

Request for Proposals (RFP) for establishing a Long-Term Agreement (LTA) for the provision of a Recruitment and Onboarding System at UNOPS.

RFP LTA Ref No: RFP/2024/50551

# Section IV: Returnable Bidding Forms

### Note to Oﬀerors: Instructions to complete each Form are highlighted in blue in each Form. Please complete the Returnable Bidding Forms as instructed and return them as part of their Proposal submission.

This Section comprises the following Returnable Bidding Forms:

* Form A: Joint Venture Partner Information Form
* Form B: Proposal Submission Form
* Form C: Financial Proposal Form and **Excel Sheet**

Kindly populate the ﬁnancial form within the Excel sheets provided. DO NOT MODIFY the format. The ﬁnancial evaluation process will be exclusively conducted based on the information presented in the Excel format. Any data not included in the Excel sheets will not be considered during the assessment. Failure to adhere to this speciﬁed format may result in disqualiﬁcation from the procurement process.

* Form D: Technical Proposal Form both Word and Excel Sheet
  + Form D.1. Technical Proposal Form (Word)
  + Form D.2. Requirements (Excel Sheet)
* Form E: Format for Resume of Proposed Key Personnel
* Form F: Performance Statement Form
* Form G: Bidder Financial Capacity Cover Page

# Form A: Joint Venture Partner Information Form

[The Oﬀeror shall ﬁll in this Form in accordance with the instructions indicated below]

RFP reference no: [insert RFP reference No.] Name of Oﬀeror: [insert name of Oﬀeror] Date: [insert submission date]

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

| **JV / Consortium/ Association Information** | |
| --- | --- |
| **Name** | [complete] |
| **Names of each partner and contact information**  (address, telephone numbers, fax numbers, e-mail address, **UNGM**  **number**) | [complete] |
| **Name of leading** partner (with authority to bind the JV, Consortium, Association during the RFP process and, in the event a Contract is awarded, during contract execution) | [complete] |
| **Proposed proportion of responsibilities between partners (in**  **%) with indication of the type of the services to be performed by each** | [complete] |

### Signatures of all partners of the JV:

We hereby conﬁrm that if the contract is awarded, all parties of the Joint Venture/Consortium/Association shall be jointly and severally liable to UNOPS for the fulﬁlment of the provisions of the Contract.

Name of partner: Name of partner:

Signature: Signature:

Date: Date:

Name of partner: Name of partner:

Signature: Signature:

Date: Date:

# Form B: Proposal Submission Form

Oﬀerors are requested to complete this form, sign it and return it as part of their Proposal submission. The Oﬀeror shall ﬁll in this form in accordance with the instructions indicated. No alterations to its format shall be permitted and no substitutions shall be accepted.

Date: [Insert submission date]

**Subject: Proposal for the supply of** [***Recruitment and Onboarding System*] in** [***Denmark, Copenhagen*],** RFP Case No**. [Insert RFP ref. number],** dated **[insert date]**

We, the undersigned, declare that:

1. We have examined and have no reservations to the Bidding documents, including amendments No.: [Insert the number and issuing date of each amendment];
2. We oﬀer to supply in conformity with the Bidding documents, including the UNOPS General Conditions of Contract and in accordance with the Schedule of Requirements;
3. Our Proposal shall be valid for the period of time of [insert number of days which shall not be less than the speciﬁed in Section I: RFP Particulars, Period of Validity of Proposals] from the date ﬁxed for the Proposal submission deadline as set out in the RFP, and it shall remain binding upon us and may be accepted at any time before the expiration of that period;
4. If our Proposal is accepted, and if so requested in Section I: RFP Particulars, we commit to obtain a performance security, in accordance with Instructions to Oﬀerors, Article 35 and the General Conditions of Contract;
5. We have no conﬂict of interest in any activity that would put it, if selected for this assignment, in a conﬂict of interest with UNOPS;
6. We have not declared bankruptcy, are not involved in bankruptcy or receivership proceedings, and there is no judgment or pending legal action against them that could impair their operations in the foreseeable future;
7. Our ﬁrm conﬁrms that the oﬀeror and sub-contractors have not been associated, or had been involved in any way, directly or indirectly, with the preparation of the design, terms of references and/or other documents used as a part of this solicitation;
8. We embrace the principles of the United Nations Supplier Code of Conduct and adhere to the principles of the United Nations Global Compact;
9. Our ﬁrm, its aﬃliates or subsidiaries – including any subcontractors or suppliers for any part of the contract – has not been declared ineligible by UNOPS, nor is included in the suspended/ineligibility list of the UN/PD, other UN Agencies, the UN Security Council, and the World Bank, in accordance with Instructions to Oﬀerors Article 4, Eligibility;
10. We have not oﬀered and will not oﬀer fees, gifts and/or favours of kind in exchange for this RFP and will not engage in any such activity during the performance of any contract awarded;
11. We understand that you are not bound to accept the lowest evaluated Proposal or any other Proposal that you may receive.

I, the undersigned, certify that I am duly authorized by [***insert name of Oﬀeror***] to sign this Proposal and bind [***insert name of Oﬀeror***] should UNOPS accept this Proposal:

Name : Title : Date : Signature :

[*Stamp form of Proposal with oﬃcial stamp of the Oﬀeror*]

# Form C: Financial Proposal Form

## Kindly populate the ﬁnancial form within the Excel sheets provided. DO NOT MODIFY the format. The evaluation process will be exclusively conducted based on the information presented in the Excel format. Any data not included in the Excel sheets will not be considered during the assessment. Failure to adhere to this speciﬁed format may result in disqualiﬁcation from the procurement process.

RFP reference no: [insert RFP reference No.] Name of Oﬀeror: [insert name of oﬀeror]

The Oﬀeror is required to prepare the Financial Proposal following the below format and be submitted in an envelope separate from the rest of the RFP as indicated in the Instruction to Oﬀerors. The ﬁnancial proposal must be submitted in US Dollars.

Oﬀerors are requested to provide the cost breakdown for the above given prices based on the following formats. UNOPS shall use the cost breakdown for the price reasonability assessment purposes as well as the calculation of price in the event that both parties agree to a contract amendment in the future.

