission of the Proposal. The ITU will in no case be responsible or liable for those costs, regardless of the outcome of the solicitation.

1.3 Estimated RFP Schedule Summary

- | | |
|--|----------------------|
| • RFP Release date: | 02 February 2023 |
| • Clarification questions, if any, must be submitted by: | 15 February 2023 |
| • Publication of ITU's answers | 22 February 2023 |
| • Deadline for Submission of Proposals: | 14 March 2023 |
| • Estimated Contract Signature Date: | May 2023 |

1.4 Clarification Questions

A prospective Bidder requiring any clarification on the RFP documents may notify the ITU in writing only via the “Create New Correspondence” interface available in the left-hand menu of the e-tendering system (“In-tend”).

The ITU's response will be provided in writing to any request for clarification received by the estimated deadline indicated in paragraph 1.3 above. The ITU answers, including the questions without identifying the source of inquiry, will be published on In-Tend as an Addendum N° 1 to the RFP and as a single response to all potential Bidders or only to the Bidders that have attended the mandatory site visit, if any.

Bidders are advised to log into the In-tend immediately upon receipt of such notification in order to be promptly informed of any change that may have occurred following the clarifications provided.

2 BIDDING CONDITIONS

2.1 Submission and Receipt of Proposals

This 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 Solicitation document, address any correspondence to ITU, consult any updates and submit a



proposal, bidders must firstly register with UNGM platform (at least Basic registration level) following the Vendor Registration Process:

<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. Once registered and logged-in on UNGM, select "Tender Notices" on the left menu, click on "Show More Criteria" and insert "ITU" in the "UN Organization" field. A list of ITU's recently published solicitations will appear.

All bidders already registered on UNGM as ITU providers must verify that all provided contact details are updated.

2.2 "Double Envelope"

Bidders are reminded that the "Double Envelope" system applies to this tender.

Therefore, bidders must upload their TECHNICAL and FINANCIAL Proposals in two independent, separate, and clearly marked files (one e-envelope shall contain the Technical Proposal only, and another e-envelope shall contain the Financial Proposal only).

The documents that are part of the Technical and Financial components shall be uploaded by clicking on "Attach Documents", after selecting the relevant component (technical or financial) from the drop-down menu "Envelope".

Bidders must ensure that no financial document is uploaded in the technical component of their offers as this may result in their disqualification from the tender process.

The ITU strongly recommends that Bidders begin the upload of their proposal's components sufficiently in advance the submission deadline to allow for a complete upload of their proposal.

It is Bidders' responsibility to make sure that their proposals are submitted in due course. All proposals received after the submission deadline will not be considered.

The ITU reserves the right to extend the submission deadline. Should this happen, the ITU will notify all Bidders in writing.

Proposals submitted in person, by mail, facsimile (fax), electronic mail (email), or transmitted using the functionality "Correspondence" in the In-tend system are **not** acceptable. The ITU reserves the right to reject any proposals which do not comply with the submission instructions.

Bidders acknowledge and accept that:

- Lodgement of large electronic files may take time and as such they must allow sufficient time to fully transmit all files prior to the closing time;
- ITU shall not be liable for the loss, damage, destruction, or corruption of any expression of interest or proposal;



- Bidders are advised that until the expiration of the tender submission deadline, ITU may not discover corrupted or unreadable files submitted via In-tend;
- Faults in the Bidders’ own systems are not the responsibility of the ITU, and no extension of the submission deadline and time will be granted on this basis; and
- The Server Clock displayed on In-tend shall govern the date/time.

2.3 Official Language, Currency, and Tax Exemption

The Proposal and all correspondence and documents related to the Proposal shall be written in the English language.

All prices shall be quoted in United States of America Dollars (USD).

The International Telecommunication Union (ITU) is a specialized agency of the United Nations System. In view of Section 9 and 10 of the Convention on the Privileges and Immunities of the Specialized Agencies of the United Nations adopted by the General Assembly of the United Nations on 21 November 1947, the ITU enjoys tax (including VAT) exemption.

2.4 Correspondence

Any communication in connection with this RFP should be done through In-tend in the UNGM platform, by using the functionality “**Correspondence**”. Bidders are requested **not** to contact the ITU after the submission deadline. Bidders in breach with this instruction may be disqualified.

2.5 No Consultation

A Bidder shall not:

- consult, communicate or agree with any other Bidder or competitor, with regard to price or any other matter related to the RFP for the purpose of restricting competition;
- disclose its price, directly or indirectly, to any other Bidder or competitor, except in the case of provision of standard public price lists;
- make any attempt to induce any other person or organization to submit or not to submit a Proposal for the purpose of restricting competition.

If a Bidder is found to be in breach of any of these instructions, the ITU reserves the right to exclude the Bidder from the procedure and reject its proposal.

Nothing in this paragraph shall restrict the right of a Bidder to form a joint venture, a consortium, a partnership, or an association for the purpose of submitting a joint proposal.



2.6 Contract Conditions

- 2.6.1 Bidders are expected to examine carefully and comply with all instructions, certificates, ITU General Terms and Conditions of Contracts and Scope of Work contained in these RFP documents.
- 2.6.2 By submitting a Proposal, the Bidder accepts in full and without restriction these instructions. The Bidder also accepts the ITU General Conditions of Contracts in Annex IV being relied on for this bidding procedure and resulting contract, irrespective of the provisions of the Bidder's own conditions of sale, which it hereby waives. Comments on the ITU General Conditions of Contracts, if any, must be submitted with the Technical Proposal; Refer to Section 3.1 below.
- 2.6.3 The ITU reserves the right to reject without further comment any Proposal which does not accept the ITU Privileges and Immunities as delineated in the General Terms and Conditions of Contract set out in Annex IV.

2.7 Incomplete Proposals

ITU may reject a Proposal that does not provide all the information requested which is necessary for assessment of the Proposal by the ITU.

2.8 Modifications and withdrawal of Proposals

Before the submission deadline, Bidders have the option to modify their submissions by using the functionality **"Modify my return"** of ITU In-tend available on UNGM platform. Bidders may withdraw their Proposal after submission, provided that written notice of the withdrawal is received by ITU prior to the submission deadline.

2.9 Material Change(s) in Circumstances

Bidders shall use the ITU In-tend functionality **"Correspondence"** to inform the ITU of any change(s) of circumstances arising during the RFP process including, but not limited to:

- a change affecting any declaration, accreditation, license or approval; or
- major re-organizational changes, company re-structuring, a take-over, buy-out or similar event(s) affecting the operation and/or financing of the Bidder or its major sub- contractors.

2.10 RFP Documents

The RFP documents and any specifications, plans, drawings, patterns, samples, or information issued or furnished by the ITU, are issued solely for the purpose of enabling a Proposal to be completed and may not be used for any other purpose. The RFP documents and any additional information provided to Bidders shall remain the property of the ITU.



2.11 Responsibility in case of consortium

In the case of a consortium, the composition of the consortium shall be clearly presented in the Technical Proposal and shall not be modified during the tender process. The Consortium Leader shall be the signatory of any contract and represent the other members.

2.12 Sub-Contracting

If sub-contracting of work to be undertaken as a result of this RFP is permitted, the ITU reserves the right to approve any sub-contractor that was not included in the RFP Technical Proposal and request a copy of the sub-contracting agreement between the Bidder and its sub-contractor(s).

2.13 Proposal Validity and Amendment

Proposal shall be valid for a period of one hundred and twenty (120) calendar days after the proposals receipt deadline stated in paragraph 1.3 above. The ITU reserves the right to request an extension of the period of validity of Proposals, and to modify or exclude any of the terms of this RFP, at its sole discretion.

Any amendments to the RFP documents will be published via the ITU In-tend in UNGM. An automatic notification will be sent to all bidders that have expressed interest in participating in the tender. The ITU invites interested Bidders to log into ITU In-tend immediately after receiving such notification in order to be promptly informed of any change occurred.

2.14 Errors and Omissions

The Bidders will not be permitted to take advantage of any ambiguities, errors or omissions in the present document. Should ambiguities, errors or omissions be found, the Bidder is responsible to notify ITU as soon as possible and before the deadline for proposals submission. After that date, the ITU reserves his right to disregard any communication of ambiguities, errors or omissions.

3 CONTENT OF THE PROPOSAL

Each Proposal shall comprise the following documents:

3.1 TECHNICAL COMPONENT (Annex I-A, Annexes II-A, B, C, D, E, F and G)

The Bidder is requested to submit in the **Technical Component** the following mandatory Annex I-A, to Annexes II A- F.

The Bidders must provide all information, documents, certificates, or statements as requested and complete all Forms for a Proposal to constitute a valid offer, which is a prerequisite for subsequent evaluation.



a) Acknowledgment of receipt by the Bidder (Annex I-A)

The Bidder shall complete this form as requested.

b) Certificates to be submitted by the Bidder (Annex II-A)

The Bidder shall attach to this Annex all requested documents. The absence or invalidity of a document may lead to the rejection of the Proposal.

c) Bidder’s Declaration Form (Annex II-B)

The Bidder, and any bidding partners and/or associates, shall sign this form as requested.

d) Bidder’s Information Form (Annex II-C)

The Bidder shall complete this form as requested. Each member of the entity submitting a Proposal, and any subcontractors, shall complete this “Bidder Information Form”.

e) Recent References (Annex II-D)

The Bidder shall complete this form as requested. The Bidder must provide details of three contracts entered during the past five (5) years that are similar in nature to that which will arise from this RFP.

f) Technical Proposal (Annex II-E)

- (1) The Bidder shall use this Annex II-E to describe how it intends to meet the requirements described in the RFP documents and in particular the Terms of Reference provided in Annex IV;
- (2) In preparing its Proposal, the Bidder shall review all RFP requirements, including any document referred to in the RFP documents, and will reflect its understanding of and approach to meeting these requirements in the Proposal;
- (3) In preparing the Technical Proposal, the Bidder shall provide details of the proposed project methodology and implementation and management plan as well as CVs of key personnel (Project Lead and Project Team) which will deliver the services or the works specified in this RFP;
- (4) The Bidder may also add any other document and information to demonstrate its technical and professional capacities and competencies to fulfill the requirements as specified in the Terms of Reference.

g) Model CV Template (Annex II-F)

The bidder shall use this Annex to provide CV details of all the proposed human resources towards this RFP.

h) Comments on ITU General Conditions (Annex II-G)

The Bidder can use this Annex to list any comments on the ITU General Conditions of Contracts and propose alternate text. If the Bidder does not submit this Annex with its Technical Proposal, the ITU will consider that the Bidder agrees and accepts the ITU General Conditions of Contracts.

