

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 I: Instruction to Offerors

1. SCOPE OF PROPOSAL

Offerors are invited to submit a Proposal for the services/goods specified in Section IV: Schedule of Requirements, in accordance with this RFP. A summary of the scope of the Proposal is included in **Section I: RFP Particulars**.

All correspondence and notification in relation to this RFP shall be sent to the contact person and address set out in **Section I: RFP Particulars**. Please note that the address for Proposal Submission may be different.

2. INTERPRETATION OF THE RFP

This RFP is an invitation to treat and shall not be construed as an offer capable of being accepted or as creating any contractual, other legal or restitutionary rights.

No binding contract, including a process contract or other understanding or arrangement, will exist between the Offeror and UNOPS and nothing in or in connection with this RFP shall give rise to any liability on the part of UNOPS unless and until the Contract is signed by UNOPS and the successful Offeror.

3. AMENDMENTS TO THE RFP

Prior to the deadline for Proposal Submission, UNOPS may at its discretion modify the RFP Documents by way of a written addendum. All written addenda to the RFP Documents shall form part of the RFP.

In the event UNOPS modifies the RFP, UNOPS will notify in writing all Offerors that have received the RFP directly from UNOPS if the RFP was not available online, and/or, if the RFP was available online or if stated in **Section I: RFP Particulars**, responses will be posted online.

In order to give the Offerors reasonable time to take such modification into account, UNOPS may extend the Deadline for Proposal Submission as may be appropriate under the circumstances.

4. OFFEROR ELIGIBILITY

Offerors may be a private, public or government-owned legal entity or any association with legal capacity to enter into a binding contract with UNOPS.

An Offeror, and all parties constituting the Offeror, may have the nationality of any country with the exception of the nationalities, if any, listed in **Section I: RFP Particulars**. An Offeror shall be deemed to have the nationality of a country if the Offeror is a citizen or is constituted, incorporated, or registered and operates in conformity with the provisions of the laws of that country.

An Offeror shall not have a conflict of interest. A Offeror shall be considered to have a conflict of interest if:

- An Offeror (including its personnel) has a close business or family relationship with a UNOPS personnel or with personnel of the UNOPS partner who engaged UNOPS and who: (i) are directly or indirectly involved in the preparation of the bidding documents or specifications of the contract, and/or the bid evaluation process of such contract; or (ii) would be involved in the implementation or supervision of such contract;
- An Offeror is associated, or has been associated in the past, directly or indirectly, with a firm or any of its affiliates which have been engaged by UNOPS to provide consulting services for the preparation of the design, specifications, and other documents to be used for the procurement of the goods, services or works required in the present procurement process;
- An Offeror has an interest in other Offerors, for the same procurement activity, including when they have common ownership and/or management. Offerors shall not submit more than one

bid, except for alternative offers, if permitted. This will result in the disqualification of all bids in which the Offeror is involved. This includes situations where a firm is the Offeror in one bid and a sub-contractor on another; however, this does not limit the inclusion of a firm as a sub-contractor in more than one bid. In the case of procurement processes with lots, this provision shall apply on a lot by lot basis;

- An Offeror does not comply with any other conflict of interest situation relevant to the specific procurement process as specified in the solicitation document.

Offerors must disclose any actual or potential conflict of interest in the Offeror Information Form and they shall be deemed ineligible for this procurement process unless such conflict of interest is resolved in a manner acceptable to UNOPS. Failure to disclose any actual or potential conflict of interest may lead to the Bidder being sanctioned further to [UNOPS policy on vendor sanctions](#).

An Offeror shall not be eligible to submit a Proposal if and when at the time of proposal submission, the Offeror:

- is included in the Ineligibility List, hosted by [UNGM](#), that aggregates information disclosed by UNOPS ([UNOPS Ineligibility List](#)) and other Agencies, Funds or Programs of the UN System;
- is included in the [Consolidated United Nations Security Council Sanctions List](#), including the [UN Security Council Resolution 1267/1989 list](#);
- is included in the [World Bank Corporate Procurement Listing of Non-Responsible Vendors](#) and [World Bank Listing of Ineligible Firms and Individuals](#).
- is included in any other Ineligibility List from a UNOPS partner and if so listed in **Section I: RFP Particulars**.
- is currently suspended from doing business with UNOPS and removed from its vendor database(s), for reasons other than engaging in proscribed practices as defined in the UNOPS Procurement Manual.

All Offerors are expected to embrace the principles of the [United Nations Supplier Code of Conduct](#), given that it originates from the core values of the Charter of the United Nations. UNOPS also expects all its suppliers to adhere to the principles of the [United Nations Global Compact](#) and requests that all Offerors observe the highest standard of ethics during the entire Proposal process, as well as the duration of any contract that may be awarded as a result of this Proposal process as further defined in Article 41.

If an Offeror does not have all the expertise required for the provision of the services/goods to be provided under the Contract, such Offeror may submit a Proposal in association with other entities, particularly with an entity in the country where the goods and/or services are to be provided. In the case of a joint venture, consortium or association:

- (i) All parties of such joint venture, consortium or association shall be jointly and severally liable to UNOPS for any obligations arising from their Proposal and the Contract that may be awarded to them as a result of this RFP;
- (ii) The Proposal shall clearly identify the designated entity designated to act as the contact point to deal with UNOPS. The duly filled Form D: Joint Venture Partner Information Form must be included with the Proposal. Such entity shall have the authority to make decisions binding upon the joint venture, association or consortium during the bidding process and, in the event that a contract is awarded, during the duration of the contract; and
- (iii) The composition or the constitution of the joint venture, consortium or association shall not be altered without the prior consent of UNOPS.

5. ERRORS OR OMISSIONS

Offerors shall immediately notify UNOPS in writing of any ambiguities, errors, omissions, discrepancies, inconsistencies or other faults in any part of the RFP, with full details of those ambiguities, errors, omissions, discrepancies, inconsistencies or other faults.

Offerors shall not benefit from such ambiguities, errors, omissions, discrepancies, inconsistencies or other faults.

6. OFFERORS' RESPONSIBILITY TO INFORM THEMSELVES & ACKNOWLEDGEMENT

Offerors shall be responsible to inform themselves in preparing their Proposal. In this regard, Offerors shall ensure that they:

- i. examine and fully inform themselves in relation to all aspects of the RFP, including the Contract and all other documents included or referred to in this RFP;
- ii. review the RFP to ensure that they have a complete copy of all documents;
- iii. obtain and examine all other information relevant to the project and the scope of the requirements available on reasonable enquiry;
- iv. verify all relevant representations, statements and information, including those contained or referred to in the RFP or made orally during any clarification meeting or site inspection or any discussion with UNOPS, its employees or agents;
- v. attend any Clarification Meeting or Site Inspection if it is mandatory under this RFP;
- vi. fully inform and satisfy themselves as to requirements of any relevant authorities and laws that apply, or may in the future apply, to the supply of the goods/services; and
- vii. form their own assessment of the nature and extent of the services/goods required as included in Section IV: Schedule of Requirements and properly account for all requirements in their Proposal.

Offerors acknowledge that UNOPS, its directors, employees and agents make no representations or warranties (express or implied) as to the accuracy, currency or completeness of this RFP or any other information provided to the Offerors.

7. CLARIFICATION OF THE RFP

Offerors may request clarification of the RFP or Proposal process by submitting a written request to the contact stated in **Section I: RFP Particulars** up to the time stated in **Section I: RFP Particulars** and thereafter requests for clarification will not be accepted. Explanations or interpretations provided by personnel other than the named contact person will not be considered binding or official.

UNOPS shall gather all requests for clarification and may respond in writing to all such requests at the same time. Responses to requests for clarification shall be communicated directly to all Offerors that received the RFP directly from UNOPS if the RFP was not available online, and/or, if the RFP was available online or if stated in **Section I: RFP Particulars**, responses will be posted online without disclosing the names of the Offerors who submitted the requests for clarification.

8. CLARIFICATION OR PRE-PROPOSAL MEETING

Unless otherwise instructed in writing by UNOPS, a clarification or Pre-Proposal meeting will only be held if stated **Section I: RFP Particulars**, at the time and place and in accordance with any instructions set out in the **Section I: RFP Particulars**.

If it is stated in **Section I: RFP Particulars** that a clarification meeting shall be mandatory, an Offeror which does not attend the clarification meeting shall become ineligible to submit a proposal under this RFP.

The names of representatives of Offerors who will attend the clarification meeting shall be submitted in writing by Offerors to the UNOPS contact person listed in **Section I: RFP Particulars**, including the full name and position of each representative at least 1 working day before the clarification meeting is to be held.

UNOPS will not issue any formal answers to questions from Offerors regarding the RFP or Proposal process during the clarification meeting. All questions shall be submitted in accordance with Article 7.

The clarification meeting shall be conducted for the purpose of providing background information only. Without limiting Article 6, Offerors shall not rely upon any information, statement or representation made at the clarification meeting unless that information, statement or representation is confirmed by UNOPS in writing.

UNOPS shall prepare minutes of the clarification meeting and communicate them in writing directly to all Offerors which received the Proposal documents directly from UNOPS if the RFP was not available online, and/or, if the RFP was available online or if stated in **Section I: RFP Particulars**, the minutes will be posted online without disclosing the names of the Offerors who attended the clarification meeting, shortly after the clarification meeting.

9. SITE INSPECTION

Unless otherwise instructed in writing by UNOPS, a site visit will only be held if stated in **Section I: RFP Particulars**, at the time and place and in accordance with any instructions set out in **Section I: RFP Particulars**.

If it is stated in **Section I: RFP Particulars** that a site inspection shall be mandatory, an Offeror which does not attend the site inspection shall become ineligible to submit a proposal under this RFP.

Offerors participating in a site inspection shall be responsible for making and obtaining any visa arrangements that may be required for the Offerors to participate in a site inspection.

Prior to attending a site inspection, Offerors shall execute an indemnity and a waiver releasing UNOPS in respect of any liability that may arise from:

- (i) loss of or damage to any real or personal property;
- (ii) personal injury, disease or illness to, or death of, any person;
- (iii) financial loss or expense, arising out of the carrying out of that site inspection; and
- (iv) transportation by UNOPS to the site (if provided) as a result of any accidents or malicious acts by third parties.

UNOPS will not issue any formal answers to questions from Offerors regarding the RFP or Proposal process during a site visit. All questions shall be submitted in accordance with Article 7.

A site visit will be conducted for the purpose of providing background information only. Without limiting Article 6, Offerors shall not rely upon any information, statement or representation made at a site visit unless that information, statement or representation is confirmed by UNOPS in writing.

10. DOCUMENTS COMPRISING THE PROPOSAL

The Proposal shall comprise the following:

- (a) Proposal Submission Form and the applicable Returnable Bidding Forms included in Section V;
- (b) Proposal Security if specified in **Section I: RFP Particulars**, in accordance with Instructions to Offerors Article 19, if required;
- (c) Documentary evidence as specified in Section III: Evaluation Criteria to establish the Offeror's compliance with the applicable eligibility, formal, qualification and technical criteria.