## Total Cost Calculation

For the purpose of calculation of points for the ﬁnancial proposal, the following formula will be used:

**Total Cost** = Licensing Cost (A) + Support Cost (B) + Implementation Cost (C)

### Licensing Cost

Licensing cost will be calculated on the basis of the following number of estimated users for the Per User Per Year (PUPY) licensing Model or the per annum cost for the Per Organization / Unlimited Users model.

Licence cost = Lower of the following:

* + - * PUPY USD from Table 1A x Estimated No. of Users (table below)
      * Per Organization / Unlimited Users Price per Annum USD (disregarding the estimated no. of users) from Table 1B

| **Item No.** | **User Role** | **Estimated No. of Users** |
| --- | --- | --- |
| 1. | **System Administrator** | 5 |

| **Item No.** | **User Role** | **Estimated No. of Users** |
| --- | --- | --- |
| 2. | **System Conﬁgurator** | 10 |
| 3. | **System Developer** | 10 |
| 4. | **Quality Assurance (QA) Tester** | 5 |
| 5. | **Analytics/User Reporting** | 20 |
| 6. | **Technical Support Specialist** | 10 |
| 7. | **HR Administrator** | 30 |
| 8. | **Recruiter** | 200 |
| 9. | **Hiring Manager** | 2,000 |
| 10. | **Interviewer** | 2,500 |
| 11. | **Candidate** | Unlimited |

### Support Cost

Support Cost = Price per Annum (USD) as stated in Table 2.

### Implementation Cost

Implementation cost will be calculated on the basis of the following Estimated Number of Person Days for each role as speciﬁed in Table 3.

Implementation Cost = Price per Unit (USD) from Table 3 x Estimated Number of Person Days (table below)

| **Item No.** | **Role** | **Unit** | **Estimated Number of Person Days** |
| --- | --- | --- | --- |
| 1. | Project Manager | Per Day | 16 |
| 2. | Solution Designer/Systems Architect | Per Day | 80 |
| 3. | Senior Functional Specialist | Per Day | 40 |
| 4. | Junior Functional Specialist | Per Day | 80 |
| 5. | Senior Technical Specialist | Per Day | 20 |
| 6. | Junior Technical Specialist | Per Day | 40 |
| 7. | Data/Migration Specialist | Per Day | 30 |

## Table 1A: Licensing Costs for Recruitment and Onboarding System: Per User Per Year (PUPY) pricing model

This table should be ﬁlled in by the Oﬀeror to state the licensing costs of the SaaS product being proposed to fulﬁl UNOPS needs as stated in the Schedule of Requirements. **Prices are to be provided based on the Per User Per Year (PUPY) pricing model.** If the pricing model for the product is not PUPY, please use Table 1B to provide pricing information.

Please note the following:

* The table lists user roles and a brief description of each role. If the licensing cost is the same for all user roles, please state the same price on all rows. Otherwise, please state the price for each corresponding role in the SaaS product. Please also indicate the name of the role and the description of the equivalent role in the SaaS product being proposed.
* Bands for the number of users are provided to allow for volume discounting. Ranges that are not applicable for the user role have been ﬁlled in with N/A.
* It is assumed that user licences can be reassigned to personnel during the year (number of users is calculated as number of users with active licences).
* It is assumed that billing for licence costs is based on actual number of licences consumed during the billing period based on the pricing per band as provided below.

| **Item No.** | **User Role** | **1 to 500 users (PUPY USD)** | **501 to**  **1,000 users (PUPY USD)** | **1,001 to**  **3,000 users (PUPY USD)** | **3,001 to**  **5,000 users (PUPY USD)** | **>5,000 (PUPY USD)** |
| --- | --- | --- | --- | --- | --- | --- |
| 1. | **System Administrator** Overall system administration, conﬁguration, and maintenance; Full access to all system features and settings on non-production and production environments | [Fill in USD Price] | N/A | N/A | N/A | N/A |
|  | **[Provide name of Role in oﬀered SaaS Product]**  [Provide brief description of role in |  |  |  |  |  |

| **Item No.** | **User Role** | **1 to 500 users (PUPY USD)** | **501 to**  **1,000 users (PUPY USD)** | **1,001 to**  **3,000 users (PUPY USD)** | **3,001 to**  **5,000 users (PUPY USD)** | **>5,000 (PUPY USD)** |
| --- | --- | --- | --- | --- | --- | --- |
|  | oﬀered SaaS Product] |  |  |  |  |  |
| 2. | **System Conﬁgurator** Conﬁguring system settings, customising workﬂows, and adapting the system to meet organizational needs; Full access to conﬁguration settings and customization features on  non-production environments | [Fill in USD Price] | N/A | N/A | N/A | N/A |
|  | **[Provide name of Role in oﬀered SaaS Product]**  [Provide brief description of role in oﬀered SaaS Product] |  |  |  |  |  |
| 3. | **System Developer** Developing and maintaining the system, implementing new features, and addressing technical issues; Full access to relevant development tools, customization / component source code, and related system architecture on non-production environments | [Fill in USD Price] | N/A | N/A | N/A | N/A |
|  | **[Provide name of** |  |  |  |  |  |

| **Item No.** | **User Role** | **1 to 500 users (PUPY USD)** | **501 to**  **1,000 users (PUPY USD)** | **1,001 to**  **3,000 users (PUPY USD)** | **3,001 to**  **5,000 users (PUPY USD)** | **>5,000 (PUPY USD)** |
| --- | --- | --- | --- | --- | --- | --- |
|  | **Role in oﬀered SaaS Product]**  [Provide brief description of role in oﬀered SaaS Product] |  |  |  |  |  |
| 4. | **Quality Assurance (QA) Tester** Testing system updates, identifying bugs, and ensuring the system meets quality standards; Access to testing environments and testing tools on non-production environments | [Fill in USD Price] |  |  |  |  |
|  | **[Provide name of Role in oﬀered SaaS Product]**  [Provide brief description of role in oﬀered SaaS Product] |  |
| 5. | **Analytics/User Reporting** Creating / conﬁguring reports  and analytics related to recruitment and talent acquisition; Access to reporting and analytics building / conﬁguring features on  non-production and production environments | [Fill in USD Price] | N/A | N/A | N/A | N/A |
|  | **[Provide name of Role in oﬀered SaaS** |  |  |  |  |  |