3.2 FINANCIAL COMPONENT (Annex III)

Bidders are requested to submit their financial proposal separately (**Financial Component**). The financial proposal should be presented in the format provided in **Annex III**.



Financial proposals must be established and submitted net of any direct taxes or customs duties. As an international organization, the ITU is exempt from all taxes and duties.

The ITU is not bound to accept the lowest priced offer from any Bidder, nor give any reason for rejecting a proposal.

4 EVALUATION OF PROPOSALS AND CONTRACT AWARD

4.1 Preliminary Evaluation

Prior to the detailed evaluation of each Proposal, the ITU will undertake a preliminary examination.

Proposals may not be considered for further evaluation in cases where:

- a) They are incomplete (i.e. do not include all required documents as specified in chapter 3.1 above);
- b) The Proposal is not signed by the duly authorized individual of the organization/company;
- c) Technical and financial documents have not been submitted separately and/or pricing information is included in the Technical Component, as specified in Annex I, Instructions to Bidders, paragraph 2.2: Submission and Receipt of Proposals;

4.2 Evaluation Process and Criteria

Each Technical Proposal will be evaluated by an Evaluation Panel to determine compliance with the requirements specified in this RFP.

A two-stage procedure will be utilized in evaluating the Proposals, with evaluation of each Technical Proposal being completed prior to any Financial Offer being opened and compared. Financial Offers will be opened only for Bidder submissions that meet or exceed the minimum technical score of seventy (70) percent of the obtainable technical score during the evaluation of Technical Proposals. Where the assessment of a Technical Proposal results in the minimum specified score not being achieved, the corresponding Financial Offer will not be eligible for further consideration.

Each Technical Proposal is evaluated on the basis of its responsiveness to the Terms of Reference.

The Proposals will be evaluated according to the criteria described below:

- a) Bidder’s relevant expertise and experience
- b) Qualification and experience of proposed Project Lead and Project Team (In addition, submit CVs as per the given format)
- c) Proposed methodology and implementation plan, including Timeline of the Services
- d) Technical compliance with the Terms of Reference
- e) Overall cost



The process of evaluating the proposals will be based on the following percentage combination of Technical and Financial elements:

	Percentage
Technical Proposal	70 %
Financial Offer	30 %
Total	100%

4.3 Award of the Contract

The ITU will award the contract to the Proposal (Technical and Financial) which represents best value for money, i.e. achieving the highest overall score.

The ITU reserves the right to accept or reject any Proposal in whole or in part, to annul the solicitation process and reject all Proposals at any time prior to the issue of the contract, without thereby incurring any liability to the affected Bidder(s) or any obligation to provide information on the grounds for the ITU’s decision(s).

The award of the contract arising from this RFP will be made at the absolute discretion of the ITU. The ITU’s decision to award the contract to a preferred Bidder is final and shall not be questioned by any other Bidder.

The Contract or the benefit of the Contract shall not be assigned, sub-contracted or otherwise transferred by the successful Bidder in whole or in part, without ITU’s prior written consent, to be given at its sole discretion.

4.4 Debriefing

The ITU is committed to ensuring that all its bidding processes are conducted in a fair and transparent manner. A Bidder who participated in a formal ITU solicitation process and who would like to receive clarifications on his/her unsuccessful proposal (“debriefing”), must submit a request by email to oumou.diallo@itu.int copy to PROC@itu.int , within ten (10) days after receiving the ITU notification of regret. The Procurement Division will contact the Bidder upon receipt of the request to organize a debriefing session.

The purpose of the debriefing is to discuss the strengths and weaknesses of Bidder’s proposal. The ITU will not disclose any technical or financial information relating to offers received by other Bidders who participated in the solicitation, nor the evaluation scores or other details from the tender process.

4.5 Data Protection

ITU is committed to protecting the personal data it processes and respecting the right to privacy of individuals. ITU has endorsed the [UN Personal Data Protection and Privacy Principles of 2018](#), which it applies when processing personal data of bidders/vendors/suppliers who choose to participate in



ITU's procurement process. Please read the full text of the Privacy Notice on

<https://www.itu.int/en/procurement/Pages/default.aspx>

For any questions or requests concerning the processing of your personal data by ITU as a bidder/vendor/supplier participating in ITU's procurement activities please contact PROC@itu.int



ACKNOWLEDGEMENT OF RECEIPT

To be returned by using the ITU In-tend functionality “Correspondence” in the United Nations Global Marketplace (“UNGMP”) platform

REQUEST FOR PROPOSAL N°: **RFP-S-BDT-2023-002**

☐ WE ACKNOWLEDGE RECEIPT OF ALL TENDER DOCUMENTS FOR THE ABOVE-MENTIONED
REQUEST FOR PROPOSAL

☐ WE INTEND TO SUBMIT A PROPOSAL

☐ WE WILL NOT SUBMIT A PROPOSAL FOR THE FOLLOING REASONS:

.....
.....

Company Name (in capital letters):

.....

Representative Name (in capital letters) and Position:

.....

Tel./e-mail:

Signature and Date:



CERTIFICATES TO BE SUBMITTED BY THE BIDDER

The Bidder shall provide in this Annex II-A the following certificates:

- Certificate of Incorporation issued by the relevant government registry confirming the due incorporation and valid existence of the company;
- Certificate(s) confirming that obligations relating to the payment of social security contributions and/or the payment of taxes in accordance with the legal provisions of the country in which the Bidder is established have been fulfilled; and



BIDDER’S DECLARATION FORM

The 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 behavior 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 the mentioned 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.

With respect to its proposal submitted in response to ITU’s Request for Proposal mentioned above, the Bidder hereby certifies that:

1. The prices in its proposal have been established independently without consultation, communication or agreement with any other competitor or potential competitor with a view to restricting competition;
2. No attempt has been made or will be made by the Bidder to influence any other bidder, organization, partnership or corporation to either submit or not submit a proposal;
3. The Bidder will not offer, solicit or accept, directly or indirectly, any gratuity, gift, favor, entertainment, promises of future employment or other benefits to or from ITU staff members;
4. The Bidder (parent company and/or subsidiaries) is not identified on, or associated with any individual, groups, undertaking and entities identified on, the list established pursuant to UN Security Council Resolution 1267 (Consolidated List which can be found at the website: <https://www.un.org/securitycouncil/content/un-sc-consolidated-list>);
5. The Bidder (parent company and/or subsidiaries) will not use the funds received under any contract with the ITU to provide support to individuals, groups, undertakings or entities associated with terrorism;
6. The Bidder (parent company and/or subsidiaries) is not the subject of any form of sanction imposed by an organization or body within the United Nations System, including the World Bank.



Definitions of terms used in this declaration:

“Coercive practice” is impairing or harming, or threatening to impair or harm, directly or indirectly, another or the property of another to influence improperly the actions of another.

“Collusive practice” is any conduct or arrangement between two or more bidders, designed to achieve an improper purpose, including to influence improperly the actions of another or to set prices at an artificial level or in a non-competitive manner.

“Conflict of interest” is a situation that gives rise to an actual, potential or perceived conflict between the interests of one party and another.

“Corrupt practice” is the offering, giving, receiving or soliciting, directly or indirectly, of any advantage, in order to influence improperly the actions of another.

“Fraudulent practice” is any act or omission, including a misrepresentation, that knowingly or recklessly misleads, or attempts to mislead, another to obtain a financial or other benefit or to avoid an obligation.

The undersigned certifies to be duly authorized to sign this Declaration on behalf of the Bidder.

COMPANY STAMP

Signature:

Name:

Position:

Tel.:

E-mail:

Date:



BIDDER’S INFORMATION FORM

1. SUBJECT	
Request for Proposal:	RFP-S-BDT-2023-002
Requirements:	Development, implementation, and maintenance of a “Consent Building Block”

2. PROPOSAL SUBMITTED BY A SINGLE ECONOMIC OPERATOR	
Bidder:	[Insert Full Name of the entity submitting a Proposal]

3. BIDDER INFORMATION ¹	
Corporate Name:	
Legal Status:	
Authorized Capital:	
Headquarters Address:	
Place of Business Address:	
Telephone:	
Fax:	
Trade Registered N°:	
VAT N°:	
UNGM Registration N°:	
Date established:	
Permanent Workforce:	
Number of Secondary Offices:	
Names of Main Managerial Staff:	1) 2) 3)
Names and Job Positions of Person Authorized to represent the Company:	1) 2) 3)

¹ Each member of the consortium must submit this information



Certification (if any):	
Accreditation (if any):	[Type and Validity]

Turnover, Net Income for the past Three Financial Years:				
[Currency]	Year 1 [i.e. 2020]	Year 2 [i.e. 2021]	Year 3 [i.e. 2022]	Average
Turnover				
Net Income (+/-)				
Comments				

4. SUMMARY OF WORK DISTRIBUTION			
	Name	Scope of Work/Tasks/Sub-Tasks	Percentage (%) (Non-financial)
[Bidder]			
[if applicable]			
[Sub-contractor]			
[Sub-contractor]			
[Sub-contractor]			

COMPANY STAMP

Signature:

Name:

Position:

Tel.:

E-mail:

Date:



RECENT REFERENCES
RELEVANT EXPERIENCE WITHIN THE PAST FIVE YEARS

The Bidder shall provide in this Annex II-C the references as requested in chapter 3.1 c) of the Instructions to Bidders in Annex I.