11. EXCLUSIVITY AND AVAILABILITY STATEMENT

If so required in **Section I: RFP Particulars** each key expert profile requested in Section IV: Schedule of Requirements must sign an exclusivity and availability statement. The purpose of Exclusivity and Availability Statement is as follows:

- (a) The key experts proposed in the proposal must not be part of any other proposal being submitted for this RFP process. They must therefore engage themselves exclusively to the Offeror.
- (b) Each key expert must also undertake to be available, able and willing to work for all the period foreseen for his/her input during the implementation of the contract as indicated in the Schedule of Requirements and the offeror's proposal.

Having selected an offeror partly on the basis of an evaluation of the key experts presented in the offer, UNOPS expects the contract to be executed by these specific experts. As the expected date of mobilization is given in the solicitation documents, UNOPS will only consider substitutions after the deadline for the submission of offers in cases of unexpected delays in the commencement date beyond the control of the Offeror, or exceptionally because of the incapacity of a key expert for health reasons or due to force majeure or other circumstances which may justify a replacement and which would not

have any effect on the selection of the proposal. The desire of an Offeror to use an expert on another project or a change of mind on the part of an expert about the contract will not be accepted as a reason for substitution of any of the key experts.

12. REMUNERATION FOR AND COSTS OF PROPOSALS

Offerors shall not be entitled to any remuneration or compensation for the preparation and submission of their Proposal.

Offerors acknowledge that their participation in any stage of the solicitation process for this RFP is at the Offerors' own risk and cost. UNOPS shall not be responsible for any costs or expenses incurred by Offerors in the preparation and submission of Proposals or participation in the solicitation process, including as part of any clarification meeting or site inspection.

UNOPS is not liable to Offerors for any costs, expense or loss on any legal, contractual, quasi contractual or restitutionary basis incurred or suffered in connection with the RFP or Offerors' participation in the solicitation process, including where:

- (i) clarifications and addenda are provided or not provided to Offerors;
- (ii) an Offeror is not selected or not engaged to carry out the services;
- (iii) UNOPS varies, terminates, suspends or delays any aspect of the Proposal process or conducts another process in its place;
- (iv) UNOPS elects not to proceed with the RFP in whole or in part; or
- (v) UNOPS exercises any other rights under the RFP.

13. PROPOSAL VALIDITY PERIOD

Proposals shall remain valid for acceptance by UNOPS for the entire period set out in **Section I: RFP Particulars**. A Proposal valid for a shorter period of time shall not be further considered.

Prior to expiration of the Proposal validity period, UNOPS may request in writing that the Offerors extend the validity of their Proposals with the same conditions. The Proposal of Offerors who decline to extend the validity of their Proposal shall become disqualified as no longer valid.

14. PARTIAL PROPOSALS

Offerors must offer services/goods for the total requirement requested under Section IV: Schedule of Requirements unless if so stated in **Section I: RFP Particulars**. Proposals offering only part of the requirements may be rejected unless permitted otherwise in **Section I: RFP Particulars**.

If indicated in **Section I: RFP Particulars** that Proposals are being invited for individual contracts (lots) and unless otherwise indicated in Section I, Offerors must offer 100 % of the items specified for each lot and to 100% of the quantities specified for each item of a lot. If applicable, the methodology of evaluation to determine the award of multiple lot combinations will be specified in Section III: Evaluation Criteria.

15. ALTERNATIVE PROPOSALS

Offerors shall not submit more than one Proposal per Offeror in this RFP process, with the exception of alternative offers if so provided for in **Section I: RFP Particulars**. Where the conditions for its acceptance are met, UNOPS reserves the right to award a contract based on an alternative Proposal.

If **Section I: RFP Particulars** states that alternative Proposals shall not be accepted, then these will not be evaluated. If an Offeror submits more than one Proposal:

- (i) All Proposals marked as "Alternative Proposal" will be disqualified and only the Proposal marked as "Initial Proposal" will be evaluated; or,
- (ii) All Proposals will be rejected if no indication is provided as to which Proposal is the original Proposal and which is/are the alternative Proposal(s).

16. PROPOSAL PRICES AND DISCOUNTS

The prices and discounts quoted by the Offeror in the Financial Proposal Form shall conform to the requirements specified below.

All items and lots (if applicable) must be listed and priced separately in the Financial Proposal Form.

The Offeror shall quote any unconditional discounts and indicate the method for their application in the Financial Proposal Form.

If applicable, the terms FCA, CPT and other similar terms shall be governed by the rules prescribed in the 2020 edition of Incoterms, published by The International Chamber of Commerce. The Incoterms rules and place of destination is specified in Section IV: Schedule of Requirements.

Prices quoted by the Offeror shall be fixed during the Offeror's performance of the Contract and not subject to variation on any account, unless otherwise specified in **Section I: RFP Particulars**. A Proposal submitted with an adjustable price shall be treated as non-compliant and shall be rejected, pursuant to Instructions to Offerors Article 27. However, if in accordance with **Section I**, prices quoted by the Offeror shall be subject to adjustment during the performance of the Contract, a Proposal submitted with a fixed price quotation shall not be rejected, but the price adjustment shall be treated as zero.

If indicated in **Section I: RFP Particulars** Proposals are being invited for individual contracts (lots) and unless otherwise indicated in Section I, prices quoted shall correspond to 100 % of the items specified for each lot and to 100% of the quantities specified for each item of a lot. Offerors wishing to offer any price reduction (discount) for the award of more than one Lot shall specify the applicable price reduction.

17. PROPOSAL CURRENCY(IES)

Prices in the Proposal shall be quoted in the currency(ies) stated in **Section I: RFP Particulars**. If applicable, for comparison and evaluation purposes, UNOPS will convert the Proposal prices into USD at the official United Nations rate of exchange in force at the time of the Deadline for Proposal Submission.

UNOPS reserves the right not to reject any Proposals submitted in a currency other than the mandatory Proposal currency(ies). UNOPS may accept Proposals submitted in another currency than stated above if the Offeror confirms during clarification of Proposals in writing that it will accept a contract issued in the mandatory Proposal currency and that for conversion the official United Nations operational rate of exchange of the day of RFP deadline as stated in the Section I: RFP Particulars shall apply. Regardless of the currency of Proposals received, the contract will always be issued and subsequent payments will be made in the mandatory Proposal currency above.

18. DUTIES AND TAXES

Article II, Section 7, of the Convention on the Privileges and Immunities provides, inter alia, that the United Nations, including UNOPS as a subsidiary organ, 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. All Proposals shall be submitted net of any direct taxes and any other taxes and duties, unless otherwise specified in **Section I: RFP Particulars**.

19. PROPOSAL SECURITY

The Offeror shall furnish as part of its Proposal, a Proposal Security, if required in **Section I: RFP Particulars**.

The Proposal Security shall be in the amount and form specified in **Section I: RFP Particulars** and shall:

- (a) Be in the same currency as stipulated in Instructions to Offerors, Article 17.
- (b) Be valid for thirty (30) days beyond the period of Proposal validity prescribed by UNOPS pursuant to Article 13, Proposal Validity Period.

A proposal that does not include a Proposal Security in the amount and form described above may be rejected by UNOPS.

Unsuccessful Offerors' Proposal securities will be discharged/returned as promptly as possible, but no later than thirty (30) days after the expiration of the period of Proposal validity prescribed by UNOPS pursuant to Article 13, Proposal Validity Period.

The successful Offeror(s)' Proposal securities will be discharged/returned upon the Offeror executing the contract, pursuant to Article 34, Signing of Contract.

The Proposal security may be forfeited:

- a. If a Offeror withdraws its Proposal during the period of Proposal validity specified by the Offeror on the Proposal submission form; or
- b. In the case of the successful Offeror, if the Offeror fails to sign the contract in accordance with Article 34, Signing of Contract.

20. FORMAT AND SIGNING OF PROPOSALS

The Proposal shall be typed and shall be signed in indelible ink by the Offeror or a person or persons duly authorized to bind the Offeror to the contract.

A Proposal shall contain no interlineations, erasures, or overwriting. If necessary to correct errors made by an Offeror, hand written corrections to the Proposal may be made before the submission and/or the Deadline for Proposal Submission. In this case, such corrections shall be initialled by the person or persons who signed the Proposal.

21. LANGUAGE OF PROPOSALS

All Proposals, information, documents and correspondence exchanged between UNOPS and the Offerors in relation to this Proposal process shall be in the language set out in **Section I: RFP Particulars**.

Supporting documents may be submitted in their original language. If such language is different from that set out in **Section I: RFP Particulars**, the supporting documents shall be submitted together with a translation of the supporting documents' relevant excerpts. In any such case, for interpretation of the Proposal, the translation shall prevail. The sole responsibility for translation and the accuracy thereof shall rest with the Offeror.

22. DEADLINE FOR PROPOSAL SUBMISSION

All Proposals shall be received by UNOPS by no later than the time and date set out in **Section I: RFP Particulars**. It shall be the sole responsibility of the Offerors to ensure that their Proposal is received by the Closing Date. Proposals submitted after the Deadline for Proposal Submission shall be rejected.

UNOPS may, at its discretion, extend this deadline for the submission of Proposals by amending the solicitation documents in accordance with Article 3 Amendment of solicitation documents. In this case, all rights and obligations of UNOPS and Offerors subject to the previous deadline will thereafter be subject to the new deadline as extended.

23. PROPOSAL SUBMISSION

All Proposals shall be submitted to UNOPS in accordance with the requirements set out in this RFP, including in **Section I: RFP Particulars**.

Particular attention should be made by Offerors in not including any financial/price information in the technical proposal envelope. Proposals that are not submitted in accordance with the provisions set out in this RFP shall be rejected.

24. WITHDRAWAL, SUBSTITUTION, AND MODIFICATION OF PROPOSALS

Prior to the Deadline for Proposal Submission, an Offeror may withdraw, substitute, or modify its submitted Proposal by sending a written notice to UNOPS. However, after the Deadline for Proposal Submission, the Proposals shall remain valid and open for acceptance by UNOPS for the entire Proposal Validity Period, as may be extended.

Proposals for which withdrawal has been requested prior to the deadline for submission of the Proposals shall be made available for collection by the Offeror that submitted it within 15 days of its

withdrawal. Otherwise, UNOPS shall have the right to discard such Proposal unopened without further notice to the Offeror. UNOPS shall not be responsible to return the Proposal to the Offeror at UNOPS' cost.

25. OPENING OF PROPOSALS

Technical Proposals will be opened by a UNOPS bid opening panel consisting of at least two personnel. Offerors shall not attend the technical proposal opening, unless specified in **Section I: RFP Particulars**.

Financial proposals will be opened only for proposals that achieve the minimum technical threshold according to Article 30, Evaluation of Proposals.

26. CLARIFICATION OF PROPOSALS

UNOPS may request clarification or further information in writing from the Offerors at any time during the evaluation process. The Offerors' responses shall not contain any changes regarding the substance or price of the Proposal, except to confirm the correction of arithmetic errors discovered by UNOPS in the Evaluation of the Proposals, in accordance with Instructions to Offerors Article 28.

UNOPS may use such information in interpreting and evaluating the relevant Proposal but is under no obligation to take it into account

27. COMPLIANCE OF PROPOSALS

UNOPS's determination of a Proposal's compliance is to be based on the contents of the Proposal itself.