| **Item No.** | **User Role** | **1 to 500 users (PUPY USD)** | **501 to**  **1,000 users (PUPY USD)** | **1,001 to**  **3,000 users (PUPY USD)** | **3,001 to**  **5,000 users (PUPY USD)** | **>5,000 (PUPY USD)** |
| --- | --- | --- | --- | --- | --- | --- |
|  | **Product]**  [Provide brief description of role in oﬀered SaaS Product] |  |  |  |  |  |
| 6. | **Technical Support Specialist** Providing technical support to users, addressing issues, and assisting with system-related queries; Access to user support tools  and troubleshooting features on production environments | [Fill in USD Price] | N/A | N/A | N/A | N/A |
|  | **[Provide name of Role in oﬀered SaaS Product]**  [Provide brief description of role in oﬀered SaaS Product] |  |  |  |  |  |
| 7. | **HR Administrator**  Overseeing  HR-related tasks, managing candidate data, and ensuring compliance; Access to candidate data, performance management features, and  HR-related settings | [Fill in USD Price] | N/A | N/A | N/A | N/A |
|  | **[Provide name of Role in oﬀered SaaS Product]**  [Provide brief description of role in |  |  |  |  |  |

| **Item No.** | **User Role** | **1 to 500 users (PUPY USD)** | **501 to**  **1,000 users (PUPY USD)** | **1,001 to**  **3,000 users (PUPY USD)** | **3,001 to**  **5,000 users (PUPY USD)** | **>5,000 (PUPY USD)** |
| --- | --- | --- | --- | --- | --- | --- |
|  | oﬀered SaaS Product] |  |  |  |  |  |
| 8. | **Recruiter**  Managing the recruitment process, posting job openings, reviewing resumes, and coordinating interviews; Access to candidate information, job posting features, and interview scheduling | [Fill in USD Price] | [Fill in USD Price] | N/A | N/A | N/A |
|  | **[Provide name of Role in oﬀered SaaS Product]**  [Provide brief description of role in oﬀered SaaS Product] |  |  |  |  |  |
| 9. | **Hiring Manager** Making ﬁnal hiring decisions, collaborating with recruiters; Access to candidate information, interview feedback, and decision-making features | [Fill in USD Price] | [Fill in USD Price] | [Fill in USD Price] | [Fill in USD Price] | [Fill in USD Price] |
|  | **[Provide name of Role in oﬀered SaaS Product]**  [Provide brief description of role in oﬀered SaaS Product] |  |  |  |  |  |
| 10. | **Interviewer** Conducting interviews, providing | mFill in USD Price] | [Fill in USD Price] | [Fill in USD Price] | [Fill in USD Price] | [Fill in USD Price] |

| **Item No.** | **User Role** | **1 to 500 users (PUPY USD)** | **501 to**  **1,000 users (PUPY USD)** | **1,001 to**  **3,000 users (PUPY USD)** | **3,001 to**  **5,000 users (PUPY USD)** | **>5,000 (PUPY USD)** |
| --- | --- | --- | --- | --- | --- | --- |
|  | feedback on candidates; Limited access to candidate proﬁles and interview-related features  **[Provide name of Role in oﬀered SaaS Product]**  [Provide brief description of role in oﬀered SaaS Product] |  |  |  |  |  |
| 11. | **Candidate** Managing their own proﬁle, submitting applications, and updating personal information; Limited to personal proﬁle and  application-related features  **[Provide name of Role in oﬀered SaaS Product]**  [Provide brief description of role in oﬀered SaaS Product] | N/A | N/A | N/A | N/A | [Fill in USD Price **for Unlimited Candidates**] |

## Table 1B: Licensing Costs for Recruitment and Onboarding System: Per Organization / Unlimited Users pricing model

This table should be ﬁlled in by the Oﬀeror to state the licensing costs of the SaaS product being proposed to fulﬁl UNOPS needs as stated in the Schedule of Requirements. **Prices are to be provided based on the Per Organization / Unlimited Users pricing model.** If the pricing model for the product is not Per Organization, please use Table 1A to provide pricing information.

**Note:** Oﬀerors that wish to provide both pricing model options (Per User Per Annum as well as Per Organization / Unlimited Users), may ﬁll out both Table 1A and Table 1B. UNOPS will use the lower of the two prices as calculated using the Total Cost Calculation described in this section for the calculation of points for the ﬁnancial proposal.

| **Item No.** | **Description** | **Price per Annum (USD)** |
| --- | --- | --- |
| 1. | Price for unlimited UNOPS users (all roles), including unlimited candidates | [Fill in USD Price] |

## Table 2: Support Costs, Recruitment and Onboarding System

This table should be ﬁlled in by the Oﬀeror to state the support costs of the SaaS product being proposed for the level of desired level of service described below.

| **Item No.** | **Description** | **Price per Annum (USD)** |
| --- | --- | --- |
| 1. | Level 2 Support (support to a limited number of UNOPS functional and technical personnel). Does not require end-user support. Does not require support to Candidates.   * Response Time: Within an hour or less, priority queue for immediate attention. * Support Channels: 24/7 availability for email, phone, and chat support. * Availability: Around-the-clock support, including weekends and holidays.   **[Provide name of the support level eg. Platinum, Gold, Silver, etc.]**  [Attach document with details of the SLA] | [Fill in USD Price] |

* 1. **Table 3: Implementation Services for Recruitment and Onboarding System** This table should be ﬁlled in by the Oﬀeror to state the rates for implementation personnel resources for the implementation of the oﬀered SaaS product.