The bidders shall provide a minimum of three (3) references for projects completed within the past five years, including contact details and a detailed description of the work performed in those projects (by providing the information included in the form below.).

These references should be for the provision of services of similar scope, size, and complexity as the project proposed in this RFP.

	Client Name, Location, and Date of Execution	Description of the Project and the works/services performed	Contract Value (Currency)	Contact Details for Reference Check (Name, Tel./e-mail)
1				
2				
3				

Bidders are reminded that the references provided may be checked and the outcome of their feedback taken in consideration during the technical evaluation. Bidders must ensure that the provided contact details of the proposed referees are complete, detailed and updated.

ANNEX II-E

TECHNICAL SUBMISSION

- (1) The Bidder shall use this Annex II-E to describe how it intends to meet the requirements described in the RFP documents and in particular the Terms of Reference provided in Annex V.
- (2) In preparing its Proposal, the Bidder shall review all RFP requirements, including any document referred to in the RFP documents, and will reflect its understanding of and approach to meeting these requirements in the Proposal.
- (3) In preparing the Technical Proposal, the Bidder shall provide the following details:
 - a) proposed project methodology and implementation and management plan, including:
 - Project management and monitoring approach for the project.
 - Risk Management Plan.
 - Exit Management Plan.
 - b) CVs of key personnel which will deliver the services, or the works specified in this RFP.
 - c) Consent Building Block proposed solution:
 - a. Describe the extent by which the delivered solution will cover (or not) the functionalities and requirements as per the GovStack Consent Building Block Specifications document described in Annex V-A.
 - b. Describe the customization that will be implemented if using an already existing product/solution.
 - c. Describe the development of any additional requirements/functionalities that are required but missing in the GovStack Specs document including Open API specifications.
 - d. Describe technologies used and the extent to which the proposed solution adopts Open Source and other relevant good technical practices such “Microservices architecture”, the use of docker files and containers for scalability and re-usability, etc.
 - e. Project implementation and resource deployment plans based on an agile methodology.
 - f. Proposed Work Plan including time schedule for all the activities and deliverables.
 - g. Project Management and monitoring approach for the project
 - h. Risk Management Plan (as per the Project Management Institute definition; RBS Level 0,1 &2)
 - i. Exit Management Plan (inclusive of project handover deliverables, documentation, knowledge transfer)



- (4) The Bidder may also include in this Annex other document and information to demonstrate its technical and professional capacities and competencies to fulfil the requirements as specified in the Terms of Reference.

Notes:

- It is important to note that all deliverables are to be implemented and demonstrated using preferably, and as much as possible, Open-Source products.
- Contractors, who have already developed a similar “Consent” product/solution/platform and are willing to customize it as per the need of the GovStack specifications are preferable.
- At the start of the project, the contractor/service provider and the client will meet to clarify expectations of the project, technical platform for the cooperation, roles and responsibilities and project schedule.
- In addition, the first meeting serves to clarify content-related questions about the problem, goal definition, requirements, and other contextual information.



ANNEX II-F

Model of Curriculum Vitae

In preparing the Technical Proposal, the Bidder shall provide CVs of key personnel (Project Lead and Project Team) which will deliver the services, or the works, specified in this RFP. Bidders are encouraged to propose a gender-balanced team.

The Bidder must complete and include in its Technical Proposal this form for each key personnel proposed for the project.

Name:	Date of birth:
Gender:	Nationality:
Educational background :	Professional qualifications (related to the RFP):
Role in the project:	
Date of initiation of services in the company:	Years of experience:
General description of her/his professional experience:	
Specific experience in similar projects as the one of the present RFP:	
<u>Project manager related experience:</u> No. of years of experience with details of project and team size, Project Life Cycle (PLC) processes adopted, roles and responsibilities, contributions, achievements and type of challenges resolved. Relevant Technical and Domain knowledge and field experience in product development, quality assurance, delivery management and customer support.	



<p><u>Technical:</u> Role, length of experience focused in Software application design / development / API level integration/test automation /documentation/ implementation and validation, Web Hosting and maintenance, customer support etc. Project size and duration, type of deliverables, responsibilities, team size, individual contributions, achievements. Software engineering tools, languages and process experience.</p>
<p>Languages knowledge:</p>
<p>Other information:</p>

Notes:

- The proposed candidature must be willing to work with diversified stakeholders in a team environment.
- The experience shall specify the activities actually carried out by the consultant.
- Please use additional pages if necessary.



COMMENTS ON ITU GENERAL CONDITIONS OF CONTRACT

The Bidder can use this Annex to list any comments on the ITU General Conditions of Contracts and propose alternate text. If the Bidder does not submit this Annex with its Technical Proposal, the ITU will consider that the Bidder agrees and accepts the ITU General Conditions of Contracts.

Article	Current Text	Proposed Language

COMPANY STAMP & DATE

Name:

Position:

Signature:

Date :



FINANCIAL OFFER

TO BE RETURNED ON BIDDER'S LETTERHEAD

Having examined this Request for Proposal including its Annexes, and having examined all conditions and factors which might in any way affect the cost or time of performance thereof, we, the undersigned, offer to execute and complete the Services, in accordance with the ITU General Terms and Conditions of Contracts for the following Total Lump Sum Contract Price, all expenses included, and net of any direct taxes or customs duties and other taxes:

1. Financial Proposal

Requirements	Description	Amount USD (VAT excluded)
1	Design, Development, and Implementation of a "Consent Building Block" as specified in point 2 of the TORs (Annex V)	
2	Validation of the CONS-BB as specified in point 3 of the TORs (Annex V)	
3	Integration of CONS-BB in Sandbox as specified in point 4 of the TORs (Annex V)	
4	Training as specified in point 5 of the TORs (Annex V)	
5	One year Technical Support and operation as specified in point 5 of the TORs (Annex V)	
TOTAL AMOUNT USD VAT excluded		

Attached to this Annex is the proposed detailed cost breakdown for each Task/Activity of the Requirement 1. Design, development, and implementation, as further detailed in the Terms of Reference in Annex V, including price per each man hour and workload per Task/Activity.



2. Additional Services

Compensation for any additional services to this RFP shall be calculated based on the rates provided below:

Profile	Daily Rate in USD (Excluding VAT)	Monthly Rate in USD (Excluding VAT)
Project Lead		
Senior Consultant		
[Etc.....Insert Title]		

COMPANY STAMP

Signature:

Name:

Position:

Tel. / E-mail:

Date:



ITU General Conditions of Contract for the Provision of Services and Goods

1. Legal status of the parties

1.1. The Contractor shall be considered as having the legal status of an independent contractor vis-à-vis ITU. The Contractor's representatives, personnel and sub-contractors shall not be considered in any respect as being the employees or agents of ITU, and the Contractor shall be solely responsible for all claims arising out of or relating to its engagement of such persons or entities.

1.2. Under no circumstances may the Contractor, its representatives, personnel and/or sub-contractors claim any of the privileges, immunities and facilities enjoyed by ITU, in order to obtain any exemption from, or reimbursement for, costs related to any taxes, duties, fees or levies whatsoever, which may be imposed upon them in connection with the Contract or otherwise, or to be immune from any claim or judicial process arising out of the performance of the Contract, for which the Contractor shall assume full responsibility, or brought against them on any other grounds.

2. Non-exclusivity

Unless otherwise specified in the Contract, ITU shall have no obligation to purchase any minimum quantities of goods or services from the Contractor, and ITU shall have no limitation on its right to obtain goods or services of the same kind, quality and quantity described in the Contract, from any other source at any time.

3. Source of instructions

Unless agreed upon in writing and in advance with ITU, the Contractor shall neither seek nor accept instructions from any authority external to ITU in connection with the performance of its obligations under the Contract. Should any authority external to ITU seek to impose any instructions concerning or restrictions on the Contractor's performance under the Contract, the Contractor shall promptly notify ITU and provide all reasonable assistance required by ITU. The Contractor shall refrain from any action which may adversely affect the interests of ITU and shall fulfill its commitments with the fullest regard to the interests of ITU.

4. Contractor's responsibility for its employees

To the extent that the Contract involves the provision of any services to ITU by the Contractor's officials, employees, agents, servants, subcontractors and other representatives (collectively, the Contractor's "personnel"), the following provisions shall apply:

4.1. The Contractor shall be responsible for the professional and technical competence of the personnel and will select, for work under the Contract, reliable individuals who will perform effectively in the implementation of the Contract, respect the local laws, regulations, rules and ordinances promulgated by the competent authorities, as well as the local customs, and conform to a high standard of moral and ethical conduct.

4.2. Such Contractor Personnel shall be professionally qualified and, if required to work with officials or staff of ITU, shall be able to do so effectively. The qualifications of any personnel whom the Contractor may assign or may propose to assign to perform any obligations under the Contract shall be substantially the same, or better, as the qualifications of any personnel originally proposed by the Contractor.