A substantially compliant Proposal is one that meets or exceeds the requirements under the Schedule of Requirements and obtains the minimum required number of technical points defined in the Evaluation Criteria, without material deviation, reservation, or omission. A material deviation, reservation, or omission is one that:

- (a) affects in any substantial way the scope, quality, or performance of the Services/Goods specified in the Schedule of Requirements; or
- (b) limits in any substantial way, inconsistent with the Bidding Documents, UNOPS' rights or the Offeror's obligations under the Contract; or
- (c) if rectified would unfairly affect the competitive position of other Offerors presenting substantially compliant Proposals.

If a Proposal is not substantially compliant to the Bidding Documents, it shall be rejected by UNOPS and may not subsequently be made compliant by the Offeror by correction of the material deviation, reservation, or omission.

28. MINOR INFORMALITIES, ERRORS, OR OMISSIONS

Provided that a Proposal is substantially compliant, UNOPS may waive any minor informalities, errors or omissions in the Proposal that do not constitute a material deviation. These are a matter of form and not of substance that can be corrected or waived without being prejudicial to other Offerors.

Provided that a Proposal is substantially compliant, UNOPS may request the Offeror to submit the necessary information or documentation, within a reasonable period of time, to rectify minor informalities, errors or omissions in the Proposal.

Provided that the Proposal is substantially compliant, UNOPS shall correct arithmetical errors on the following basis:

- (a) if there is a discrepancy between the unit price and the line item total that is obtained by multiplying the unit price by the quantity, the unit price shall prevail and the line item total shall be corrected, unless in the opinion of UNOPS there is an obvious misplacement of the decimal point in the unit price, in which case the line item total as quoted shall govern and the unit price shall be corrected;
- (b) if there is an error in a total corresponding to the addition or subtraction of subtotals, the subtotals shall prevail and the total shall be corrected; and

- (c) if there is a discrepancy between words and figures, the amount in words shall prevail, unless the amount expressed in words is related to an arithmetic error, in which case the amount in figures shall prevail subject to (a) and (b) above.

If the Offeror that is recommended for award as per the award criteria does not accept the correction of errors, its Proposal shall be rejected and its Proposal Security may be forfeited.

29. PRELIMINARY EXAMINATION

Upon opening of the Proposals, UNOPS shall proceed to a preliminary examination of the Proposals to confirm that all documents and technical documentation requested in Instructions to Offerors Article 10, Documents comprising the Proposal, have been provided, and to determine the completeness of each document submitted. UNOPS may reject any Proposal during the preliminary examination which does not comply with the formal and eligibility requirements set out in Section III: Evaluation criteria, without further consultation with the Offeror.

Proposals which are incomplete, frivolous, or that contain material deviations from or reservations to the terms of the Contract, may, in UNOPS absolute discretion, be rejected or excluded from further consideration at any time during the evaluation, including after preliminary examination.

30. EVALUATION OF PROPOSALS

To evaluate a Proposal, UNOPS shall only use all the methodologies and criteria defined in the RFP. No other criteria or methodology shall be permitted.

All Proposals found substantially compliant with the formal and eligibility criteria under Article 29, Preliminary Examination, will go through subsequent evaluation as follows:

1. Qualification criteria (if included in Section III: Evaluation Criteria). Only Offerors meeting the minimum qualification criteria will be deemed qualified and be evaluated further.
2. A two-stage procedure will be utilized in evaluating the Proposals, with evaluation of the Technical Proposal being completed prior to any Financial Proposal being opened and compared. The total number of points which an Offeror may obtain for its Technical and Financial Proposals is stated in Section III: Evaluation Criteria and which shall have either a weighting of 70%-30%, (Technical Proposal-Financial Proposal).
 - a. The Technical Proposal is evaluated on the basis of its compliance to Section IV: Schedule of Requirements, in accordance with the technical criteria points specified in Section III: Evaluation Criteria. Each Proposal will be given a technical score. A Proposal shall be deemed not substantially compliant at this stage if it does not achieve the minimum technical threshold indicated in Section III: Evaluation Criteria and if so, it will not be evaluated further.
 - b. Financial Proposals will only be opened for the Offerors that achieve the minimum technical threshold. Proposals scoring above threshold shall be checked for any arithmetic errors in computation and summation following Article 28. The maximum number of points for the Financial Proposals is as stated in Section III: Evaluation Criteria. This maximum number of points will be allocated to the lowest price Financial Proposal. Financial Proposals from other offerors will receive points in reverse proportion according to the following formula:

$$\text{Points for the Financial Proposal being evaluated} = \frac{[\text{Maximum number of points for the Financial Proposal}] \times [\text{Lowest price}]}{[\text{Price of proposal being evaluated}]}$$

Example: Maximum number of Financial Proposal points is 30 points. Offeror A's price is the lowest at \$10.00. Offeror A receives 30 points.

Offeror B's price is \$20.00. Offeror B receives $(\$10.00/\$20.00) \times 30 = 15$ points

After completion of the evaluation but prior to award, UNOPS shall conduct background checks/due diligence on the Offeror recommended for award, to confirm the Offeror meets the criteria set forth in this RFP or as appropriate to the nature of the procurement process and to reject an Offeror on the basis of such findings. Offerors shall permit UNOPS representatives to access their facilities at any reasonable time to inspect the Offeror's premises.

31. AWARD CRITERIA

In the event of a Contract award, UNOPS shall award the Long Term Agreement to one Offeror who has been determined as eligible and qualified and whose proposal has obtained the overall highest score on the cumulative analysis evaluation of the Technical and Financial proposals, as specified in Article 30. UNOPS reserves the right to conduct negotiations with the Offeror recommended for award on the content of their Proposal.

32. UNOPS RIGHT TO VARY QUANTITIES AT THE TIME OF AWARD

At the time the Contract is awarded, UNOPS reserves the right to increase or decrease the quantity of Goods and/or Services originally specified in Section IV: Schedule of Requirements, provided this does not exceed the percentages specified in Section IV: Schedule of Requirements, and without any change in the unit prices or other terms and conditions of the Proposal and the RFP.

33. NOTIFICATION OF AWARD

Prior to the expiration of the period of Proposal validity, UNOPS will notify the successful Offeror in writing by email or post, that its Proposal has been accepted. Please note that the Offeror, if not already a registered vendor, will be required to complete a vendor registration process on the UNGM prior to the signature and finalization of the contract.

34. SIGNING OF CONTRACT

At the same time as UNOPS notifies a successful Offeror that its Proposal has been accepted, UNOPS will invite the Offeror, provided the Offeror is successfully registered on the UNGM, to sign the final version of the Contract provided in the Bidding Documents, incorporating all agreements between the parties.

35. PERFORMANCE SECURITY

The successful Offeror, if so specified in **Section I: RFP Particulars** shall furnish a Performance Security in the amount and form specified therein, within the specified number of days after receipt of the Contract from UNOPS. UNOPS shall promptly discharge the Proposal Securities of the unsuccessful Offerors pursuant to Instructions to Offerors Article 19.

Failure of the successful Offeror to submit the above-mentioned Performance Security or sign the Contract shall constitute sufficient grounds for the annulment of the award and forfeiture of the Proposal Security. In that event UNOPS may award the Contract to the next lowest evaluated Offeror, whose offer is substantially responsive and is determined by UNOPS to be qualified to perform the Contract satisfactorily.

36. PAYMENT TERMS

UNOPS will ordinarily effect payment within 30 days after receipt of the goods/services and on submission of payment documentation unless otherwise stated in **Section I: Bid Particulars**. Time in connection with discounts offered for accelerated payment will be computed from the date of receipt of payment documents by UNOPS. Payment discounts will not be considered in the financial evaluation.

Unless otherwise stated in **Section I: RFP Particulars**, UNOPS will not accept requests from Offerors to make advanced payments on the contract signed, i.e. payments made prior to receipt of goods and/or services.

If so accepted in **Section I: RFP Particulars**, a request from the Offeror for advance payment shall be justified in writing by the Offeror in its Proposal. This justification must explain the need for the advance payment, itemize the amount requested, and provide a time-schedule for utilization of the requested advance payment amount. If such request is duly accepted by UNOPS, UNOPS may require the Offeror to submit a Bank Guarantee in the same amount as the advanced payment, in the form included in Section VI Contract Forms, or another Form acceptable to UNOPS.

37. CONTRACT MANAGEMENT

UNOPS will continuously manage the contractor's performance during the entire contract period and will conduct performance evaluation based on Key Performance Indicators (KPIs) or Service Level Agreements (SLA) if so specified in Section IV: Schedule of Requirements.

Except under the circumstances of Force Majeure as described under the UNOPS General Conditions of Contract, if the Contractor fails to deliver any or all of the goods by the date(s) of delivery or perform the services tied to the delivery of goods within the period specified in the Contract, UNOPS may, without prejudice to any or all its other remedies under the Contract and if so stated in **Section I: RFP Particulars**, deduct from the Contract price, as liquidated damages, a sum of the original total Contract price for each day of delay until actual delivery or performance, up to a maximum deduction of 10%. Once the maximum is reached, UNOPS may terminate the Contract pursuant to the General Conditions of Contract.

38. PUBLICATION OF CONTRACT AWARD AND DEBRIEFING PROCEDURES

UNOPS shall publish in its website (<https://data.unops.org>) and/or the UNGM website (<https://www.ungm.org/Public/ContractAward/Index/ContractAwards>) information regarding the purchase order(s) or contract(s) awarded as a result of this RFP.

UNOPS may debrief unsuccessful bidders upon receipt of a written request. The request for debrief must be received within 10 calendar days of the notification by UNOPS of the tender results to unsuccessful bidders and is a prerequisite for a bidder to file a bid protest, further to Article 43 below. UNOPS shall promptly respond in writing to any unsuccessful Bidder who requests a debriefing.

39. OTHER UNOPS RIGHTS

Subject to Article 29, UNOPS shall have no obligation to accept any Proposal, including the Proposal with the lowest price.

UNOPS may, in its absolute discretion, do all or any of the following:

- (i) require additional information from Offerors;
- (ii) change the structure and timing of the RFP;
- (iii) alter, terminate, suspend or defer the Proposal process or any part of or activity in it;
- (iv) consider or accept or reject any Proposal which is non-conforming;
- (v) request, attend or conduct any site inspections or clarification meetings;
- (vi) request, attend or observe any product, plant, equipment or other demonstration, trial or test, provided UNOPS acts reasonably in so doing;
- (vii) abandon, cancel or otherwise not proceed with the Proposal process at any time prior to the award of a contract, without any liability toward the Offerors and without providing any reason or notice to Offerors.

40. CONFIDENTIALITY

All information and documents provided to the Offerors by UNOPS shall be treated as confidential by the Offerors and shall:

- (i) remain the property of UNOPS;
- (ii) not be used for any purpose other than the purpose of preparing a Proposal; and
- (iii) be immediately returned to UNOPS in the event the Offeror declines to respond to this RFP, or, in the event of a rejected or an unsuccessful Proposal, within fifteen days of being notified by UNOPS that its Proposal was rejected or unsuccessful.