**Note:** Please refer to the Total Cost Calculation described in this section for information on how the rates provided below will be used in the calculation of points for the ﬁnancial proposal.

| **Item No.** | **Role** | **Unit** | **Price per Unit (USD)** |
| --- | --- | --- | --- |
| 1. | Project Manager | Per Day | [Fill in USD Price] |
| 2. | Solution Designer / Systems Architect | Per Day | [Fill in USD Price] |
| 3. | Senior Functional Specialist | Per Day | [Fill in USD Price] |
| 4. | Junior Functional Specialist | Per Day | [Fill in USD Price] |
| 5. | Senior Technical Specialist | Per Day | [Fill in USD Price] |
| 6. | Junior Technical Specialist | Per Day | [Fill in USD Price] |
| 7. | Data / Migration Specialist | Per Day | [Fill in USD Price] |

### TOTAL COST

**Total Cost** = Licensing Cost (A) + Support Cost (B) + Implementation Cost (C)

| **Item No.** | **Description** | **Cost (USD)** |
| --- | --- | --- |
| 1. | Licensing Cost (A) | [Fill in USD Price |
| 2. | Support Cost (B) | [Fill in USD Price] |
| 3. | Implementation Cost (C) | [Fill in USD Price] |
| TOTAL COST | | Sum (A) + (B) + (C) |

The discounts oﬀered, if applicable, and the methodology for their application are:

* **Discounts**: If our proposal is accepted, the following discounts shall apply. [Specify in detail each discount oﬀered and the speciﬁc item of the Schedule of Requirements to which it applies, including if applicable discounts for accelerated payment.]
* **Methodology of application of the discounts**: The discounts shall be applied using the following method: [Specify in detail the method that shall be used to apply the discounts];

### List of subcontractors or suppliers

Oﬀeror must identify the names of all subcontractors/suppliers who will be providing goods/services under this contract and the type of work being subcontracted, if applicable.

1. \_[Full legal name and address of subcontractors]

I, the undersigned, certify that I am duly authorized by [***insert full name of Oﬀeror***] to sign this Proposal and bind [***insert full name of Oﬀeror***] should UNOPS accept this Proposal:

Name :

Title :

Date :

Signature :

# Form D.1: Technical Proposal Form

RFP reference no: [insert RFP reference No.] Name of Oﬀeror: [insert name of oﬀeror]

The Oﬀeror’s proposal must be organized to follow the format of this Technical Proposal Form. Where the oﬀeror is presented with a requirement or asked to use a speciﬁc approach, the oﬀeror must not only state its acceptance, but also describe, where appropriate, how it intends to comply. Where a descriptive response is requested, failure to provide the same will be viewed as non-responsive.

Technical Proposal Evaluation sections:

| **Section number/description** | | **Points Obtainable** |
| --- | --- | --- |
| 1. | Oﬀeror’s qualiﬁcation, capacity and expertise | 45 |
| 2. | Strength and ﬁtness for UNOPS purpose of product offered by Offeror | 150 |
| 3. | Proposed Methodology, Approach and Implementation Plan | 45 |
| 4. | Key personnel proposed | 60 |
| 5. | Product demo | 70 |
| 6. | Conceptual Validation | 100 |
| **Total Technical Proposal points** | | **470** |

| **Section 1: Oﬀeror’s qualiﬁcation, capacity and expertise** **(20 pages maximum)** | | **Points** |
| --- | --- | --- |
| 1.1 | **Brief description of the organization, including the year and country of incorporation, and types of activities undertake**  Provide a brief description of their organization, including:   1. Description of the organization, year and country of incorporation (2 points) 2. Type of services provided, clients, number of years of experience providing similar services (4 points) 3. Size of the workforce segregated by Region, not including subcontractors / freelancers (2 points) 4. Overview of the company's core competencies (2 points) 5. ~~Overview of experience on similar engagements with international~~ ~~organizations~~ | 10 |
| 1.2 | **Relevance of specialised knowledge and experience on similar engagements done in the region/country**  Demonstrated specialised knowledge by submitting at least ~~least three (3)~~ two  (2) or more similar experiences (implementation of Recruitment, Onboarding, Talent Management, People Analytics) of previously delivered projects from the past 5 years. This should include at least one (1) experience developing and providing services in the environment in which UNOPS or similar organization operates, understanding developing work constraints, as well as low-bandwidth applications in challenging work environments.  Evidence in the form of contracts, purchase order or similar evidence.  **Evaluation Criteria:**   * Scale of deployment (number of users / size of the client organization): 7.5 points * Relevance (similarity of the client organization to the UNOPS context): 7.5 points | 15 |
| 1.3 | **Product Vision ( 5 pages maximum)** |  |

|  | Describe your vision for the product in the next 5 years including any known roadmap elements that you consider most relevant to the UNOPS contex. ~~and~~ ~~showing upcoming releases and further innovative features.. It should include~~ ~~the company’s policy regarding support of previous releases of software and~~ ~~Product End of Life.~~ Please note that UNOPS will assess the strength of the product vision but will not be making any buying decisions based on any roadmap elements disclosed.  The proposed solution including the client system shall be supported and be available for the next 3-5 years within the upcoming releases. It should include the company’s policy regarding support of previous releases of software and Product End of Life.  **Evaluation Criteria: 2 points per category.**   1. **Long-Term Strategic Alignment:**    * The extent to which the proposed vision aligns with UNOPS' long-term strategic goals and objectives.    * How well the vision addresses the possible evolving needs and challenges within UNOPS over the next 5 years. 2. **Innovation and Adaptability:**    * The level of innovation demonstrated in the product vision, showcasing an understanding of emerging technologies and trends relevant to UNOPS.    * The ability of the vision to adapt to changing circumstances and evolving requirements within the UNOPS context. 3. **Usability and Scalability:**    * Demonstration of usability connected to UNOPS context    * The scalability of the product vision to accommodate potential growth and anticipated change within UNOPS 4. **Client System Support and Maintenance Policy:**    * The clarity and comprehensiveness of the proposed solution's support and maintenance policy for the client system    * The commitment to ensuring the availability of support for previous releases and overall communication channels. 5. **Risk Mitigation and Contingency Planning:**    * The identiﬁcation and mitigation strategies for potential risks associated with the product vision.    * The presence of contingency plans to address unforeseen   challenges and disruptions, ensuring uninterrupted support for UNOPS' operations. | 10 |
| --- | --- | --- |

| 1.4 | **Gender equality and social inclusion**  The bidder shall provide documentation that details their approach to ensuring equal opportunity, diversity, and inclusion within their organisation (e.g. equal pay policy, parental leave, the ratio of female to male employees, % of females in management positions, grievances disaggregated by gender, transparency of promotion criteria, sexual harassment policies).  Evaluation criteria: The bidder shall provide at least one of the documentation listed in the examples above. | | 5 |
| --- | --- | --- | --- |
| Organization’s commitment to gender equality. Offeror must actively be pursuing  gender equality, diversity and inclusion, as well as equal pay in their workforce and | |  |
| leadership. | |
|  |  |

### Organization's commitment to Climate change mitigation and adaptation (e.g. energy efficiency, greenhouse gas reporting and offsetting).