4.3 At the sole discretion of ITU:

4.3.1. the qualifications of personnel proposed by the Contractor (e.g., a curriculum vitae) may be reviewed by ITU prior to such personnel's performing any obligations under the Contract;

4.3.2. any personnel proposed by the Contractor to perform obligations under the Contract may be interviewed by qualified staff or officials of ITU prior to such personnel's performing any obligations under the Contract; and

4.3.3. in cases in which, pursuant to **Section 4.3.1 or 4.3.2**, above, the ITU has reviewed the qualifications of such Contractor's personnel, the ITU may reasonably refuse to accept any such personnel.

4.4. Without prejudice to the above and written request of ITU stating the reasons therefore, the Contractor shall remove any member of its personnel and shall replace, if necessary, such member by another one acceptable to ITU. The Contractor shall submit to ITU sufficiently in advance the curriculum vitae of the person it envisages to newly designate, who shall meet the standard requirements stated in this Section, for ITU's consideration and approval, which shall not be unreasonably withheld or delayed by the latter. Costs and additional expenses resulting from such removal of any member of the Contractor's personnel and/or that of its sub-contractor(s) and his replacement shall be at the Contractor's own expense. Such removal shall not be considered, in and of itself, as termination in part or in whole of the Contract between ITU and the Contractor, and ITU shall not bear any liability in respect of such withdrawn or replaced personnel. If a request for the withdrawal or replacement of the Contractor's personnel is not based upon a default by or failure on the part of the Contractor to perform its obligations in accordance with the Contract, the misconduct of the personnel, or the inability of such personnel to reasonably work together with ITU officials and staff, then the Contractor shall not be liable by reason of any such request for the withdrawal or replacement of the Contractor's personnel for any delay in the performance by the Contractor of its obligations under the Contract that is substantially the result of such personnel's being withdrawn or replaced.

4.5. Nothing in this Section shall be construed to create any obligations on the part of ITU with respect to Contractor's personnel assigned to perform work under the Contract, and such personnel shall remain the sole responsibility of the Contractor.

4.6. In cases where the Contractor is required to perform any obligations to premises or other property of ITU, the Contractor shall be responsible for requiring that all personnel assigned to perform such obligations:

4.6.1. undergo and comply with security screening requirements made known to the Contractor by ITU, including, but not limited to, a review of any criminal history;

4.6.2. when within the ITU premises or on ITU property, display such identification as may be approved and furnished by ITU security officials, and that upon the withdrawal or replacement of any such personnel or upon termination or completion of the Contract, such personnel shall immediately return any such identification to ITU.



4.7. All operations of the Contractor, including, without, limitation, storage of equipment, materials, supplies and parts, within ITU premises or on ITU property shall be confined to areas authorized or approved by ITU. The Contractor's personnel shall not enter or pass through and shall not store or dispose of any of its equipment or materials in any areas within ITU premises or on ITU property without appropriate authorization from ITU.

5. Assignment

The Contractor shall not assign, transfer, pledge or make other disposition of the Contract or any part thereof, or any of the Contractor's rights, claims or obligations under the Contract except with the prior written consent of ITU.

6. Subcontracting

In the event the Contractor requires the services of sub-contractors to perform any obligations under the Contract, the Contractor shall obtain the prior written approval and clearance of ITU for all such sub-contractors. ITU shall be entitled, in its sole discretion, to review the qualifications of any subcontractors and to reject any proposed subcontractor that ITU reasonably considers is not qualified to perform obligations under the Contract. Any such rejections or request for removal shall not, in and of itself, entitle the Contractor to claim any delays in the performance, or to assert any excuses for the non-performance, of any of its obligations under the Contract, including those performed by its subcontractors. The approval by ITU of a sub-contractor shall not relieve the Contractor of any of its obligations under the Contract. The terms of any sub-contract shall be subject to and in conformity with the provisions of the Contract.

7. ITU officials not to benefit

The Contractor warrants that no official, representative, employee or other agent of ITU has received or will be offered by the Contractor any direct or indirect benefit arising from the Contract or any other contract with ITU or the award thereof, or for any other purpose intended to gain an advantage for the Contractor. The Contractor agrees that breach of this provision is a breach of an essential term of the Contract.

8. Non-employment of respective personnel

Neither ITU nor the Contractor shall, during the period of one year following the completion of all Contractor's obligations, either employ or consider employment of any member of the personnel of the other Party without the prior written approval of the latter.

9. Observance of the law

The Contractor shall comply with all laws, ordinances, rules, and regulations bearing upon the performance of its obligations under the Contract.

10. Contractor warranties concerning performance

10.1. In addition to and without limiting any other warranties, remedies or rights of ITU stated in or arising under the Contract, the Contractor warrants and represents that:

10.1.1 it has the legal right and authority to enter into the Contract and to observe and perform fully its obligations set forth therein, and that its performance will not conflict with or violate any commitment, agreement, or understanding it has or will have to or with any third party;

10.1.2. it shall perform its obligations in good faith and in the best interest of ITU, in accordance with the highest professional standards, and that its performance of obligations under the Contract will meet the specifications, timeframes and related requirements set forth therein;

10.1.3. it has obtained and shall maintain, in full force and effect, all authorizations, licenses, certificates, permits, and insurance necessary or required, as the case may be, to perform its obligations;

10.1.4 in performing its obligations under the Contract, the Contractor will not violate any applicable laws, regulations nor will infringe, violate or misappropriate any copyright, patent, trade secret, trademark or other intellectual property or proprietary right held by any third party.

10.2. If the Contractor's performance does not meet the requirements referred to in the Contract and these General Conditions, the Contractor will, promptly and at its own expense, correct all defects and non-conformities.

10.3. If any defect or failure in the performance of the Contractor cannot be rectified by remedial measures within the reasonable period set by ITU, the Contractor will be considered to be in default and in addition to exercising any suspension or termination rights set forth in the Contract, ITU shall have the right to independently replace or repair the Services and the Contractor will be obligated to reimburse ITU for all the additional costs so incurred, including by deduction or otherwise, against future amounts owed by ITU to the Contractor.

11. Contractor warranties concerning labor

11.1. The Contractor represents and warrants to ITU that, during the term of this Contract, the Contractor will abide by, observe and comply with in all respects all laws, statutes, rules, regulations and legal requirements applicable in respect of the Contractor personnel.

11.2. Without limiting the generality of the foregoing, the Contractor represents and warrants to ITU that, at all times and in all circumstances relevant to the performance of the Contract, and in respect of the Contractor Personnel, the Contractor will abide by, observe and comply with the following principles concerning rights which are subject of the relevant international labor standards of the International Labor Organization:

11.2.1. the right of workers, without distinction, to establish or join organizations of their own choosing, to be protected against anti- union discrimination and to bargain collectively;

11.2.2. prohibition of forced or compulsory labor in all its forms; equal remuneration for men and women for work of equal value;

11.2.3. equality of opportunity and treatment in respect of employment and occupation without discrimination on grounds of race, color, sex, religion, political opinion, national extraction or social origin and such other ground as may be recognized under the national law of the country or countries where the performance, in whole or in part, of the contract takes place;

11.2.4. prohibition of the employment of children below fourteen (14) years of age or, if higher than fourteen (14), the minimum age of



employment permitted by the law of the country or countries where the performance, in whole or in part, of the contract takes place, or the age of the end of compulsory schooling in that country or countries, whichever is higher;

11.2.5. prohibition of the employment of persons under the age of eighteen (18) for work that, by its nature or the circumstances in which it is carried out, is likely to harm the health, safety or morals of such persons under the age of eighteen (18);

11.2.6. payment of wages in legal tender, at regular intervals, in full and directly to the workers concerned;

11.2.7. provision of wages, hours of work and other conditions of work, including social security, at least as favorable as those established by collective agreement, arbitration award or applicable laws or regulations for work of the same character in the trade or industry concerned in the area where work is carried out; and

11.2.8. adequate safety and health standards in the workplace(s) where work is carried out.

12. Indemnification

12.1. The Contractor shall indemnify, hold and save harmless, and defend, at its own expense, ITU, its officials, agents, servants and employees from and against all suits, proceedings, claims, demands, losses and liability of any nature or kind brought by a third party against ITU, including, but not limited to, all litigation costs and expenses, attorney's fees, settlement payments and damages, based on, arising out or relating to:

12.1.1. allegations or claims that the possession of or use by ITU of any patented device, any copyrighted material, or any other goods, property or services provided or licensed to ITU under the terms of the Contract, in whole or in part, constitutes an infringement of any patent, copyright, trademark, or other intellectual property right of any third party; and,

12.1.2. acts or omissions of the Contractor, or the Contractors' representatives, employees, officers, agents, servants or subcontractors, in the performance of the Contract.

12.2. The indemnity set forth in **Section 12.1.1**, above, shall not apply to a claim of infringement resulting from the Contractor's compliance with specific written instructions by ITU directing a change in the specifications for the goods, property, materials, equipment or supplies to be or used, or directing a manner of performance of the Contract or requiring the use of specifications not normally used by the Contractor.

12.3. ITU shall advise the Contractor about any such suits, proceedings, claims, demands, losses or liability within a reasonable period of time after having received actual notice thereof. The Contractor shall have sole control of the defense of any such suit, proceeding, claim or demand and of all negotiations in connection with the settlement or compromise thereof, except with respect to the assertion or defense of the privileges, immunities and facilities of ITU or any matter relating thereto, for which only ITU itself is authorized to assert and maintain. ITU shall have the right, at its own expense, to be represented in any such suit, proceeding, claim or demand by independent counsel of its own choosing.