All information and documents provided to the Offerors by UNOPS shall not be disclosed to any third party, except:

- (i) with the prior written consent of UNOPS;
- (ii) where the third party is assisting a Offeror in preparing the Proposal, provided the Offeror has previously ensured that party's adherence to this duty of confidentiality;
- (iii) if the information or documents is/are at the time of this RFP lawfully in the possession of the Offeror through a party other than UNOPS;
- (iv) if required by law, and provided that the Offeror has previously informed UNOPS in writing of its obligation to disclose the information or documents; or
- (v) if the information is generally and publicly available other than as a result of breach of confidence by the person receiving the information.

41. ETHICS AND CORRUPT PRACTICES

UNOPS requires that all Offerors observe the highest standard of ethics during the entire Proposal process, as well as the duration of any contract that may be awarded as a result of this Proposal process. Therefore, all Offerors shall represent and warrant that they:

- (i) have not unduly obtained, or attempted to unduly obtain, any confidential information in connection with the Proposal process and any contract that may be awarded a result of this Proposal process;
- (ii) have no conflict of interest that would prevent them from entering into a contract with UNOPS, and shall have no interest in other Offerors or parties involved in this Proposal process or in the project underlying this Proposal process;
- (iii) have not engaged, or attempted to engage, in any Proscribed Practices in connection with this RFP process or the contract that may be awarded as a result of this RFP process. For the purposes of this provision, Proscribed Practices are defined in the [UNOPS policy on vendor sanctions](#), and include:
 - A corrupt practice is the offering, giving, receiving, or soliciting, directly or indirectly, anything of value to influence improperly the actions of another party;
 - A fraudulent practice is any act or omission, including a misrepresentation, that knowingly or recklessly misleads, or attempts to mislead, a party to obtain a financial or other benefit or to avoid an obligation;
 - A coercive practice is an act or omission that impairs or harms, or threatens to impair or harm, directly or indirectly, any party or the property of the party to improperly influence the actions of a party;
 - A collusive practice is an arrangement between two or more parties designed to achieve an improper purpose, including influencing improperly the actions of another party;
 - An unethical practice: Conduct or behavior that is contrary to the conflict of interest, gifts and hospitality, post-employment provisions or other published requirements of doing business with UNOPS;
 - Obstruction: Acts or omissions by a Vendor that prevent or hinder UNOPS from investigating instances of possible Proscribed Practices.

In the event that a Offeror fails to comply with any of the above representations and warranties, UNOPS shall have the right to reject the Proposal submitted by such Offeror, and to terminate any contract that may have been awarded as a result of this Proposal process immediately upon notice, without any liability for termination charges or any other liability of any kind of UNOPS. In addition, the Offeror may be precluded from doing business with UNOPS and any other entity of the United Nations System in the future.

42. AUDIT

UNOPS may conduct investigations relating to any aspect of the Contract award 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. 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 UNOPS 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 UNOPS hereunder.

43. BID PROTEST

Any bidder that believes to have been unjustly treated in connection with this solicitation process may submit a complaint to UNOPS' Director of Implementation Practices and Standards through the bid.protest@unops.org email address. For a bid protest to be received and substantially assessed, the vendor must have requested a debrief further to Article 38 and submits the bid protest within 10 calendar days of UNOPS providing the debrief. In the unlikely event that UNOPS does not provide a debrief within 15 calendar days of the vendor's request further to Article 38 above the vendor may present a bid protest within 10 calendar days of the expiry of said 15 calendar day period. For further details on bid protests, please refer to the UNOPS Procurement Manual.

Section II: Evaluation Criteria

UNOPS's evaluation of a Proposal shall take into account the following evaluation criteria.

Eligibility and Formal Criteria – evaluated on Pass/Fail basis and checked during Preliminary Examination

Criteria	Documents to establish compliance with the criteria	Pass/Fail
1. Offeror is eligible as defined in Instructions to Offerors, Article 4	<ul style="list-style-type: none"> • UNGM number • eSourcing Questionnaire • Form D: Joint Venture Partner Information Form, all documents as required in the Form, in the event that the Proposal is submitted by a Joint Venture. • Form E: Proposal Submission Form 	Pass/Fail
2. Completeness of the Proposal. All required Questionnaires (if any), and Returnable Bidding Forms and other documentation requested under the Document Checklist section have been provided and are complete.	<ul style="list-style-type: none"> • All information and documentation as requested under the Questionnaires and CheckList tabs 	Pass/Fail
3. Offeror accepts UNOPS General Conditions of Contract as specified in Section VI	<ul style="list-style-type: none"> • Form E: Proposal Submission Form 	Pass/Fail
4. Offeror is legally established as a company and legally incorporated in their country of operation. Registration/incorporation certificate must be submitted.	<ul style="list-style-type: none"> • Registration / Incorporation certificate 	Pass/Fail

Qualification criteria – evaluated on Pass/Fail basis

Criteria	Documents to establish compliance with the criteria	Pass/Fail
1. Financial capability. Liquidity: the ratio Average Current assets / Current liabilities over the last 2-3 years must be equal or greater than 1. Offerors must include in their Proposal audited balance	<ul style="list-style-type: none"> • Form G: financial capacity cover page • Copy of audited financial statements for the last two years • Cover page with the Liquidity Ratio for the last 2 years and turnover of the last 5 years 	Pass/Fail

<p>sheets covering the last 2 exercises:</p>		
<p>2. Financial capability. Offerors should have annual sales turnover of minimum USD five million (5M) in any one of the last five years.</p>	<p>Form G: financial capacity cover page</p> <ul style="list-style-type: none"> Cover page with the Liquidity Ratio for the last 2 years and turnover of the last 5 years Copy of audited financial statements for the last five years, OR (only if audited financial statements are not available), evidence of turnover (contracts / POs, bank extracts) 	<p>Pass/Fail</p>
<p>3. Offeror should be in continuous business of supplying similar services as specified in the Schedule of requirements during the last 5 (five) years prior to Proposal opening. Offerors should submit at least 3 client references (including contracts / purchase orders, and client letters confirming the successful completion of the services) for similar services during the last 5 years. Full contact details must be provided for the past performances, and UNOPS reserves the right to contact past clients for reference checks.</p>	<ul style="list-style-type: none"> Certification of incorporation of the Offeror Form F: Performance Statement Form Evidence of 3 similar experiences in the last 5 years (evidence documents: contracts / POs, letters of reference). 	<p>Pass/Fail</p>
<p>4. Language: The product offered by the Offeror should be able to deliver any related support and implementation services in the English language (as a minimum).</p>	<ul style="list-style-type: none"> FORM D.1: Technical Proposal Form 	<p>Pass/Fail</p>
<p>5. Product Support: The Offeror or the manufacturer whose products are offered by the Offeror should have the ability to deliver product support, including urgent issue resolution on a 24x7 basis.</p>	<ul style="list-style-type: none"> FORM D.1: Technical Proposal Form 	<p>Pass/Fail</p>

6. The Offeror must present documentation of a current entry in the Cloud Security Alliance STAR registry at Level 1. Alternatively, the Offeror must provide responses to this list of cloud security requirements .	<ul style="list-style-type: none"> FORM D.1: Technical Proposal Form 	Pass/Fail
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Technical criteria – evaluated based on a cumulative analysis methodology

Criteria	Documents to establish compliance with the criteria
<p>Evaluation will be conducted based on the cumulative analysis of Technical and Financial Proposals with a weighting of 70%-30% (Technical Proposal-Financial Proposal)</p> <p>The total number of points which an Offeror may obtain for its proposal is as follows:</p> <ul style="list-style-type: none"> Technical Proposal = 470 points Financial Proposal = 240 201 points <p>The maximum number of technical points is detailed in the below Technical Proposal Evaluation sections.</p> <p>To be substantially compliant, Offerors must obtain a minimum threshold of <u>70%</u> of total points.</p>	<ul style="list-style-type: none"> Form D: Technical Proposal Form Form E: Format for Resume of Proposed Key Personnel

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	<p>Brief description of the organization, including the year and country of incorporation, and types of activities undertake</p> <p>Provide a brief description of their organization, including:</p> <ul style="list-style-type: none"> i. Description of the organization, year and country of incorporation (2 points) ii. Type of services provided, clients, number of years of experience providing similar services (4 points) iii. Size of the workforce segregated by Region, not including subcontractors / freelancers (2 points) iv. Overview of the company's core competencies (2 points) 	10
1.2	<p>Relevance of specialised knowledge and experience on similar engagements done in the region/country</p> <p>Demonstrated specialised knowledge by submitting at least 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.</p> <p>Evidence in the form of contracts, purchase order or similar evidence.</p> <p>Evaluation Criteria:</p> <ul style="list-style-type: none"> - 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 (2 pages maximum)	10

	<p>Describe your vision for the product in the next 5 years including any known roadmap elements that you consider most relevant to the UNOPS context. 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.</p> <p>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.</p> <p>Evaluation Criteria: 2 points per category.</p> <p>1. Long-Term Strategic Alignment:</p> <ul style="list-style-type: none"> - 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. <p>2. Innovation and Adaptability:</p> <ul style="list-style-type: none"> - 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. <p>3. Usability and Scalability:</p> <ul style="list-style-type: none"> - Demonstration of usability connected to UNOPS context - The scalability of the product vision to accommodate potential growth and anticipated change within UNOPS <p>4. Client System Support and Maintenance Policy:</p> <ul style="list-style-type: none"> - 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. <p>5. Risk Mitigation and Contingency Planning:</p> <ul style="list-style-type: none"> - 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. 	
1.4	<p>Gender equality and social inclusion</p> <p>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).</p>	5

	Evaluation criteria: The bidder shall provide at least one of the documentation listed in the examples above.	
1.5	<p>Organization's commitment to Climate change mitigation and adaptation (e.g. energy efficiency, greenhouse gas reporting and offsetting).</p> <p>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, generators, heating/AC and lighting for buildings, monitoring energy consumption, setting KPIs and targets, energy reduction plan)</p> <p>Evaluation criteria:</p> <ul style="list-style-type: none"> - To present documentation or written statements which outline at least one of these examples or more mentioned above. 	5
Total points for section		45

Section 2: Strength and fitness for UNOPS purpose of product offered by Offeror		Points
2.1	<p>Fitness of the product in relation to functional requirements</p> <p>Evaluation criteria: 12 points for each of the following.</p> <p>1. Comprehensive Functional Compatibility:</p> <ul style="list-style-type: none"> - How well the product aligns with the specified functional requirements. Extent to which it covers all essential functionalities outlined in the procurement specifications. <p>2. Performance Metrics:</p> <ul style="list-style-type: none"> - 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. <p>3. Scalability and Flexibility:</p> <ul style="list-style-type: none"> - Product's scalability and flexibility in adapting to potential changes or expansions in functional needs. <p>4. Interoperability and Integration:</p> <ul style="list-style-type: none"> - 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. <p>5. User Experience and Training Requirements:</p> <ul style="list-style-type: none"> - User experience provided by the product in relation to functional requirements. Intuitiveness of the interface, ease of use, and any associated training requirements. 	60
2.2	<p>Fitness of the product in relation to nonfunctional requirements</p> <p>Evaluation criteria:</p> <p>1. Extensibility: 10 points</p>	20