The bidder shall provide information on its approach to minimising, where practicable, the use of energy during production or service delivery (e.g. the use energy-efficient computers, installation of smart meters, fuel-efficient vehicles,

1.5 generators, heating/AC and lighting for buildings, monitoring energy 5

consumption, setting KPIs and targets, energy reduction plan)

Evaluation criteria:

- To present documentation or written statements which outline at least one of these examples or more mentioned above.

**Organization's commitment to Labour Standards, Sustainability and Climate Change Mitigation. (3 pages maximum)**

Compliance to labour standards and requirements. Oﬀeror must adhere to local labour laws in the countries of service and their labour policies should be aligned with recommended international labour standards. Oﬀeror must provide a written explanation of how their organization adhere to local labour standards and how it aligns with recommended international labour standards, such as those formulated by the International Labour Organization (ILO), SA8000 certiﬁcation, the ILO's Declaration on Fundamental Principal and Rights at Work (1998), etc. If Oﬀeror is certiﬁed, then they must submit their certiﬁcation.

Oﬀeror must actively be pursuing Corporate Social Responsibility actions and activities through participation in internationally recognized CSR and/or sustainability initiatives such as the UN Global Compact, Global Reporting Initiative, Ethical Trading Initiative, or equivalent. Examples of accepted evidence: CSR policy sustainability, or annual reports from the last two (2) years, specifying the relevant sections. (Oﬀerors are encouraged to share internal policies and reports should they not report publicly).

Oﬀerors must actively be pursuing climate change mitigation actions and activities, such as: clearly stated Co2 reduction targets, a sustainable sourcing policy, an environmental Management System or similar. Examples of accepted evidence: copy of written policies and/or written procedures, or accreditation / certiﬁcation, or CO2 neutrality certiﬁcate or equivalent.

### Total points for section 45



| 2.1 | Fitness of the product in relation to functional requirements  **Evaluation criteria: 12 points for each of the following.**   1. **Comprehensive Functional Compatibility:**    * How well the product aligns with the speciﬁed functional requirements. Extent to which it covers all essential functionalities outlined in the procurement speciﬁcations. 2. **Performance Metrics:**    * Speciﬁc performance metrics tied to functional requirements. Product's eﬃciency, speed, accuracy, and any other relevant performance indicators to ensure it meets or exceeds the deﬁned functional criteria. 3. **Scalability and Flexibility:**    * Product's scalability and ﬂexibility in adapting to potential changes or expansions in functional needs. 4. **Interoperability and Integration:**    * Product's compatibility and ease of integration with other enterprise systems within the organization. Seamless interoperability to prevent any disruptions or ineﬃciencies in the overall system. 5. **User Experience and Training Requirements:**    * User experience provided by the product in relation to functional requirements. Intuitiveness of the interface, ease of use, and any associated training requirements.   ~~Please find attached the excel sheet Form D.2 Requirements Attached to be filled~~ ~~out by the Offeror.~~   * 1. ~~Fitness of the product in relation to functional requirements~~   2. ~~Fitness of the product in relation to nonfunctional requirements~~   3. ~~Fitness of the product in relation to overarching requirements~~   4. ~~Use of innovative technologies (AI/ML) for substantial process efficiencies~~   5. ~~Options for providing UNOPS with a comprehensive support and maintenance~~ ~~package for the proposed system~~      + ~~Support and maintenance options~~      + ~~Response time guarantees~~ | 60 |
| --- | --- | --- |
| 2.2 | Fitness of the product in relation to nonfunctional requirements  **Evaluation criteria:**  **1. Extensibility:** 10 points | 20 |

|  | * APIs and Integration Capabilities: Assessment of the availability and comprehensiveness of APIs (Application Programming Interfaces). * Customization Options: Extent to which the SaaS product allows for customization * Data extraction: Ability to extract data in bulk or event-based triggering of data extraction for use in external data and reporting systems  1. **Scalability and Administration capabilities:** 5 points    * Assessment of the scalability to handle growing data volumes and user loads including reliability and availability.    * Assessment of capabilities for administration capabilities such as user provisioning 2. **Security and technical standards:** 5 points    * This criterion assesses the product's adherence to relevant technical standards and industry best practices. The panel will evaluate the product's capabilities in terms of data security, privacy protection, and accessibility. Additionally, the criterion examines the oﬀeror’s commitment to ongoing compliance updates. |  |
| --- | --- | --- |
| 2.3 | Fitness of the product in relation to overarching requirements  **Evaluation criteria: 15 points for each of the following.**   1. **Diversity and inclusion**    * Extent to which the product matches the diversity and inclusion requirements provided (FORM D.2 Requirements) 2. **Reporting and Analytics**    * Extent to which the product matches the Reporting and Analytics requirements provided (FORM D.2 Requirements) | 30 |
| 2.4 | Use of innovative technologies (AI/ML) for substantial process eﬃciencies  **Evaluation criteria: 10 points for each of the following.**   1. **Quantiﬁable Eﬃciency Gains:**    * Measurements of the extent of eﬃciency improvements achieved through the implementation of innovative technologies. This could include metrics such as time saved, cost reductions, or productivity enhancements.    * Ability of the proposed solution to deliver quantiﬁable results in terms of increased process eﬃciency compared to traditional methods. 2. **Adaptability and Scalability:**    * Adaptability of the AI/ML solution to diﬀerent processes within the organization. Flexibility to be integrated into various workﬂows and systems.    * Scalability of the solution to handle increased workloads or evolving business requirements over time. 3. **Innovation and Customization:** | 30 |