12.4. In the event the use of any goods, property or services provided or licensed to the ITU by the Contractor, in whole or in part, in any suit or proceeding, is for any reason enjoined, temporarily or permanently, or is found to infringe any patent, copyright, trademark or other intellectual property right, or in the event of a settlement, is enjoined, limited or otherwise interfered with, then the Contractor, at its sole cost and expense, shall, promptly, either:

12.4.1. procure for ITU the unrestricted right to continue using such goods or services provided to ITU;

12.4.2. replace or modify the goods or services provided to ITU, or part thereof, with the equivalent or better goods or services, or part thereof, that is non-infringing; or

12.4.3. refund to ITU the full price paid by ITU for the right to have or use such goods, property or services, or part thereof.

12.5. The obligations under this Section do not lapse upon termination or completion of the Contract.

13. Insurance and liability

13.1. The Contractor shall pay ITU promptly for all loss, destruction, or damage to the property of ITU caused by the Contractor's personnel or by any of its subcontractors or anyone else directly or indirectly employed by the Contractor or any of its subcontractors in the performance of the Contract.

13.2. Prior to commencement of performance of any other obligations under the Contract, the Contractor shall provide and thereafter maintain for the entire term of the Contract, for any extension thereof, and for a period following any termination of the Contract, insurance reasonably adequate to deal with losses, and more specifically:

13.2.1. insurance against all risks in respect of its property and any equipment used for the execution of the Contract or any good to be delivered to ITU;

13.2.2. workmen's compensation insurance, or its equivalent, or employer's liability insurance, or its equivalent, with respect to its employees sufficient to cover all claims for injury, death and disability, or any other benefits required to be paid by law, in connection with the performance of the Contract;

13.2.3. liability insurance in an adequate amount to cover any and all third party claims, including but not limited to, claims for death or bodily injury, products and completed operations liability, or loss of or damage to property, arising from or in connection with the Contractor's performance under the Contract, including, but not limited to, liability arising out of or in connection with the acts or



omissions of the Contractor, its personnel, agents, servants or sub-contractors during the performance of the Contract, of any vehicles, boats, airplanes or other transportation vehicles or other equipment, whether or not owned by the Contractor; and,
13.2.4 such other insurance as may be agreed upon in writing between ITU and the Contractor.

13.3. Except for the workmen's compensation insurance, the insurance policies under **this Section 13** shall:

13.3.1. name ITU as additional insured;

13.3.2. include a waiver of subrogation of the Contractor's rights to insurance carrier against ITU; and,

13.3.3. provide that ITU shall receive at least a thirty (30) calendar days written notice from the Contractor's insurance carrier prior to any cancellation or change of coverage.

13.4. The Contractor's liability policies shall also cover subcontractors and all defense costs and shall contain a standard "cross liability" clause.

13.5. The Contractor shall maintain the insurance taken out under the Contract with reputable insurers that are in good financial standing and that are acceptable to ITU. Prior to the commencement of any obligations under the Contract, the Contractor shall provide ITU with evidence, in the form of certificate of insurance or such other form as ITU may reasonably require, that demonstrates that the Contractor has taken out insurance in accordance with the requirements of the Contract. ITU reserves the right, upon written notice to the Contractor, to obtain copies of any insurance policies or insurance program descriptions required to be maintained by the Contractor under the Contract. Notwithstanding the provisions of **Section 13.3**, above, the Contractor shall promptly notify the ITU concerning any cancellation or material change of insurance coverage required under the Contract.

13.6. The Contractor acknowledges and agrees that neither the requirement for taking out and maintaining insurance as set forth in the Contract nor the amount of any such insurance, including, but not limited to, any deductible or retention relating thereto, shall in any way be construed as limiting the Contractor's liability arising under or relating to the Contract.

14. Encumbrances and liens

The Contractor shall not cause or permit any lien, attachment or any other encumbrances by any person to be placed on file or to remain on file in any public office or on file with ITU against any monies due or that may become due for any work done or against any goods supplied or materials furnished under the Contract, or by reason of any other claim or demand against the Contractor.

15. Title to equipment and supplies furnished by ITU

Title to any equipment and supplies that may be furnished by ITU to the Contractor for the performance of any obligations under the Contract shall rest with ITU and any such equipment and supplies, if any, shall be returned to ITU at the conclusion of the Contract or when no longer needed by the Contractor. Such equipment and supplies, when returned to ITU, shall be in the same condition as when delivered to the Contractor, subject to normal wear and tear. The Contractor shall be liable to compensate ITU for the actual costs of any equipment lost, damaged or degraded beyond normal wear and tear.

16. Copyright, patents and other proprietary rights

16.1. Except as otherwise expressly provided in writing in the Contract, ITU shall be entitled to all intellectual property and other proprietary rights including, but not limited to, patents, copyrights, and trademarks, with regard to products, processes, inventions, ideas, know-how, or documents and other materials which the Contractor has developed for ITU under the Contract and which bear a direct relation to or are produced or prepared or collected in consequence of, or during the course of, the performance of the Contract, and the Contractor acknowledges and agrees that such products, documents and other materials constitute works made for hire for ITU.

16.2. To the extent that any such intellectual property or other proprietary rights consist of any intellectual property or other proprietary rights of the Contractor: (i) that pre-existed the performance by the Contractor of its obligations under the Contract, or (ii) that the Contractor may develop or acquire, or may have developed or acquired, independently of the performance or its obligations under the Contract, ITU does not and shall not claim any ownership interest thereto, and the Contractor grants to ITU a worldwide, perpetual, royalty-free license to use such intellectual property or proprietary rights.

16.3. At the request of ITU, the Contractor shall take all necessary steps, execute all necessary documents and generally assist in securing such rights and transferring or licensing them to ITU in compliance with the requirements of the applicable law of the Contract.

16.4. Subject to the foregoing provisions, all maps, drawings, photographs, mosaics, plans, reports, estimates, recommendations, documents, and all other data compiled by or received by the Contractor under the Contract shall be the property of ITU, shall be made available for use or inspection by ITU at reasonable time and in reasonable places, shall be treated as confidential, and shall be delivered only to ITU authorized officials on completion of the work under the Contract.

17. Confidential nature of documents, information and other data

17.1. Documents, information and other data that is considered proprietary by either Party and that is delivered or disclosed by one Party ("Discloser") to the other Party ("Recipient") during the course of performance of the Contract, and that it designates as confidential ("Information"), shall be held in confidence by that Party and shall be handled as follows:

17.2. The Recipient shall:

17.2.1. use the same care and discretion to avoid disclosure, publication or dissemination of the Discloser's Information as it uses with its own similar information that it does not wish to disclose, publish or disseminate; and,

17.2.2. use the Discloser's Information solely for the purposes for which it was disclosed.

17.3. Provided that the Recipient has a written agreement with the following persons or entities requiring them to treat the information confidential in accordance with the Contract and this **Section 17**, the Recipient may disclose Information to:

17.3.1. any other party with the Discloser's prior consent; and,



17.3.2. the Recipient's employees, officials, representatives and agents who have a need to know such information for purposes of performing obligations under the Contract, and employees, officials, representatives and agents of any legal entity that it controls, controls it, or with which it is under common control, who have a need to know such information for purposes of performing obligations under the Contract, provided that, for these purposes a controlled legal entity means:

17.3.2.1. a corporate entity which the Recipient owns or otherwise controls, whether directly or indirectly, over fifty percent (50%) of voting shares thereof; or,

17.3.2.2. any entity over which the Recipient exercises effective managerial control; or,

17.3.2.3. for ITU, a governing organ, or subsidiary organ of ITU established in accordance with the Constitution, the Convention of ITU or any decisions of the ITU Plenipotentiary Conference or of the ITU Council.

17.4. The Contractor may disclose Information to the extent required by law, provided that, subject to and without any waiver of the privileges and immunities of ITU, the Contractor will give ITU sufficient prior notice of a request for disclosure of Information in order to allow ITU to have a reasonable opportunity to take protective measures or such other actions as may be appropriate before such disclosure is made.

17.5. ITU may disclose Information to the extent as required pursuant to the Constitution and Convention of ITU, the rules, decisions, resolutions, and recommendations of its governing organs, or rules promulgated by the Secretary-General.

17.6. These obligations and restrictions of confidentiality shall be effective during the term of the Contract, including any extension thereof, and, unless otherwise provided in the Contract, shall remain effective following any termination of the Contract.

18. Provisions applicable for the purchase of goods

To the extent that the Contract involves any purchase of goods, whether in whole or in part, and unless specifically stated otherwise in the Contract, the following conditions shall apply to any purchases of such goods:

18.1 Delivery, inspection and acceptance of goods

Unless otherwise specified in the Contract, the Contractor shall be solely liable for making all transport arrangements and for payment of freight and insurance costs for the shipment and delivery of the goods in accordance with the requirements of the Contract. No partial shipment shall be accepted by ITU unless previously agreed to by ITU in writing. Risk of loss or damage to the goods shall be borne solely by the Contractor until physical delivery of the goods to ITU or the beneficiary has been completed as stipulated in this Contract. Delivery of the goods shall not be deemed in and of itself as constituting acceptance of the goods. All goods delivered are subject to inspection by ITU or ITU's designated agent(s) at their final destination, and ITU may refuse acceptance of any goods which are not delivered in accordance with the Contract and these General Conditions. ITU may condition the acceptance of goods upon the successful completion of acceptance tests as may be specified in the Contract or otherwise agreed in writing by the Parties. All reasonable facilities and assistance shall be furnished to ITU or its designated inspection agents at no charge therefor. Neither the carrying out of any inspections of the goods nor any failure to undertake any such inspections shall relieve the Contractor of any of its warranties or the performance of any obligations under the Contract.