	<ul style="list-style-type: none"> - 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 <p>2. Scalability and Administration capabilities: 5 points</p> <ul style="list-style-type: none"> - 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 <p>3. Security and technical standards: 5 points</p> <ul style="list-style-type: none"> - 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	<p>Fitness of the product in relation to overarching requirements</p> <p>Evaluation criteria: 15 points for each of the following.</p> <p>1. Diversity and inclusion</p> <ul style="list-style-type: none"> - Extent to which the product matches the diversity and inclusion requirements provided (FORM D.2 Requirements) <p>2. Reporting and Analytics</p> <ul style="list-style-type: none"> - Extent to which the product matches the Reporting and Analytics requirements provided (FORM D.2 Requirements) 	30
2.4	<p>Use of innovative technologies (AI/ML) for substantial process efficiencies</p> <p>Evaluation criteria: 10 points for each of the following.</p> <p>1. Quantifiable Efficiency Gains:</p> <ul style="list-style-type: none"> - 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. <p>2. Adaptability and Scalability:</p> <ul style="list-style-type: none"> - 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. <p>3. Innovation and Customization:</p>	30

	<ul style="list-style-type: none"> - 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	<p>Options for providing UNOPS with a comprehensive support and maintenance package for the proposed system</p> <ul style="list-style-type: none"> ■ Support and maintenance options ■ Response time guarantees <p>Evaluation criteria: 5 points for each of the following</p> <p>1. Technical Competence and Expertise</p> <ul style="list-style-type: none"> - 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. <p>2. Response Time Adherence</p> <ul style="list-style-type: none"> - 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.	10
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.	5

	<p>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.</p> <p>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.</p>	
Total points for section		45

Section 4: Key personnel proposed		Points
4.1	<p>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?</p> <ul style="list-style-type: none"> 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 <p>Complete Table 3.1 below.</p>	10
4.2	<p>Qualifications of key personnel proposed</p> <ul style="list-style-type: none"> Project Manager (5 points) Solution Designer/Systems Architect (10points) 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 Nationality	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	<p>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.</p> <p>The Oral Presentation will require a demonstration of the use cases listed under 'Demo Use Case Scenarios' in the Schedule of Requirements.</p> <p>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.</p> <p>Oral Presentation Ground Rules:</p>	70

	<p>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.</p> <p>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.</p> <p>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.</p> <p>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.</p> <p>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.</p> <p>Oral Presentation Agenda:</p> <ol style="list-style-type: none"> 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 <ul style="list-style-type: none"> - Q&A during included - 1 - 15 min break included 5. Q&A and wrap up <p>Oral Presentation Evaluation Criteria:</p> <p>The oral presentation will be evaluated based on the following factors:</p> <ul style="list-style-type: none"> - Demonstrated ability of the product to fulfil the functional use cases stated in the TOR: 40 points - User friendliness of the product: 15 points 	
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	<ul style="list-style-type: none"> - Use of innovative technologies in order to create significant process efficiencies: 15 points <p>Note:</p> <ul style="list-style-type: none"> • 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	<p>Conceptual Validation. All offerors who presented substantially compliant proposals (minimum 70 points) in evaluation sections <u>1-5 will be</u> 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.</p> <p>The Conceptual Validation should incorporate the following elements:</p> <ol style="list-style-type: none"> At least one simplified workflow / process Import of small representational sets of data At least one integration with existing UNOPS systems At least one report / dashboard <p>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.</p> <p>Conceptual Validation Ground Rules:</p> <p>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 <u>2 hours</u> each working day during the Conceptual Validation period.</p> <p>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</p>	100

	<p>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.</p> <p>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.</p> <p>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.</p> <p>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.</p> <p>Conceptual Validation Evaluation Criteria:</p> <p>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.</p> <ul style="list-style-type: none"> - 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 <p>Note:</p> <ul style="list-style-type: none"> • 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. 	
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	<ul style="list-style-type: none">• 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

Section III: Schedule of Requirement

1. **Introduction**
2. **Performance Evaluation**
3. **Responsibilities**
4. **Contractual Approach**
5. **Function and Technical Requirements**
6. **Demo Cases**
7. **Conceptual Validation**

1. Introduction

1.1. Background UNOPS

United Nations Office of Project Services (UNOPS) is a United Nations entity that has a focus on delivering quality and efficient project services to our partners in order to support the achievement of the Sustainable Development Goals. UNOPS is a self financing organization that continues to achieve results via infrastructure, procurement, and project management services in developing countries. The projects span various sectors such as infrastructure, health, education, and more. UNOPS has a wide-ranging portfolio that includes projects related to sustainable development, humanitarian assistance, and peacebuilding.

UNOPS HR therefore has a crucial role within the organization, laying the foundational work in order to not only attract the talent needed to deliver the projects, but as well focusing on creating a people centric environment so that the talent is retained and sustained so that the organization can contribute to the Sustainable Development Goals. In addition to talent attraction and retention, UNOPS HR is responsible for supporting the organization with workforce planning, HR operational effectiveness, well being support, diversity and inclusion, as well as performance management, amongst other areas. Considering the global climate and the operational footprint of UNOPS across the world, continuing to provide quality and efficient HR services is becoming increasingly challenging.

1.2. Introduction to UNOPS IT Landscape and Strategy

UNOPS technology stack is engineered to provide application services exclusively through web based interfaces, adhering to a "web-first" policy. This strategy is emblematic of UNOPS IT landscape, consciously designed to function independently of desktop operating systems, local software, and any form of legacy technology that mandates on-premises or device-local software deployment.

All UNOPS custom developed applications reside on the Google Cloud Platform (GCP), signifying a complete departure from traditional on-premises solutions. By centralizing UNOPS IT operations on GCP, UNOPS has cultivated an environment that benefits from cloud-based efficiencies, security, and global accessibility.

In the field of productivity and collaboration tools, UNOPS have wholeheartedly embraced Google Workspace. Tools such as Google Drive, Gmail, Chat, Meet, and Docs are not just applications but

integral components of UNOPS daily workflow. The strategic choice of Google's ecosystem reflects UNOPS position against adopting slow-to-deploy and costly-to-operate traditional productivity products, ensuring a unified and streamlined user experience across all functions accessible via a web browser and native apps on mobile platforms. This strategy ensures UNOPS personnel can be rapidly onboarded disregarding the availability and deployment of corporately owned devices, special hardware or locally installed applications and tools.

UNOPS operational proficiency must be maintained even in regions with limited internet connectivity. By leveraging web-based products that support offline access, local device caching or very low bandwidth needs, UNOPS seeks to ensure that its workforce remains productive without the need for high bandwidth, demonstrating UNOPS commitment to operational resilience while adhering to UNOPS web-first strategy.

Moreover, UNOPS is conscious of the unique challenges presented by operating in areas subject to national sanctions, export restrictions or local network censorship due to national network regulations. UNOPS' proactive stance in this area requires vendors and partners to communicate transparently on any relevant complexities for their product, in order for UNOPS to plan for- and overcome any challenges.

System integration is another cornerstone of UNOPS IT strategy, where UNOPS is moving towards API-first. UNOPS investments in ecosystems like Google, Atlassian, Salesforce, and Mulesoft are not merely for their standalone benefits but for their synergistic potential with UNOPS full IT landscape. UNOPS prioritizes products and services that natively provides or supports integrations within the landscape.

Google Auth fronts UNOPS identity and access management, facilitating a secure authentication process across UNOPS' suite of applications. UNOPS also provides support for widely recognized protocols such as SAML, OAuth, and OpenID, which are integral to UNOPS inclusive approach towards external applications and services.

This IT landscape overview encapsulates UNOPS resolute move away from traditional file based productivity paradigms and legacy local compute technologies, solidifying UNOPS commitment to a progressive, modern flexible browser-based operational framework that aligns with UNOPS strategic vision and the geographical nuances of UNOPS global presence.

1.3. **Digital Transformation**

With the increased awareness that UNOPS needs to continue to leverage available tools within the market to maintain its growth trajectory and its position as the operational arm of the United Nations, there has been a call for transformation in various areas within the organization, one of them being our digital maturity.

The call for a Digital Transformation stemmed from a digital assessment conducted in 2022. During the review of UNOPS digital maturity, it was revealed that the overall maturity within the organization was low to medium. The assessment indicates that the organization lags in adopting and leveraging advanced digital technologies and practices. This lower digital maturity is evident across various facets, including outdated systems, limited integration of digital tools, and a lack of agility in responding to technological advancements.

In order to best move forward and utilise the available resources in the UNOPS Digital Transformation journey, a more targeted analysis was performed in order to fully understand the main pain points

across the organization's practices in relation to being able to deliver efficiently to contribute to the organization's objectives. This analysis revealed that within UNOPS, recruitment, onboarding and talent matching were areas in which the maturity of both the processes and systems were low. Recruitment process was found to be hindered by delays and a lack of streamlined procedures, leading to potential talent loss. Onboarding procedures demonstrated notable gaps, affecting the integration and productivity of new hires. Furthermore, the analysis identified challenges in effectively aligning and matching available talent with organizational needs. Also the UNOPS systems currently supporting these focus areas are either outdated or non-existent, creating a gap in order to be able to successfully attract and retain talent in order to deliver UNOPS overall objectives. Therefore, addressing these pain points is imperative to fortify the organization's human resource capabilities, ensuring a more seamless and effective talent lifecycle that contributes positively to overall organizational success.

1.3.1. **Digital Transformation Ambition: Guiding UNOPS Towards a Sustainable Future.**

UNOPS is a United Nations organization that provides infrastructure, procurement, and project management services to support sustainable development projects around the world.

UNOPS is embarking on a Digital Transformation guided by the ambition of **leveraging the potential of digital technology to overhaul and expand UNOPS capability to support sustainable development, improve livelihoods, and advance peace and security for all**. UNOPS Strategic Plan for 2022-2025 sets ambitions for Digital Transformation:

Technology presents opportunities to transform operations and improve user experiences. By ensuring that our people and partners are at the center of our aspirations for digital transformation, optimized processes and innovative technologies can enable us to realize benefits in terms of capabilities and results. The transformation will be accelerated through the 'UN 2.0 Quintet of Change', focused on stronger capabilities in data, innovation, strategic foresight, behavioral science, and results.

We will take a holistic approach to our enterprise architecture to ensure that our processes and information systems are fit for purpose, integrated, and enable us to respond through sustainable, cost-effective support services and integrated solutions. We will build system capabilities for (a) attracting and managing our talent, (b) public procurement, and (c) portfolio, programme, and project management. Overarching capabilities for knowledge management, and data will be at the center of our digitisation initiatives.

In 2022, UNOPS in cooperation with Gartner conducted a digital maturity assessment which resulted in multiple observations with the overarching assessment that the overall digital maturity of UNOPS is between low and medium. UNOPS is now setting up the Digital Transformation Programme, with the ambition that it will require significant investment (potentially USD 70.1m) over a period of 5 years.

The next phase of the Digital Transformation will be to further identify the business needs and to assess potential enterprise digital solutions that are 'fit for purpose'.

1.4. **Objective**

Request for Proposal Objective

The primary objective of this proposal is to identify and secure a vendor that aligns with the organization's strategic vision for enhancing its recruitment and onboarding. The organization is in search of a top-tier, innovative recruitment and onboarding solution that can address its unique

requirements and contribute to the overall efficiency and effectiveness. The organization emphasises the importance of staying at the forefront of industry trends, and the selected vendor is expected to demonstrate the incorporation of emerging technologies in the field.