|  | * Level of innovation demonstrated by the proposed technologies. Unique features or approaches that set the solution apart from conventional methods. * Ability of the solution to be customised or tailored to the speciﬁc needs of the organization. |  |
| --- | --- | --- |
| 2.5 | Options for providing UNOPS with a comprehensive support and maintenance package for the proposed system   * Support and maintenance options * Response time guarantees   **Evaluation criteria: 5 points for each of the following**   1. **Technical Competence and Expertise**    * Evaluation will focus on the oﬀeror’s demonstrated technical competence and expertise in providing comprehensive support and maintenance for similar systems. This includes assessing the oﬀeror’s track record, qualiﬁcations of the support team, and successful similar deployments. 2. **Response Time Adherence**    * The evaluation will consider the proposed response time guarantees provided by the oﬀeror. This criterion assesses the oﬀeror’s commitment to addressing and resolving issues promptly. The panel of subject matter experts will look for speciﬁc and realistic response time commitments, ensuring that the proposed package aligns with the needs of UNOPS for timely support and maintenance. | 10 |
| **Total points for section** | | **150** |

| **Section 3: Proposed Methodology, Approach and Implementation Plan (**Max 20 | | Page) | | **Points** |
| --- | --- | --- | --- | --- |
|  | | | |
| 3.1 | Understanding of the requirement: Have the important aspects of the task been addressed in suﬃcient detail? Are the diﬀerent components of the project adequately weighted relative to one another? | | | 15 |
| 3.2 | Description of the Oﬀeror’s approach and methodology for implementation of the product being oﬀered bearing in mind the functional, non-functional, and overarching requirements provided in D.2. as well as the context provided in the Terms of Reference.  ~~The response should include a detailed project plan along with resources and~~ ~~timelines that covers, but not limited to, customization, integration, UAT, and~~ implementation of the full scope of the project as mentioned above. This should | | | 10 |
| ~~clearly state the resources and efforts required from the side of UNOPS~~ | |  |
| 3.3 | Implementation services and methodology options: Description of options oﬀered for implementation services / methodologies.  Support for assisted implementation (knowledge transfer by Oﬀeror followed by implementation by UNOPS resources with the assistance of the Oﬀeror) as well as ongoing management, support, and extensibility of the product by UNOPS (with or without the assistance of the Oﬀeror). | | | 15 |

| 3.4 | Description of available SLA options and how they can be adopted based on UNOPS current and future needs.  In your technical proposal, please provide the detailed service level agreement (SLA) that is associated with the proposed level of subscription. The SLA provided should include detailed KPIs, tolerances, and the remedies/beneﬁts (including ﬁnancial) oﬀered in the event elements of the SLA are not met. The SLA background information shall describe how the metrics are calculated and independently validated/audited. If there are diﬀerent levels of SLA provided at diﬀering costs, please include those additional variants. **IMPORTANT NOTE: Please DO NOT include cost information in your response here. Cost information should only be included in Form C. Financial Proposal.**  **Evaluation criteria:**  The extent to which the oﬀeror provides a comprehensive and detailed service level agreement (SLA) outlining performance monitoring and evaluation mechanisms, including speciﬁc Key Performance Indicators (KPIs), tolerances, and remedies/beneﬁts in the event of SLA  non-compliance. The SLA should demonstrate a clear understanding of the performance expectations, calculation methods for metrics, and independent validation/audit processes. The eﬀectiveness of the proposed SLA will be a critical factor in the evaluation of the oﬀeror’s commitment to ensuring the eﬀectiveness, eﬃciency, and consistency of goods/services provided, aligning with UNOPS evaluation standards.  ~~Description of available performance monitoring and evaluation mechanisms and~~ ~~tools; how they shall be adopted and used for a specific requirement~~  ~~In case of award, Successful Bidder’s performance will be monitored and~~ ~~evaluated by UNOPS to enable the assessment on the effectiveness, efficiency~~ ~~and/or consistency of goods/services provided. The results of the evaluation will~~ ~~be communicated to the supplier to enable improvements. Any extension of the~~ ~~contract will take into consideration results of performance evaluation(s).~~  ~~The evaluation will be based on Key Performance Indicators that will be specified~~ ~~within the terms and conditions of the contractual agreement.~~  ~~In your technical proposal, please provide the detailed service level agreement~~ | 5 |
| --- | --- | --- |
|  | (SLA) that is associated with the proposed level of subscription. The SLA provided  ~~should include detailed KPIs, tolerances, and the remedies/benefits (including~~ ~~financial) offered in the event elements of the SLA are not met. The SLA~~ ~~background information shall describe how the metrics are calculated and~~ ~~independently validated/audited. This SLA is one of the technical evaluation~~ ~~criteria. If there are different levels of SLA provided at differing costs, please~~ ~~include those additional variants and how they impact subscription prices.~~  ~~2.6 Assessment of the implementation plan proposed including whether the~~ ~~activities are properly sequenced and if these are logical and realistic~~  ~~2.7 Demonstrate how you plan to integrate sustainability measures in the~~ ~~execution of the contract to provide goods or services~~ |

|  |  |  |
| --- | --- | --- |
| **Total points for section** | | **45** |

| **Section 4: Key personnel proposed** | | **Points** |
| --- | --- | --- |
| 4.1 | Composition and structure of the team proposed. Are the proposed roles of the management and the team of key personnel suitable for the provision of the necessary services?   * Type of engagement, e.g. regular staﬀ, consultant, contractor, sub-contractor, etc. * Title/Designation of each team member on the project * Educational qualiﬁcations and professional experiences * Experience in working on similar project and assignment – List all similar projects they worked on and their roles on the project   Complete Table 3.1 below. | 10 |
| 4.2 | Qualiﬁcations of key personnel proposed   * Project Manager (5 points) * Solution Designer/Systems Architect (10 points) * Senior Functional Specialist (5 points) * Junior Functional Specialist (10 points) * Senior Technical Specialist (5 points) * Junior Technical Specialist (5 points) * Data/Migration Specialist (10 points) | ~~45~~ 50 |

|  | **Qualiﬁcations of key personnel proposed**  [For each of the names identiﬁed above, attach his/her CV using the format in Form E: Format for Resume of Proposed Key Personnel.] |  |
| --- | --- | --- |
| **Total points for section** | | **60** |

Table 3.1. Composition and structure of the team proposed. Are the proposed roles of the management and the team of key personnel suitable for the provision of the necessary services.