18.2. Packaging, transportation and freight of the goods

The Contractor shall package the goods for delivery in accordance with the highest standards of export packaging for the type and quantities and modes of transport of the goods. The goods shall be packed and marked in a proper manner and shipped in accordance with the instructions appearing in this Contract or, otherwise, in accordance with the generally accepted commercial standards of packaging for the type of goods specified herein and in accordance with any requirements imposed by applicable law or by the transporters and manufacturers of the goods. Unless otherwise specified in the Contract, the Contractor shall have no right to any return of the packing materials. The original transport documents (e.g. Bill of Lading, Air Waybill, postal-certificate, tax invoice etc.) are to be sent by airmail to the consignees named on the order form, together with a detailed list of the contents of each case or package. Duplicates of these documents with a reference to the Contract are to be sent to ITU, Procurement Division, Place des Nations, CH-1211 Geneva 20, Switzerland, PROC@itu.int immediately and without waiting for the preparation of invoices.

18.3. Warranty of goods

Unless otherwise specified in the Contract, in addition to and without limiting any other warranties, remedies or rights of ITU stated in or arising under the Contract, the Contractor warrants and represents that:

18.3.1. The goods, including all packaging and packing thereof, conform to the specifications of the Contract, are fit for the purposes for which such goods are ordinarily used and for any purposes expressly made known in writing in the Contract, and are of even quality, free from faults and defects in design, material, manufacture and workmanship;

18.3.2. The goods are new and unused and are of the quality, quantity and description required by the Contract, including when subjected to conditions prevailing in the place of final destination;

18.3.3. If the Contractor is not the original manufacturer of the goods, the Contractor shall provide ITU with the benefit of all manufacturers' warranties in addition to any other warranties required to be provided under the Contract;

18.3.4. The goods are free from any right of claim by any third party, including claims of infringement of any intellectual property rights, including, but not limited to, patents, copyright and trade secrets.

All such warranties shall remain effective for a period of at least two (2) years following acceptance of goods, or as otherwise defined in this Contract. During the warranty period, upon written notification to the Contractor by ITU, the Contractor shall, promptly and at its own expense, correct all defects and non-conformities. If the defects and non-conformities cannot be corrected, the Contractor shall, at



Contractor's cost and at the choice of ITU, either replace the defective goods of the same or better quality or remove the defective goods and fully reimburse ITU for the purchase price paid for the defective goods.

18.4. Rejection of goods

Notwithstanding any other rights of, or remedies available to ITU under the Contract, in case any of the goods are defective or otherwise do not conform to the specifications or other requirements of the Contract, ITU, at its sole option, may reject or refuse to accept the goods, and within thirty (30) calendar days following receipt of notice from ITU of such rejection or refusal to accept the goods, the Contractor shall, in the sole option of ITU:

18.4.1. Provide a full refund upon return of the goods, or a partial refund upon a return of a portion of the goods by ITU; or

18.4.2. repair the goods in a manner that would enable the goods to conform to the specifications or other requirements of the Contract; or

18.4.3. replace the goods with goods of equal or better quality; and

18.4.5. pay all costs relating to the repair or return of the defective goods as well as the costs relating to the storage of any such defective goods and for the delivery of any replacement goods to ITU.

In the event that ITU elects to return any of the goods for the reasons specified in this Section, ITU may procure the goods from any third source. In addition to and without prejudice to any other rights or remedies to which ITU may be entitled under the Contract, including, but not limited to, the right to terminate the Contract, the Contractor shall be liable for any additional cost beyond the balance of the Contract price resulting from any such procurement, including, inter alia, the costs for engaging in such procurement, and ITU shall be entitled to compensation from the Contractor for any reasonable expenses incurred for preserving and storing the goods for the Contractor's account. A termination of the Contract by ITU in accordance with this Section shall not give rise to any claim against ITU for compensation for any damages, expenses, costs or losses incurred by the Contractor.

18.5. Title

The Contractor warrants and represents that the goods delivered under the Contract are unencumbered by any third party's title or other property rights, including, but not limited to, any liens or security interests. Unless otherwise expressly provided in the Contract, title in and to the goods shall pass from the Contractor to ITU upon delivery of the goods and their acceptance by ITU in accordance with the requirements of the Contract.

18.6. Export licensing

The Contractor shall be responsible for obtaining any export license required with respect to the goods, products, or technologies, including software, sold, delivered, licensed or otherwise provided to ITU under the Contract. The Contractor shall procure any such export license in an expeditious manner. Subject to and without any waiver of the privileges and immunities of ITU, ITU shall lend the Contractor all reasonable assistance required for obtaining any such export license. Should any Governmental entity refuse, delay or hinder the Contractor's ability to obtain any such export license, the Contractor shall promptly consult with ITU to enable ITU to take appropriate measures to resolve the matter.

19. Publicity and use of the name, emblem, acronym or official seal of ITU

The Contractor shall not advertise or otherwise make public the fact that it is a Contractor with ITU, nor shall the Contractor, in any manner whatsoever use the name, emblem, acronym or official seal of ITU in connection with its business or otherwise.

20. Audit and investigations

20.1. Each invoice paid by ITU shall be subject to a post-payment audit by auditors, whether internal or external, of ITU or the United Nations or by other authorized and qualified agents of ITU or the United Nations at any time during the term of the Contract and for a period of three (3) years following the expiration or prior termination of the Contract. ITU shall be entitled to a refund from the Contractor for any amounts shown by such audits to have been paid by ITU other than in accordance with the terms and conditions of the Contract.

20.2. ITU may conduct investigations relating to any aspect of the Contract or the award thereof, the obligations performed under the Contract, and the operations of the Contractor generally relating to performance of the Contract at any time during the term of the Contract and for a period of three (3) years following the expiration or prior termination of the Contract.

20.3. The Contractor shall provide its full and timely cooperation with any such inspections, post-payment audits or investigations. Such cooperation shall include, but shall not be limited to, the Contractor's obligation to make available its personnel and any relevant documentation for such purposes at reasonable times and on reasonable conditions and to grant to ITU access to the Contractor's premises at reasonable times and on reasonable conditions in connection with such access to the Contractor's personnel and relevant documentation. The Contractor shall require its agents, including, but not limited to, the Contractor's attorneys, accountants or other advisers, to reasonably cooperate with any inspections, post-payment audits or investigations carried out by ITU or the United Nations hereunder.

21. Termination

21.1. Either party may terminate this Contract for cause, in whole or in part, upon thirty (30) calendar days' notice, in writing, to the other party. The initiation of arbitral proceedings in accordance with **Section 29** below shall not be deemed a termination of this Contract.

21.2. ITU may terminate forthwith this Contract at any time by providing written notice to the Contractor in any case which the mandate of ITU applicable to the performance of the Contract or the funding of ITU applicable to the Contract is curtailed or terminated, whether in whole or in part. In such a case the Contractor shall be reimbursed by ITU for all reasonable costs incurred by the Contractor prior to



receipt of the notice of termination. In addition, unless otherwise provided by the Contract, ITU may terminate the Contract without cause upon sixty (60) calendar days' written notice to the Contractor.

21.3. Should the Contractor be adjudged bankrupt, or be liquidated or become insolvent, or should the Contractor make an assignment for the benefit of its creditors, or should a Receiver be appointed on account of the insolvency of the Contractor, or the Contractor offers a settlement in lieu of bankruptcy or receivership, or should ITU reasonably determine that the Contractor has become subject to a materially adverse change in its financial condition that threatens to substantially affect the ability of the Contractor to perform any of its obligations under the Contract, then ITU may terminate this Contract forthwith. The Contractor shall immediately inform ITU of the occurrence of any of the above events.

21.4. In the event of any termination of the Contract, ITU shall be entitled to obtain reasonable written accountings from the Contractor concerning all obligations performed or pending in accordance with the Contract. No payment shall be due from ITU to the Contractor except for work and services satisfactorily performed in conformity with the express terms of this Contract, and only if such work or services were ordered, requested or otherwise provided prior to the Contractor's receipt of notice of termination from ITU or prior to the Contractor's tendering of notice of termination to ITU.

21.5. In the event of any termination of the Contract, the Contractor shall, except as directed by ITU in the notice of termination or otherwise in writing:

21.5.1. take immediate steps to bring the performance of any obligations under the Contract to a close in a prompt and orderly manner, and in doing so, reduce expenses to a minimum;

21.5.2. refrain from undertaking any further or additional commitments under the Contract as of and following the date of receipt of the notice of termination;

21.5.3. place no further subcontracts or orders for materials, services, or facilities, except as ITU and the Contractor agree in writing;

21.5.4. terminate all subcontracts or orders to the extent they relate to the Contract;

21.5.5. transfer title and deliver to ITU the fabricated or unfabricated parts, work in process, completed work, supplies and other material produced or acquired for Contract;

21.5.6. deliver all completed or partially completed plans, drawings, information and other property that, if the Contract had been completed, would be required to be furnished to ITU thereunder;

21.5.7. complete performance of the work not terminated, if any;

21.5.8. take any other action that may be necessary, or that ITU may direct in writing, for the minimization of losses and for the protection and preservation of any property, whether tangible or intangible, related to the Contract that is in the possession of the Contractor and in which ITU has or may be reasonably expected to acquire an interest.

21.6. The provisions of this Section are without prejudice to any other rights or remedies of ITU under the Contract or otherwise.

22. Force majeure; other changes in conditions

22.1. In the event of and as soon as possible after the occurrence of any cause constituting force majeure, the Contractor shall give notice and full particulars in writing to ITU, of such occurrence or change if the Contractor is thereby rendered unable, wholly or in part, to perform its obligations and meet its responsibilities under this Contract. The Contractor shall also notify ITU of any other changes in conditions or the occurrence of any event that interferes or threatens to interfere with its performance of this Contract. On receipt of the notice required under this Section, or upon being directly affected in its fulfilment of its obligation under the Contract by an event constituting Force majeure, ITU shall take such action as, in its sole discretion; it considers to be appropriate or necessary in the circumstances, including the granting to the Contractor of a reasonable extension of time in which to perform its obligations under the Contract.