Furthermore, the proposal demonstrates how the product delivers on the features that the organization deems crucial in these areas. This includes scalability, user-friendly interfaces, analytics capabilities, and integration with existing systems. Other areas of interest include diversity and inclusion, reporting and data analytics, as well as accessibility. The vendor selection process will prioritise candidates who not only meet these functional requirements but also demonstrate a thorough understanding of the organization's values and objectives. The ultimate goal is to establish a strategic partnership with a vendor that not only provides a state-of-the-art solution but also aligns with the organization's vision.

Recruitment/Onboarding Vision:

In order to better position UNOPS to be the operational arm of the United Nations, a paramount focus on recruitment and onboarding emerges as essential for successful project delivery. The user experience, both for potential candidates and new hires, lies at the heart of this vision. Creating an engaging, seamless, and informative recruitment process ensures that the organization is attracting top-tier talent. A positive onboarding experience will also reinforce this. By prioritizing the user experience in recruitment and onboarding, the organization not only elevates its brand but also establishes a culture that values and invests in its people.

Further to this, the ability of UNOPS to retain skilled professionals is intricately tied to their satisfaction and engagement levels during the recruitment and onboarding phases. A concerted effort to create an inclusive and supportive environment from the beginning fosters a sense of belonging and loyalty among personnel. Retaining talent not only preserves institutional knowledge but also cultivates a workforce that is committed to the organization's success. This vision underscores the understanding that the journey from recruitment to onboarding is not merely a transactional process but a critical determinant of long-term organizational success.

Lastly, efficiency in recruitment and onboarding processes is vital for timely project execution. Streamlining these processes ensures that the organization can quickly mobilise resources, assemble high-performing teams, and respond adeptly to project demands. A well-orchestrated recruitment and onboarding framework expedites the integration of new team members, minimises disruptions, and accelerates the transition from recruitment to project delivery. This commitment to efficiency speaks to the organization's agility and responsiveness in the dynamic landscape of project management, ultimately enhancing its capacity to meet and exceed project deadlines.

Please note that following this RFP, the next initiative will be to acquire a talent marketplace. The Talent Marketplace we aspire to build will be a centralised platform that transcends traditional hiring paradigms, providing a comprehensive ecosystem where employees, managers, and HR professionals can seamlessly connect, collaborate, and harness the full spectrum of our organization's talent pool. It is important to keep this in mind within your proposal, to illustrate potential value in your system with this in mind.

2. Performance Evaluation

2.1 Criteria

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 (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.

3. Responsibilities

3.1. Offeror's Responsibilities:

UNOPS requires, a single, integrated, and secure Software-As-A-Service (SaaS) Recruitment and Onboarding System solution to be delivered. The proposed Recruitment and Onboarding System solution shall include the implementation services, the SaaS subscriptions and support services. Kindly refer to Section 4 Contractual Approach below for information on envisioned length of agreement.

Offerors shall note the nature of UNOPS's operations worldwide and socio/political environment it operates in. Therefore, the proposal and licensing/subscription operating model should consider not only the potential growth in the coming years but also UNOPS needs in terms of flexibility to address peaks in consumption/usage of the solution as well as reductions (temporary and permanent) on the contracted consumption/usage.

If its proposal is selected, the Offeror's obligations shall include but are not limited to:

- Provision of SaaS-based Recruitment and Onboarding System solution;
- Provision of the needed trainings for UNOPS designated system administrators;
- Provision of configuration, customization, implementation/installation and optionally, post-go live hyper care support to provide a solution that fully comply with the requirements set out in this RFP;
- Provision of technical and maintenance support services for the duration of the warranty period to cover the implemented solution including configurations and customization to UNOPS; and
- Providing technical support services for subsequent periods at the request of UNOPS.

3.2 . UNOPS's Responsibilities:

UNOPS shall have no obligation to provide any assistance to the successful Offeror (s) in performing the services other than as expressly set forth herein:

- a) Manage the Recruitment and Onboarding System solution from an administrative perspective (e.g., user account management).
- b) Technical assistance to allow the Offeror's solution to be accessed and used from/within the UNOPS's infrastructure including the seamless integration with UNOPS's authentication and identity framework allowing for the single sign-on (SSO) and multi-factor authentication (MFA)
- c) UNOPS will have to validate Offeror's conformance to UNOPS's cloud hosting technical standard and procedure before the selected Offeror can proceed.
- d) Payment of different components of the Recruitment and Onboarding System solution (i.e., one-time, and recurring costs) in accordance with the price rate and payment schedule agreed with the selected Offeror and all other Terms and Conditions related to invoicing and payment instructions established in Annex A - UNOPS General Terms and Conditions.

4. Contractual Approach.

It shall be noted that UNOPS's primary intention is to enter into a contract /legal agreement with a single vendor, capable of providing the full scope of the required Recruitment and Onboarding System solution and other associated services (as outlined in Section IV above).

UNOPS, therefore, strongly encourages the vendors to bid accordingly. UNOPS expects to establish a Long-term relationship with the selected Offeror via establishment of a Long - Term Arrangement (LTA) in order to permit costs and fees to be distributed properly over the life of the Solution. The Agreement will be for an initial term of four (3) years with the option to extend for two (2) additional terms subject to vendor performance and price competitiveness, with the same terms and conditions.

¹Long term Arrangements (LTAs) are entered into on a non-exclusive basis and without any guarantee as to the monetary value as they do not constitute a commitment to buy. UNOPS or any UN agency, fund or programme will have the right to purchase the same or similar services from other Vendors/Contractors at their sole discretion.

Additional Information:

For the purposes of this RFP and the Proposal in response to it, kindly note:

¹Note: An LTA is a written agreement between an organization of the United Nations system and a supplier that is established for a defined period of time for specific goods or services at prescribed prices or pricing provisions and with no legal obligation to order any minimum or maximum quantity. LTAs are used to safeguard a reliable source of supply for goods and services at a competitive price, in accordance with pre-defined terms and conditions.

Long term Arrangements (LTAs) are entered into on a non-exclusive basis and without any guarantee as to the monetary value as they do not constitute a commitment to buy.

- a) Please assume an initial term of four (4) years for the provision of services **with the option for UNOPS to cancel such services at any time at no cost**. Maintenance/Support services, if applicable to the Offeror's platform, shall ONLY start to accrue after the initial implementation and system acceptance by UNOPS and upon the conclusion of the warranty period (i.e., 12 or 24 months depending on Offeror's proposal).
- b) The Offeror shall also provide **free of cost** a minimum of one (1) year warranty for any customizations specific to UNOPS provided as part of implementation services (although UNOPS prefers longer periods, i.e., 24-month warranty) to UNOPS to cover any phase of the implemented solution and all services rendered in connection to it. Warranty services shall kick in after the initial implementation and system acceptance by UNOPS. This warranty period will apply as well to any further development over the life of the platform. The warranty period shall cover the implemented solution including configurations and customizations for UNOPS.
 - a. Without exclusion of any other remedy or warranty provided under the LTAs. The Contractor shall provide a one (1) year warranty for any customizations specific to UNOPS provided as part of implementation services, at no additional cost to UNOPS, commencing from the date each implementation is deployed into Production. The Warranty Period shall initiate anew with each supplementary implementation required by UNOPS. This includes additional functionalities, any country-specific deployments, new instances, or any development necessitating the use of the Contractor's professional services.
 - b. **Scope of Warranty:** The warranty shall comprehensively cover the implemented solution, including but not limited to configurations, customizations, and any modifications made to meet UNOPS's specific requirements. The warranty guarantees that the solution functions in accordance with the agreed-upon specifications and is free from defects in workmanship and materials.
 - c. **Warranty Services:** Throughout the Warranty Period, the Contractor is obligated to correct any defects, malfunctions, or non-conformities in the implemented solution. This obligation includes providing all necessary support, repairs, and modifications at no extra cost to ensure the solution's operation as per the agreed specifications. The Contractor is required to address any reported issues promptly, in accordance with a mutually agreed timeframe.
 - d. **Warranty Period Extension:** If any defect or malfunction occurs during the Warranty Period, the period shall be extended by the duration taken to rectify the issue, ensuring continuous warranty coverage from the date of correction for the remainder of the Warranty Period.
 - e. **Notification and Resolution:** UNOPS shall notify the Contractor of any issues within the solution during the Warranty Period. The Contractor agrees to promptly investigate and provide a work-around or resolve these issues.

5. Function and Technical Requirements (Excel Attached)

FORM D.2 Requirements

6. Demo Use Case Scenarios

- The following use case scenarios are to be used for the Oral Presentations (Product Demo). The list also contains overarching use cases.
 - Demo Use Case Scenarios: See Form D.2 Requirements

attached The Demo sessions are 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 such recording.

6. Conceptual Validation

All offerors who presented substantially compliant proposals 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:

- e) At least one simplified workflow / process
- f) Import of small representational sets of data
- g) At least one integration with existing UNOPS systems
- h) 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.

The Conceptual Validation sessions are 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 such recording.

Section IV: Returnable Bidding Forms

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

This Section comprises the following Returnable Bidding Forms:

- o Form A: Joint Venture Partner Information Form
- o Form B: Proposal Submission Form
- o 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.

- o Form D: Technical Proposal Form both Word and Excel Sheet
 - o Form D.1. Technical Proposal Form (Word)
 - o Form D.2. Requirements (Excel Sheet)
- o Form E: Format for Resume of Proposed Key Personnel
- o Form F: Performance Statement Form
- o 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:

- a. We have examined and have no reservations to the Bidding documents, including amendments No.: [Insert the number and issuing date of each amendment];
- b. 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;
- c. 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;
- d. 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;
- e. 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;
- f. 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;
- g. 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;
- h. We embrace the principles of the United Nations Supplier Code of Conduct and adhere to the principles of the United Nations Global Compact;
- i. 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;
- j. 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;
- k. 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.