| **Name and Nation ality** | **Position to be Assumed in this Contract** | **Requirements as per Terms of reference** | **Type of engagement,** | **Educational qualiﬁcations and professional experiences** | **Experience in working on similar project and assignment – List all similar projects they worked on and their roles on the project** |
| --- | --- | --- | --- | --- | --- |
| [Insert] |  | Copy the requirements in the TOR. If you are proposing additional personnel not included in the min. structure, please make this column as  N/A |  |  |  |
| [Insert] |  |  |  |  |  |
| [Insert] |  |  |  |  |  |
|  |  |  |  |  |  |

| **Section 5: Oral Presentations (Product Demo)** | | **Points** |
| --- | --- | --- |
| 5.1 | Oral presentation (including Product Demo). All oﬀerors who presented substantially compliant (minimum 70% of the points) proposals in evaluation sections 1-4 will be required to make an oral presentation either in person or remotely, at the discretion of UNOPS.  The Oral Presentation will require a demonstration of the use cases listed under ‘Demo Use Case Scenarios’ in the Schedule of Requirements.  Information from the oral presentation will also be used as part of the technical evaluation process. UNOPS reserves the right to incorporate elements from oral presentations in the ﬁnal contract. The oral presentation will not encompass price proposals.  **Oral Presentation Ground Rules:** | 70 |

|  | The selected oﬀerors as speciﬁed above must make an oral presentation to the UNOPS evaluation panel and participate in a question and answer session. The purpose of the oral presentation and question and answer session is to validate the information provided by the oﬀeror in their proposal and to test the oﬀeror’s understanding of the work that will be performed per the Schedule of Requirements / Terms of Reference under the prospective contract, which will be a factor in the overall technical evaluation of the proposals. The Oral Presentation will require a demonstration of the products oﬀered. Each Oﬀeror will be allowed 4 hours to make their oral presentation.  UNOPS will determine the date and time for each oﬀeror’s oral presentation. The UNOPS procurement oﬃcial will notify oﬀerors of the scheduled date and time, as well as the agenda for their presentation. At its sole discretion, UNOPS reserves the right to reschedule any oﬀeror’s presentation. Oﬀerors must conﬁrm their availability for that date should they be invited.  The presentation must be made by one or more of the personnel whom the oﬀeror will employ to manage or supervise contract performance. The proposed Senior Executive must be present and must, at a minimum, answer questions directed to him/her during the question and answer session.  Oﬀerors may not use non-employees (freelancers / consultants) to make the oral presentation. The oﬀeror should be prepared to answer detailed technical questions from UNOPS.  During the presentation, interaction between the evaluation team and the oﬀeror will be limited. The UNOPS procurement oﬃcial will chair the meeting and ensure compliance with the ground rules. UNOPS will not inform oﬀerors of their strengths, deﬁciencies or weaknesses during the presentation and UNOPS will not engage in bargaining during the presentations. The presentation does not constitute discussions or negotiations with oﬀerors.  UNOPS reserves the right to make video or audio recordings of oral presentations for its own internal use. These will not be released or made public except where required by law.  **Oral Presentation Agenda:**   1. Intro to company, oﬀeror organization, including any proposed joint ventures: 15 minutes 2. Intro to platform and platform capabilities (innovative explanation can be highlighted here): 15 minutes 3. Q&A: 15 minutes 4. Recruitment and onboarding use cases demo: 180 minutes    * Q&A during included    * 1 - 15 min break included 5. Q&A and wrap up   **Oral Presentation Evaluation Criteria:**  The oral presentation will be evaluated based on the following factors:   * + Demonstrated ability of the product to fulﬁl the functional use cases stated in the TOR: 40 points   + User friendliness of the product: 15 points |  |
| --- | --- | --- |

|  | - Use of innovative technologies in order to create signiﬁcant process eﬃciencies: 15 points  **Note:**   * The Demo is free of cost to UNOPS. * UNOPS will oﬀer the necessary video-conferencing tools to Oﬀerors. However, Oﬀerors are made aware that the invitation link will be sent to the email addresses provided and UNOPS shall not be held responsible in case of errors or misspell on the email address, bouncing from the participant's email or any other failed delivery of the email. * Oﬀerors are put on notice that the Demo may be recorded for UNOPS audit trail and that by taking part, the participants accept to such recording. |  |
| --- | --- | --- |
| **Total points for section** | | **70** |

| **Section 6: Conceptual Validation** | | **Points** |
| --- | --- | --- |
| 6.1 | Conceptual Validation. All oﬀerors who presented substantially compliant proposals (minimum 70 points) in evaluation sections 1-5 will be required to participate in a Conceptual Validation. The Conceptual Validation will require a partial / simpliﬁed implementation of the use cases listed under ‘Demo Use Case Scenarios’ in the Schedule of Requirements.  The Conceptual Validation should incorporate the following elements:   1. At least one simpliﬁed workﬂow / process 2. Import of small representational sets of data 3. At least one integration with existing UNOPS systems 4. At least one report / dashboard   Information from the Conceptual Validation will also be used as part of the technical evaluation process. UNOPS reserves the right to incorporate elements from the Conceptual Validation in the ﬁnal contract. The Conceptual Validation will not encompass price proposals.  **Conceptual Validation Ground Rules:**  The selected oﬀerors as speciﬁed above must participate in a Conceptual Validation engagement with the UNOPS evaluation panel. The evaluation panel members must be provided administrator level access to the Conceptual Validation environment provided by the oﬀeror. The evaluation panel must be provided with all functional and technical conﬁguration information that is implemented by the oﬀeror as part of the Conceptual Validation. The evaluation panel will be available for consultation and information exchange to the oﬀeror at most 2 hours each working day during the Conceptual Validation period.  The purpose of the Conceptual Validation engagement is to validate the strength of the product to meet UNOPS needs, and to validate the information provided by the oﬀeror in their proposal and Conceptual Validation and to test the oﬀeror’s understanding of the work that will be | 100 |