22.2. If the Contractor is rendered permanently unable, wholly, or in part, by reason of force majeure to perform its obligations and meet its responsibilities under this Contract, ITU shall have the right to suspend or terminate this Contract on the same terms and conditions as are provided for in **Section 21** above, except that the period of notice shall be seven (7) calendar days instead of thirty (30) calendar days.

22.3. Force majeure as used in this Section means any unforeseeable and irresistible act of nature, any act of war (whether declared or not), invasion, revolution, insurrection, or other acts of a similar nature or force, which are beyond the control of either Party, and which neither Party, exercising due care, is able to overcome.

22.4. The Contractor acknowledges and agrees that, with respect to any obligations under the Contract that the Contractor must perform in or for any areas in which ITU is engaged in, preparing to engage in, or disengaging from humanitarian or similar operations, any delays or failure to perform such obligations arising from or relating to harsh conditions within such areas or to any incidents of civil unrest occurring in such areas shall not, in and of itself, constitute Force majeure under the Contract.

23. Modifications

23.1. Only the Head of the Procurement Division of ITU or such other contracting authority as made known to the Contractor in writing, possesses the authority to agree on behalf of ITU to any modification of or change in the Contract, to a waiver of any of its provisions or to any additional contractual relationship of any kind with the Contractor. Accordingly, no modification or change in the Contract shall be valid and enforceable against ITU unless provided by a valid written amendment to the Contract signed by the Contractor and the Head of the Procurement Division of ITU or such other contracting authority.

23.2. If the Contract shall be extended for additional periods in accordance with the terms and conditions of the Contract, the terms and



conditions applicable to any such extended term of the Contract shall be the same terms and conditions as set forth in the Contract, unless the Parties shall have agreed otherwise pursuant to a valid amendment concluded in accordance with **Section 23.1** above.

23.3. The terms or conditions of any supplemental undertakings, licenses, or other forms of agreement concerning the subject matter of the Contract shall not be valid and enforceable against ITU nor in any way shall constitute an agreement by ITU thereto unless any such undertakings, licenses or other forms are the subject of a valid amendment concluded in accordance with **Section 23.1**, above.

24. Severability

Each provision of the Contract constitutes a separate right or obligation. If any provision of the Contract is deleted, varied or declared unenforceable, that provision will be severed and the remainder of the Contract will continue in force regardless.

25. Non-waiver of rights

The failure by either Party to exercise any rights available to it, whether under the Contract or otherwise, shall not be deemed for any purposes to constitute a waiver by the other Party of any such right or any remedy associated therewith, and shall not relieve the Parties of any of their obligations under the Contract.

26. Mines

The Contractor represents and warrants that neither it, its parent entities (if any), nor any of the Contractor's subsidiaries or affiliated entities (if any) is engaged in the sale or manufacture of anti-personnel mines or components utilized in the manufacture of anti-personnel mines.

27. Anti-terrorism

The Contractor agrees to undertake all reasonable efforts to ensure that none of the funds received from ITU under this Contract are used to provide support to individuals or entities that: (i) are associated with terrorism, as included in the list maintained by the Security Council Committee established pursuant to Resolution 1267 (1999) and 1989 (2011); or (ii) are the subject of sanctions or other enforcement measures promulgated by the United Nations Security

28. Essential terms

The Contractor acknowledges and agrees that each of the provisions in **Sections 3, 4, 5, 6, 7, 9, 10, 11, 17, 26, 27** hereof constitutes an essential term of the Contract and that any breach of any of these provisions by the Contractor shall entitle ITU, in addition to and without limiting any other remedies or rights, to terminate the Contract immediately upon notice to the Contractor, without ITU bearing any liability for termination charges or any other liability of any kind.

29. Settlement of disputes and governing law

The Parties shall use their best efforts to amicably settle any dispute, controversy, or claim arising out of the Contract or the breach, termination, or invalidity thereof. Where the Parties wish to seek such an amicable settlement through conciliation, the conciliation shall take place in accordance with the procedure agreed between the Parties in writing. In the case of failure of such negotiations, the dispute shall be settled by a sole arbitrator to be nominated at the request of either of the Parties by the Court of Arbitration of the International Chamber of Commerce (ICC). The place of arbitration shall be Geneva. The language of arbitration shall be English. The arbitration shall be carried out in accordance with the Rules of Arbitration of the International Chamber of Commerce, as at present in force. The applicable substantive law shall be Swiss law. The arbitrator's ruling shall be binding and final upon the Parties and any recourse against this ruling to any court or tribunal shall be excluded.

30. Privileges, immunities and facilities

30.1. Nothing in or related to the Contract shall constitute a waiver, express or implied, of any of the privileges, immunities and facilities which ITU enjoys by virtue of the international agreements and national laws applicable to it.

30.2. Section 9 of the Convention on the Privileges and Immunities of the Specialized Agencies of the United Nations adopted by the General Assembly of the United Nations on 21 November 1947 provides, inter alia, that ITU is exempt from all direct taxes, except charges for public utility services, and is exempt from customs restrictions, duties, and charges of a similar nature in respect of articles imported or exported for its official use. In the event any governmental authority refuses to recognize the exemptions of ITU from such taxes, restrictions, duties, or charges, the Contractor shall immediately consult with ITU to determine a mutually acceptable procedure. The Contractor authorizes ITU to deduct from the Contractor's invoices any amount representing such taxes, duties or charges, unless the Contractor has consulted with ITU before the payment thereof and ITU has, in each instance, specifically authorized the Contractor to pay such taxes, duties, or charges under written protest. In that event, the Contractor shall provide ITU with written evidence that payment of such taxes, duties or charges has been made and appropriately authorized, and ITU shall reimburse the Contractor for any such taxes, duties, or charges so authorized by ITU and paid by the Contractor under written protest.

TERMS OF REFERENCE

Background

In 2020, International Telecommunication Union (ITU), Estonia, GIZ, and the Digital Impact Alliance (DIAL) launched the “GovStack initiative” to accelerate national digital transformation and digitalization of government services for the achievement of Sustainable Development Goals (SDGs) by 2030. The initiative aims to build a common framework and technical practice for the design of reusable and interoperable digital components – referred to as “digital building blocks” – needed to digitally transform governments. By investing in digital building blocks which are easier to design, implement, and scale across sectors, GovStack is set out to help governments simplify the cost, time, and resource requirements necessary to create or modify their digital platforms, services, and applications. The initiative will support countries looking to implement their overall digital government transformation strategies by facilitating the development and scaling up of digital services that are cashless, paperless, presence-less, frictionless, personalized and consent-based leading to speeding up digital government transformation processes.

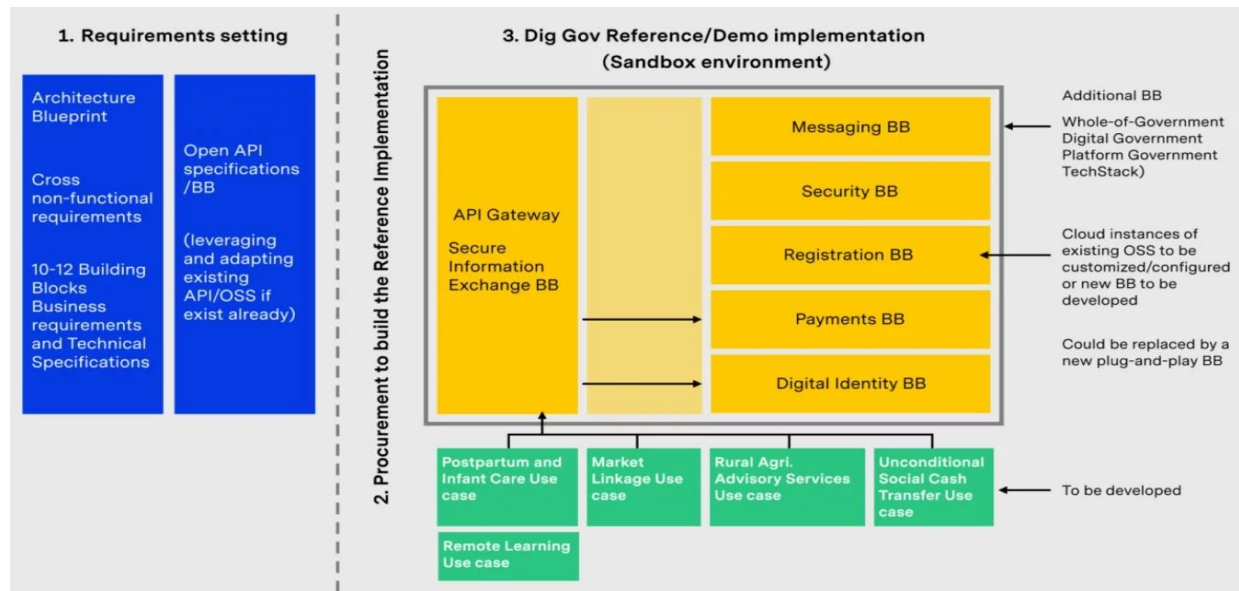
The GovStack Sandbox is a unified environment for all the GovStack and digital government ecosystem actors to discover, understand, engage experiment, innovate, and build digital government solutions using the GovStack platform. The sandbox will provide an application program interface (API) environment that public and private agencies can use to mimic the characteristics exhibited by the GovStack platform and environment on a real-time basis to help simulate responses from all the systems an application interfaces with. This especially enables government agencies and digital government players to experiment with innovative GovTech products or services within a well-defined space and duration.