1. 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)

(A) 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
2.	System Configurator	10
3.	System Developer	10
4.	Quality Assurance (QA) Tester	5

Item No.	User Role	Estimated No. of Users
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

(B) Support Cost

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

(C) 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

2. 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 [Provide name of Role in offered SaaS Product] [Provide brief description of role in offered SaaS Product]	[Fill in USD Price]	N/A	N/A	N/A	N/A
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	[Fill in USD Price]	N/A	N/A	N/A	N/A

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)
	environments [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 [Provide name of Role in offered SaaS Product] [Provide brief description of role in offered SaaS Product]	[Fill in USD Price]	N/A	N/A	N/A	N/A
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 [Provide name of Role in offered SaaS Product]	[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)
	[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 [Provide name of Role in offered SaaS Product] [Provide brief description of role in offered SaaS Product]	[Fill in USD Price]	N/A	N/A	N/A	N/A
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 [Provide name of Role in offered SaaS Product] [Provide brief description of role in offered SaaS Product]	[Fill in USD Price]	N/A	N/A	N/A	N/A
7.	HR Administrator	[Fill in]	N/A	N/A	N/A	N/A

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)
	<p>Overseeing HR-related tasks, managing candidate data, and ensuring compliance; Access to candidate data, performance management features, and HR-related settings</p> <p>[Provide name of Role in offered SaaS Product] [Provide brief description of role in offered SaaS Product]</p>	USD Price]				
8.	<p>Recruiter Managing the recruitment process, posting job openings, reviewing resumes, and coordinating interviews; Access to candidate information, job posting features, and interview scheduling</p> <p>[Provide name of Role in offered SaaS Product] [Provide brief description of role in offered SaaS Product]</p>	[Fill in USD Price]	[Fill in USD Price]	N/A	N/A	N/A
9.	<p>Hiring Manager Making final hiring decisions, collaborating with recruiters; Access to candidate information, interview feedback, and decision-making features</p> <p>[Provide name of</p>	[Fill 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)
	Role in offered SaaS Product] [Provide brief description of role in offered SaaS Product]					
10.	Interviewer Conducting interviews, providing 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]	mFill in USD Price]	[Fill in USD Price]	[Fill in USD Price]	[Fill in USD Price]	[Fill in USD Price]
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]

3. 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]

4. 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.	<p>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.</p> <ul style="list-style-type: none">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. <p>[Provide name of the support level eg. Platinum, Gold, Silver, etc.]</p> <p>[Attach document with details of the SLA]</p>	[Fill in USD Price]

5. 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.

(A) [Full legal name and address of subcontractors]

(B) _____

(C) _____

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	<p>Brief description of the organization, including the year and country of incorporation, and types of activities undertake</p> <p>Provide a brief description of their organization, including:</p> <ul style="list-style-type: none"> i. Description of the organization, year and country of incorporation (2 points) ii. Type of services provided, clients, number of years of experience providing similar services (4 points) iii. Size of the workforce segregated by Region, not including subcontractors / freelancers (2 points) iv. Overview of the company's core competencies (2 points) v. Overview of experience on similar engagements with international organizations 	10
1.2	<p>Relevance of specialised knowledge and experience on similar engagements done in the region/country</p> <p>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.</p> <p>Evidence in the form of contracts, purchase order or similar evidence.</p> <p>Evaluation Criteria:</p> <ul style="list-style-type: none"> - 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)	

	<p>Describe your vision for the product in the next 5 years including any known roadmap elements that you consider most relevant to the UNOPS context. 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.</p> <p>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.</p> <p>Evaluation Criteria: 2 points per category.</p> <p>1. Long-Term Strategic Alignment:</p> <ul style="list-style-type: none"> - 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. <p>2. Innovation and Adaptability:</p> <ul style="list-style-type: none"> - 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. <p>3. Usability and Scalability:</p> <ul style="list-style-type: none"> - Demonstration of usability connected to UNOPS context - The scalability of the product vision to accommodate potential growth and anticipated change within UNOPS <p>4. Client System Support and Maintenance Policy:</p> <ul style="list-style-type: none"> - 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. <p>5. Risk Mitigation and Contingency Planning:</p> <ul style="list-style-type: none"> - 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
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1.4	<p>Gender equality and social inclusion</p> <p>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).</p> <p>Evaluation criteria: The bidder shall provide at least one of the documentation listed in the examples above.</p> <p>gender equality, diversity and inclusion, as well as equal pay in their workforce and leadership.</p>	5
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1.5	<p>Organization's commitment to Climate change mitigation and adaptation (e.g. energy efficiency, greenhouse gas reporting and offsetting).</p> <p>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, generators, heating/AC and lighting for buildings, monitoring energy consumption, setting KPIs and targets, energy reduction plan)</p> <p>Evaluation criteria:</p> <ul style="list-style-type: none"> - To present documentation or written statements which outline at least one of these examples or more mentioned above. <hr/> <p>Organization's commitment to Labour Standards, Sustainability and Climate Change Mitigation. (3 pages maximum)</p> <p>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.</p> <p>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).</p> <p>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.</p>	5
Total points for section		45

Section 2: Strength and fitness for UNOPS purpose of product offered by Offeror	Points
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2.1	<p>Fitness of the product in relation to functional requirements</p> <p>Evaluation criteria: 12 points for each of the following.</p> <ol style="list-style-type: none"> 1. Comprehensive Functional Compatibility: <ul style="list-style-type: none"> - 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: <ul style="list-style-type: none"> - 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: <ul style="list-style-type: none"> - Product's scalability and flexibility in adapting to potential changes or expansions in functional needs. 4. Interoperability and Integration: <ul style="list-style-type: none"> - 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: <ul style="list-style-type: none"> - User experience provided by the product in relation to functional requirements. Intuitiveness of the interface, ease of use, and any associated training requirements. <p>Please find attached the excel sheet Form D-2 Requirements Attached to be filled out by the Offeror.</p> <p>2.1 Fitness of the product in relation to functional requirements 2.2 Fitness of the product in relation to nonfunctional requirements 2.3 Fitness of the product in relation to overarching requirements 2.4 Use of innovative technologies (AI/ML) for substantial process efficiencies 2.5 Options for providing UNOPS with a comprehensive support and maintenance package for the proposed system</p> <ul style="list-style-type: none"> ■ Support and maintenance options ■ Response time guarantees 	60
2.2	<p>Fitness of the product in relation to nonfunctional requirements</p> <p>Evaluation criteria:</p> <ol style="list-style-type: none"> 1. Extensibility: 10 points 	20

	<ul style="list-style-type: none"> - 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 <p>2. Scalability and Administration capabilities: 5 points</p> <ul style="list-style-type: none"> - 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 <p>3. Security and technical standards: 5 points</p> <ul style="list-style-type: none"> - 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	<p>Fitness of the product in relation to overarching requirements</p> <p>Evaluation criteria: 15 points for each of the following.</p> <p>1. Diversity and inclusion</p> <ul style="list-style-type: none"> - Extent to which the product matches the diversity and inclusion requirements provided (FORM D.2 Requirements) <p>2. Reporting and Analytics</p> <ul style="list-style-type: none"> - Extent to which the product matches the Reporting and Analytics requirements provided (FORM D.2 Requirements) 	30
2.4	<p>Use of innovative technologies (AI/ML) for substantial process efficiencies</p> <p>Evaluation criteria: 10 points for each of the following.</p> <p>1. Quantifiable Efficiency Gains:</p> <ul style="list-style-type: none"> - 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. <p>2. Adaptability and Scalability:</p> <ul style="list-style-type: none"> - 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. <p>3. Innovation and Customization:</p>	30

	<ul style="list-style-type: none"> - 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	<p>Options for providing UNOPS with a comprehensive support and maintenance package for the proposed system</p> <ul style="list-style-type: none"> ■ Support and maintenance options ■ Response time guarantees <p>Evaluation criteria: 5 points for each of the following</p> <p>1. Technical Competence and Expertise</p> <ul style="list-style-type: none"> - 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. <p>2. Response Time Adherence</p> <ul style="list-style-type: none"> - 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	<p>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.</p> <p>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 clearly state the resources and efforts required from the side of UNOPS</p>	10
3.3	<p>Implementation services and methodology options: Description of options offered for implementation services / methodologies.</p> <p>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).</p>	15

3.4	<p>Description of available SLA options and how they can be adopted based on UNOPS current and future needs.</p> <p>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.</p> <p>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.</p> <p>Description of available performance monitoring and evaluation mechanisms and tools; how they shall be adopted and used for a specific requirement</p> <p>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).</p> <p>The evaluation will be based on Key Performance Indicators that will be specified within the terms and conditions of the contractual agreement.</p> <p>In your technical proposal, please provide the detailed service level agreement</p>	5
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(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	<p>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?</p> <ul style="list-style-type: none"> • 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 <p>Complete Table 3.1 below.</p>	10
4.2	<p>Qualifications of key personnel proposed</p> <ul style="list-style-type: none"> • 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 Nationality	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	<p>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.</p> <p>The Oral Presentation will require a demonstration of the use cases listed under 'Demo Use Case Scenarios' in the Schedule of Requirements.</p> <p>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.</p> <p>Oral Presentation Ground Rules:</p>	70

	<p>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.</p> <p>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.</p> <p>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.</p> <p>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.</p> <p>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.</p> <p>Oral Presentation Agenda:</p> <ol style="list-style-type: none"> 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 <ul style="list-style-type: none"> - Q&A during included - 1 - 15 min break included 5. Q&A and wrap up <p>Oral Presentation Evaluation Criteria:</p> <p>The oral presentation will be evaluated based on the following factors:</p> <ul style="list-style-type: none"> - Demonstrated ability of the product to fulfil the functional use cases stated in the TOR: 40 points - User friendliness of the product: 15 points 	
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	<ul style="list-style-type: none"> - Use of innovative technologies in order to create significant process efficiencies: 15 points <p>Note:</p> <ul style="list-style-type: none"> • 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	<p>Conceptual Validation. All offerors who presented substantially compliant proposals (minimum 70 points) in evaluation sections <u>1-5 will be</u> 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.</p> <p>The Conceptual Validation should incorporate the following elements:</p> <ol style="list-style-type: none"> At least one simplified workflow / process Import of small representational sets of data At least one integration with existing UNOPS systems At least one report / dashboard <p>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.</p> <p>Conceptual Validation Ground Rules:</p> <p>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.</p> <p>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</p>	100

	<p>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.</p> <p>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.</p> <p>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.</p> <p>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.</p> <p>Conceptual Validation Evaluation Criteria:</p> <p>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.</p> <ul style="list-style-type: none"> - 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 <p>Note:</p> <ul style="list-style-type: none"> • 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. 	
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	<ul style="list-style-type: none"> • 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] <ul style="list-style-type: none">• 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 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-data 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 2018-2019-2020-2021-2022 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 statements are not ready, kindly submit 2020-2021-2022 instead.	CURRENT ASSETS			
	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 : _____

Section V: Contract Forms

V-1: UNOPS General Conditions of Contract

In the event of a Contract, the following General Conditions of Contract will apply:

- UNOPS General Conditions of Contract for the provision of Goods and Services
- https://content.unops.org/service-Line-Documents/Procurement/UNOPS-General-Conditions-Goods-and-Services-2017_EN.PDF

The conditions are available at: <https://www.unops.org/business-opportunities/how-we-procure>

V-2: UNOPS Special Conditions of Contract

The following Special Conditions of Contract shall supplement and/or amend the UNOPS General Conditions of Contract. Whenever there is a conflict, the provisions herein prevail over those in the General Conditions of Contract. The corresponding Clause number of the General Conditions of Contract is indicated in the left column of the below table.

Clause in General Conditions of Contract	Special Condition of Contract

V-3: UNOPS sample contract for Long Term Agreement

The sample Long Term Agreement template is included **below** in this RFP by this reference and is attached as a separate PDF document.

Long Term Agreement [LTA reference and number]

INSTRUMENT OF AGREEMENT

This Contract is made on the [insert] day of [insert month] 20[insert].

Between

(1) The United Nations Office for Project Services (“UNOPS”), a subsidiary organ of the United Nations, (“UNOPS”); and

(2) [insert name], a [insert type of company e.g. limited liability] company incorporated under the laws of [insert name of country] and having its registered address at [address], [insert name of city and country] (the “Contractor”), together with UNOPS, the Parties.