|  | performed per the terms of reference/statement of work under the prospective contract, which will be a factor in the overall technical evaluation of the proposals.~~Each Offeror will be allowed two weeks for the Conceptual Validation~~.  UNOPS will determine the date and time for each oﬀeror’s Conceptual Validation. The UNOPS procurement oﬃcial will notify oﬀerors of the scheduled date and time for their Conceptual Validation. At its sole discretion, UNOPS reserves the right to reschedule any oﬀeror’s Conceptual Validation. Oﬀerors must conﬁrm their availability for that date should they be invited.  The Conceptual Validation must be made by one or more of the personnel whom the oﬀeror will employ to manage or supervise contract performance. Oﬀerors may not use consultants to participate in the Conceptual Validation. The oﬀeror should be prepared to answer detailed technical questions from UNOPS.  During the Conceptual Validation, interaction between the evaluation team and the oﬀeror will be limited. UNOPS will not inform oﬀerors of their strengths, deﬁciencies or weaknesses during the Conceptual Validation and UNOPS will not engage in bargaining during the Conceptual Validation. The Conceptual Validation does not constitute discussions or negotiations with oﬀerors.  **Conceptual Validation Evaluation Criteria:**  The Conceptual Validation will be evaluated based on the following factors. Evaluation will be based on demonstration of the simpliﬁed implementation of the oﬀeror’s system to the evaluation panel including demonstration of the technical conﬁguration within the system for the implementation of the use cases within the Conceptual Validation.   * Demonstrated ability of the product to fulﬁl the functional use cases stated in the TOR: 40 points * User friendliness of the product: 15 points * Use of innovative technologies in order to create signiﬁcant process eﬃciencies: 15 points * Complexity of technical implementation: 10 points * Availability and ease of implementation of integration to other systems: 15 points * Implementation methodology employed by the oﬀeror: 5 points   **Note:**   * The Conceptual Validation is free of cost to UNOPS. * UNOPS will oﬀer the necessary video-conferencing tools to Oﬀerors. However, Oﬀerors are made aware that the invitation link will be sent to the email addresses provided and UNOPS shall not be held responsible in case of errors or misspell on the email address, bouncing from the participant's email or any other failed delivery of the email. |  |
| --- | --- | --- |

|  | * Oﬀerors are put on notice that the Validation may be recorded for UNOPS audit trail and that by taking part, the participants accept to such recording |  |
| --- | --- | --- |
| **Total points for section** | | **100** |

# Form E: Format for Resume of Proposed Key Personnel

RFP reference no: [insert RFP reference No.] Name of Oﬀeror: [insert name of Oﬀeror]

| **Position** | [Insert] |
| --- | --- |
| **Name of**  **Personnel** | [Insert] |
| **Title** | [Insert] |
| **Years with Firm** | [Insert] |
| **Nationality** | [Insert] |
| **Language proﬁciency** | [Insert] |
| **Education/ Qualiﬁcations** | [Summarize college/university and other specialized education of personnel member, giving names of schools, dates attended, and degrees/qualiﬁcations obtained.] |
| **Professional certiﬁcations** | [Provide details of professional certiﬁcations relevant to the scope of services]   * Name of institution: [Insert] * Date of certiﬁcation: [Insert] |
| **Employment Record/ Experience** | [Starting with present position, list in reverse order, every employment held. List all positions held by personnel since graduation, giving dates, names of employing organization, title of position held and location of employment. For experience in last ﬁve years, detail the type of activities performed, degree of responsibilities, location of assignments and any other information or professional experience considered pertinent for this assignment.] |
| **References** | [Provide names, addresses, phone and email contact information for two (2) references]  Reference 1:  Reference 2: |

I, the undersigned, certify to the best of my knowledge and belief, this bio-date is accurate.



Signature of Personnel (individual) or ﬁrm representative Date (Day/Month/Year)

# Form F: Performance Statement Form

RFP reference no: [insert RFP reference No.] Name of Oﬀeror: [insert name of Oﬀeror] Date: [insert submission date]

| **Order placed by [Full address of purchaser]** | **Order no. & date** | **Description & quantity of ordered items** | **Value of order** | **Date of completion of delivery** | | **Remarks indicating reasons of late delivery, if any** | **Was the supply of goods satisfactory**  **?** |
| --- | --- | --- | --- | --- | --- | --- | --- |
| **As per Contract** | **Actual** |
|  |  |  |  |  |  |  |  |
|  |  |  |  |  |  |  |  |
|  |  |  |  |  |  |  |  |
|  |  |  |  |  |  |  |  |

Name :

Title :

Date :

Signature :

# Form G\_ – BIDDER FINANCIAL CAPACITY COVER PAGE

ITB reference no**: RFP/2024/50551**

Name of Bidder: [insert name of bidder]

Bidders shall fill in this Financial Capacity Cover Page in accordance with the instructions indicated.

Instructions - Please enter your annual turnover for the past five (5) years in the first box and your past three (3) years of liquidity ratios in the second box.

| **BIDDER FINANCIAL CAPACITY COVER PAGE** | | |
| --- | --- | --- |
| ANNUAL TURNOVER (LAST 5 YEARS) | | |
| YEAR | AMOUNT IN USD | Remark |
| YEAR 1 (2019) |  |  |
| YEAR 2 (2020) |  |  |
| YEAR 3 (2021) |  |  |
| YEAR 4 (2022) |  |  |
| YEAR 5 (2023)  If 2023 statements are not ready, kindly submit 2018-2019-2020-2021-20  22 instead |  |  |

| LIQUIDITY RATIOS (LAST 3 YEARS) | | | | |
| --- | --- | --- | --- | --- |
| YEAR | ITEM | AMOUNT IN USD | RATIO | Remark |
| YEAR 1 (2021) | CURRENT ASSETS |  |  |  |
| CURRENT LIABILITIES |  |
| YEAR 2 (2022) | CURRENT ASSETS |  |  |  |
| CURRENT LIABILITIES |  |
| YEAR 3 (2023) If 2023 | CURRENT ASSETS |  |  |  |
| statements are not ready, |  |  |
| kindly submit |  |
| 2020-2021-2022 instead. | CURRENT LIABILITIES |

I, the undersigned, certify that I am duly authorized by [***insert full name of bidder***] to sign this bid and bind [***insert full name of bidder***] should UNOPS accept this bid:

Name :

Title :

Date :

Signature :