The design of the GovStack sandbox shall encapsulate the use cases and data necessary to represent multiple GovStack capabilities such as APIs, building blocks, and information exchange. This will help developers and digital government agencies to achieve a more holistic view of the GovStack. Similarly, ease of accessibility should be one of the key features of the sandbox. The GovStack shall thus be accessible with virtual users and transactional capabilities that are similar to a production system in all aspects.

The GovStack sandbox will also provide a conducive collaborative environment to developers and innovators in GovTech with the necessary tools to create and share codes. This will be enabled by developing a forum to discuss relevant topics or enabling digital hang outs. The GovStack capabilities will be demonstrated by the sandbox through tutoring and learning services to enable developers to create a truly customised solution.

The GovStack sandbox shall be reusable/replicable for digital government agencies to setup a GovStack sandbox within their own environment if needed.

Below is the schematic representation of the GovStack Reference/Demo implementation and the Sandbox environment.



Context

The GovStack initiative is seeking to implement a demonstration/Proof-of-Concept (PoC) of the “Consent” Building Block (CONS-BB) as part of its Sandbox environment.

The Consent Management Building Block enables services for individuals to approve the use of their personal data by defining the principles, functions and architecture of an information system. For organizations that process personal data, it provides the ability to know the individual’s will and legitimately process such personal data.

The Consent Management Building Block is a process-oriented GovStack Building Block facilitating auditable bilateral agreements within a multi-agent environment that integrates with most other BBs.

Consent BB enables the organisations to enforce Data Policies that require signed consent by Individuals for the use of their personal data. Its key purpose is to allow individuals to view Consent Agreements and sign or withdraw their consent on what personal data is used and accessible to organisations. It also clarifies the Data Policy applied, such as the purpose, retention period, jurisdiction, third-party data sharing, etc.

The Consent BB implements the key functionalities described in the consent management lifecycle. It includes the ability to configure consent agreement by an organisation admin, present consent requests towards individuals, capture consents, enable queries if consent exists or not, and enable independent audit of consents.

Key functionalities (and their use cases)

The functionalities are derived from the consent agreement lifecycle and categorised according to the Actors described above. While the consenting workflows (as described above) are implicitly considered the centrepiece of Consent BB, it is important to realise that the integrity of consent management can only be achieved if robust configuration before and auditing after the Consent Agreement signing and Consent Record verification activities are in place. Hence, the functionalities are described following the logical sequence of the consent agreement lifecycle, and they are all equally important components of the Consent BB.

The consent process (creating and signing Consent Agreements and Consent Records) is initially managed in the application provided by the Organisation that is legally required to collect the consent. Since it can be either a Data Consuming organisation or a Data providing organisation, the Consent BB allows both to verify their conformance with the underlying Data Policy, both organisations must be able to access and use the application.

While the Actors generally fall in line with the categories of the functionalities, it is important to realise that “auditing” functions in the narrow sense - verifying if data processing is being (or has been) processed according to the Data Policy requiring a consent - is relevant to various entities involved in the data processing. For this reason, the generic “verification” activity may be executed as part of various workflows satisfying the needs of different actors.

- **Administrator User Functionalities**
 - CREATE CONSENT AGREEMENT
 - UPDATE CONSENT AGREEMENT
 - READ CONSENT AGREEMENT
 - DELETE CONSENT AGREEMENT
 - CONSENT AGREEMENT CHANGE NOTIFICATION
- **Individual User Functionalities**
 - VIEW CONSENT
 - GIVE CONSENT
 - WITHDRAW CONSENT
 - Consent agreement change notification
- **Data Processing Auditor User Functionalities**
 - AUDIT CONSENT
 - MONITOR POLICY UPDATE
 - READ CONSENT STATUS
 - VERIFY CONSENT INTEGRITY

The aforementioned functionalities should work as modules and be accessible Open Application Programming Interfaces (Open APIs) described in Annex V-A, among other services that can be proposed by the participants in the tender.



Objective of the procurement

With the support from the expert community, the GovStack initiative has developed high level specifications of CONS-BB (attached as Annex V-A) that will be used to implement a variety of use cases in the realm of digital governance services. These open specifications are available as “digital public goods” for use by the global community.

The purpose of this RFP is to implement and setup a minimum viable prototype of the CONS-BB. The CONS-BB shall showcase and test an implementation of the GovStack specifications. The CONS-BB will be used and integrated with other BBs to deliver use cases that will be provided by GovStack. The CONS-BB will be part of the overall Sandbox environment which will be implemented by another separate service provider whose role will be to implement the use cases and to integrate with the CONS-BB.

The provider shall prepare the proposal according to ANNEX II-E covering all points and deliverables of the following section.

Detailed Description of Requirements

The contractor shall perform the following activities and shall produce the deliverables listed below. Note that the activity 1 below “Design, Development and Implementation” is a one-time task and the serial 6 on “Operations & Maintenance” is on demand basis. The ITU reserves its right to request additional on demand basis services related to this project. All the deliverables including Goods and Services (mentioned in the table below), shall be signed off post-delivery by the receiving party.

1. Design, Development and Implementation of a “Consent Building Block” and integrate it within the overall GovStack sandbox environment

TASKS/ACTIVITIES	DESCRIPTIONS	DELIVERABLES
1. Initiation phase	5 Discuss and seek clarifications on understanding the scope and deliverables.	6 Updated workplan
Milestone activity-1: Sign-off customized plan as per procurement requirements		
2. Design, development, Testing and implementation of “Consent Building Block”	7 Provide simple User Interface wireframes and mock-ups 8 Develop, build, test, deploy and release the CONS-BB as per GovStack Specifications (Annex V-A) 9 The Service Provider shall complement and develop any perceived gaps in the GovStack	12 Design: UI design, Blueprint of the deliverable and wireframes during the project implementation, Custom specifications, Workflow models, Data Schemas. 13 Development: detailed documentation of the software requirements and design specifications, test plan, release and deployment model of the CONS-BB in accordance with the technical requirements and specifications (including Open API specifications)

	<p>Specs document (Annex V-A) such as missing functionalities or OpenAPI specifications based on provider domain expertise.</p> <p>10 During the implementation phase, report to ITU on a regular basis the implementation status.</p> <p>11 The service provider must develop and test the deliverable in their own environment and then shall integrate the defect free product into the Sandbox environment.</p>	<p>developed by the GovStack, code/scripts, DB Schemas, Low level (unit level) design, workflow models, etc.</p> <p>14 Testing: Test policy, Test strategy, Test plan, Responsibility Matrix shall be pre-defined.</p> <p>15 Test description, list of tests, case report, Code Base, Test scripts and Test applications, test logs, test incident management plan, etc. as per the Test plan.</p> <p>16 Administrative UI to configure, manage and test the BB functionalities.</p> <p>17 Stress testing as per the BB Specs document</p> <p>18 Published relevant/indicated API interfaces, Data dictionary and documentation for testing interfaces in practice.</p> <p>19 Implementation: Integration plan, Integration testing docs, Hosting docs, Configuration manuals, etc.</p>
3. Validation of the CONS-BB	<ul style="list-style-type: none"> • Demonstrate workable CONS- Building Block, as described in Consent Building Block Technical Specifications (Annex V-A) • The contractor shall validate the deliverable as per the mentioned specifications. • The contractor shall provide bug-free one year warranty for the software deliverable 	<p>20 Define plan for verification and Validation of core functionalities and sign-off with ITU</p> <p>21 Verification and validation of configurability and interoperability of relevant APIs and other Building Blocks (particularly Information Mediation BB)</p> <p>22 Define the functional criteria for acceptance as per the Validation plan.</p>
4.Integration of CONS-BB in Sandbox environment* (Note that the bidder is required to collaborate with the System Integrator of the Sandbox to ensure smooth integration)	<ul style="list-style-type: none"> • Deploy the CONS-BB as part of the sandbox environment and ensure a synchronized working relationship between the CONS-BB and the Sandbox. The sandbox environment shall be provided by GovStack 	<ul style="list-style-type: none"> • Recipe/playbooks for setting up an own instance of the CONS-BB • The Consent BB will be needed to be integrated with third party gateways/other mechanisms to demonstrate the four main phases of Consent Lifecycle i.e. Definition, Preparation, Capture, and Proof. • Deployed and hosted CONS-BB instance in the GovStack Sandbox (which is ISO 27000



	initiative and its partners/third parties.	compliant) <ul style="list-style-type: none"> Integration of CONS-BB with Information Mediation Building Block
Milestone activity-2: Demonstration of operational CONS-BB		
5.Training	23 The contractor shall develop capacity building materials and train GovStack personnel in managing the different modules that constitute the proposed solution	<ul style="list-style-type: none"> Develop training materials (covering set-up, test, deploy, use, monitor) and content, user manuals, and administration manuals for the CONS-BB. Provide at least one training to personnel in planning and implementing the GovStack CONS-BB.
6. One year Technical Support and operation of the CONS-BB from the date of demonstrable product delivery; renewable	<ul style="list-style-type: none"> The Contractor shall provide the support and operation until the end of the contract term i.e. one year. 	<ul style="list-style-type: none"> Monitoring and updating of applications and services Bug fixing and troubleshooting Communication with the hosting provider in case of critical incidents Report on the answered support requests and operations activities.
7. Project Closure	<ul style="list-style-type: none"> Upon successful completion of the project, the contractor shall handover all the project deliverables stated above to the GovStack team. 	<ul style="list-style-type: none"> Project closure report including Lessons Learnt, event timelines, feedback etc.