1. Scope of the Agreement.

- 1.1. UNOPS intends to retain the Contractor for the [Note to be deleted: choose as applicable [supply goods and/or perform services]] regarding [insert summary description of the services].
- 1.2. The Contractor has represented to UNOPS that it has the appropriate experience, expertise, licences, and resources required for the fulfilment of the obligations assumed by the Contractor in accordance with this Agreement. Particularly, the Contractor represents that it is qualified, ready, willing, and able to [Note to be deleted: choose as applicable [supply the goods and/or perform the services]] in accordance with the Agreement.
- 1.3. In reliance on the Contractor’s representations UNOPS has entered into this Agreement.
- 1.4. The Contractor must accept and honour Purchase Orders issued by UNOPS from any of its offices in any country, worldwide.
- 1.5. The Agreement does not accord any exclusivity to the Contractor with respect to the [Note to be deleted: choose as applicable [“Goods” and/or “Services”]] listed in Annex 3. UNOPS shall have no limitation on its right to obtain [Note to be deleted: choose as applicable [“Goods” and/or “Services”]] of the same kind, quality and quantity from any other source at any time.

Maintain the following paragraph if applicable

- 1.6. This Agreement includes the possibility of providing successor models of the Goods listed in Annex 3. In the event of any model, technical or other changes affecting the Goods as specified in Annex 3, the Contractor shall offer equivalent or better specifications for any Goods ordered pursuant to this Agreement without any increase in the prices as provided for in Annex 3 of this Agreement.
- 1.7. UNOPS shall have no obligation to purchase any minimum quantities of [Note to be deleted: choose as applicable [“Goods” and/or “Services”]] from the Contractor during the period specified in clause 2 below. This notwithstanding, the Contractor agrees that by entering into this Agreement it is making a commitment to Note to be deleted: choose as applicable [supply goods and/or perform services]] as and when requested by UNOPS through a formal Purchase Order issued to the Contractor. Such a Purchase Order shall:

- 1.7.1. Be governed by (a) any Special Conditions, Annex 1, (b) the UNOPS General Conditions of Contract, Annex 2, referred to under clause 3.1 below, and (c) this Instrument of Agreement.
 - 1.7.2. Refer to the ~~Note to be deleted: choose as applicable [supply of goods and/or performance of services]]~~ defined in Annex 3, ~~Note to be deleted: choose as applicable ["Goods" and/or "Services"]]~~.
 - 1.7.3. Set out the actual quantities required and other terms and conditions for the delivery of ~~Note to be deleted: choose as applicable ["Goods" and/or "Services"]]~~.
 - 1.7.4. Make reference to this Agreement number ~~(UNOPS LTA/XX/20XX)~~.
 - 1.7.5. Be signed or approved electronically by an authorized representative of UNOPS.
- 1.8. Each Purchase Order shall be deemed to be a separate contract between the Parties. In the event of a conflict between the provisions of this Agreement and the provision of a specific Purchase Order, this Agreement shall take precedence. Termination or variation of the terms of a Purchase Order shall not, in and of itself, affect any other Purchase Orders or this Agreement.

~~Maintain following paragraph if agreement should be open for sharing within the UN system, otherwise delete the following paragraph~~

- 1.9. The Contractor shall accord the same terms and conditions as stipulated in this Agreement to any other organization within the United Nations system that wishes to avail of such terms, after written consent from the Director, Procurement Group, UNOPS.

2. Entry into force. Time limits.

- 2.1. The Agreement shall enter into force upon its signature by both Parties and shall remain in force through ~~(date)~~. UNOPS shall have the option to extend the validity of this Agreement at the same terms and conditions for ~~(number)~~ additional ~~(months/years)~~ ending ~~(date)~~. Further extensions beyond ~~(date)~~ shall be agreed to by written amendment signed by the Parties.
- 2.2. All time limits contained in this Contract shall be deemed to be of the essence in respect of the performance of the Services.

3. Agreement documents.

- 3.1. The following documents, listed in the order of priority, are deemed to form and be read and construed as part of the Agreement, having superseding effect over any other negotiations and/or agreements, whether oral or in writing, pertaining to the subject of this Agreement:
 - 3.1.1. The Special Conditions included in Annex 1;
 - 3.1.2. The UNOPS General Conditions of Contract included in Annex 2;
 - 3.1.3. This Instrument of Agreement;
 - 3.1.4. UNOPS' solicitation document, reference ~~[insert reference number]~~, dated ~~[insert date]~~, and subsequent amendments and clarifications, not attached hereto but known to and in the possession of both parties, including the Schedule of Requirements, attached hereto as Annex 3;
 - 3.1.5. The Price List included in Annex 4;
 - 3.1.6. The Contractors' offer ~~[reference [insert reference number]]~~, dated ~~[insert reference date]~~, as clarified by the agreed minutes of the negotiation meeting ~~[dated [insert~~

meeting date]], both documents not attached hereto but known to and in the possession of both parties.

4. Performance of the Contractor's Obligations.

4.1. The Contractor shall, when and if requested by UNOPS, **Note to be deleted: choose as applicable [supply goods and/or perform services]]** described in Annex 3 with due diligence and efficiency and in conformity with sound professional, administrative, and business practices. Moreover, the Contractor's performance shall be made in accordance with the relevant Purchase Order issued by UNOPS for a particular purpose; this shall include furnishing all the technical and administrative support, human resources, materials and equipment necessary to complete the **Note to be deleted: choose as applicable [delivery of the goods and/or performance of the services]]**.

4.2. The performance of the Contractor's obligations shall occur within the lead times specified in Annex 3, and adhering to the particular delivery schedule captured in the relevant Purchase Order.

4.3. The Contractor shall also provide all technical and administrative support needed in order to ensure the timely and satisfactory performance of its obligations as reflected in the relevant Purchase Order.

Maintain the following paragraph if applicable

4.4. At the beginning of each quarter (January, April, July, October) the Contractor may be requested to provide a Quarterly Sales Report to UNOPS. These quarterly reports shall be as a minimum as per the below format.

UNOPS Purchase Orders under LTA # xxxx – Period: dd/mm/yyyy to dd/mm/yyyy						
UNOPS Office	UNOPS PO#	PO date	Item ref.	Invoice ref	Invoice date	PO Value
TOTAL						

Maintain the following paragraph if applicable

4.5. The Contractor shall forward a Stock Report to UNOPS **(insert RO/OC)** on at least a **(monthly/bi-monthly/quarterly)** basis. The stock report must indicate all Goods and the quantities.

Adjust the below paragraphs to the requirements

4.6. The Contractor shall provide and maintain an inspection, quality, and manufacturing process control system covering the Goods that is acceptable to UNOPS. Records of all inspection work by Contractor shall be kept complete and made available to UNOPS during the period of this Agreement and for **(thirty six (36))** months thereafter. Copies of all material certifications and test results are to be submitted to UNOPS upon request.

4.7. The Contractor shall maintain or provide a service organization reasonably constituted to handle requests from UNOPS or its clients for technical assistance, maintenance, service, repairs and overhaul of the Goods.

5. Price and payment.

- 5.1. In full consideration for the complete and satisfactory performance of the Contractor's obligations as per each individual Purchase Order, UNOPS shall make payments to the Contractor as required under the relevant Purchase Order. Payments will be made by UNOPS by transfer to the bank account specified by the Contractor in the "oneUNOPS Supplier Profile" form. UNOPS shall bear the charges imposed by its bank. The Contractor shall bear any other bank charges pertaining to such bank transfer.
- 5.2. The prices reflected in each Purchase Order shall correspond to those include in Annex 4. Prices reflected in Annex 4 are not subject to any adjustment or revision because of price or currency fluctuations or the actual costs incurred by the Contractor related to the performance of any of its obligations under this Agreement, including any individual Purchase Order. All reductions in market prices mandated by the originator of the **Note to be deleted: choose as applicable [goods and/or services]**, if any, will be passed on in full to UNOPS.
- 5.3. Payments effected by UNOPS to the Contractor shall be deemed neither to relieve the Contractor of its obligations under this Agreement and/or an individual Purchase Order, nor as acceptance by UNOPS of the Contractor's performance of such obligations.
- 5.4. UNOPS shall effect payments to the Contractor within thirty (30) calendar days of the date of receipt of the relevant original invoice, subject to the acceptance by UNOPS of the **Note to be deleted: choose as applicable [goods supplied and/or services performed]** reflected in the said invoice. The original invoice shall be submitted by the Contractor to the address specified in the relevant Purchase Order, upon achievement of the corresponding milestones as per the relevant Purchase Order. Under no circumstances shall UNOPS be liable to pay interest on amounts not paid within this period.

6. Notifications pertaining to the Agreement.

- 6.1. For the purpose of notifications under the Agreement, the addresses of UNOPS and the Contractor are as follows:

For UNOPS:

[Insert name of RO/OC Director]

Director

[RO/OC]

UNOPS

Address

Ref. **[/ /]**

[Insert contract reference and number]

Phone: **[Insert phone number]**

Fax: [Insert fax number]

Email: [Insert email address]

For the Contractor:

[Insert name, address, phone, and fax/email]

- 6.2. Notice by certified mail shall be deemed to have been delivered on the date it is officially recorded as delivered to, or receipt refused by, the Party to whom it is addressed; if a notice is sent by certified mail but cannot be delivered because the Party to whom it is addressed is no longer open for business at that address, the notice shall be deemed to be delivered on the date delivery was attempted.

7. Notifications pertaining to specific Purchase Orders

- 7.1. Notwithstanding clause 6 above, notices and other communications pertaining to specific Purchase Orders shall be sent to the address of the UNOPS office issuing the relevant Purchase Order, this address would be clearly specified in the relevant Purchase Order.

8. Good faith.

- 8.1. The Parties undertake to act in good faith with respect to each other's rights and obligations under this Contract and to adopt all reasonable measures to ensure the realization of the objectives of this Contract.

IN WITNESS WHEREOF, the Parties have caused the Contract to be executed by their respective duly authorised representatives as of the date first written above:

SIGNED FOR AND ON BEHALF OF:

UNOPS

The Contractor

Name: [insert name of authorised signatory of UNOPS]
Title: [insert title in capital blocks] Date: [insert date]

Name: [insert name of authorised signatory of The Contractor]
Title: [insert name in capital blocks] [insert title in capital blocks] Date: [insert date]

ANNEX 1: Special Conditions

If the Contractor fails to deliver any or all of the goods by the date(s) of delivery or perform the services tied to the delivery of goods/services within the period specified in the Contract, UNOPS may, without prejudice to any or all its other remedies under the Contract, deduct from the Contract price, as liquidated damages, a sum equivalent to the percentage of 0.3% of the original total Contract price for each day of delay until actual delivery or performance, up to a maximum deduction of 10%. Once this threshold is reached, UNOPS will have the right to terminate the contract.

ANNEX 2: UNOPS General Conditions of Contract

https://content.unops.org/service-Line-Documents/Procurement/UNOPS-General-Conditions-Goods-and-Services-2017_EN.PDF

ANNEX 3: Schedule of Requirements

[Insert here the Schedule of Requirements]

ANNEX 4: Price List

[Insert here the Price List]

V-4: Data Processing Agreement (DPA)

UNOPS shall enter into a Data Processing Agreement (DPA) with the Cloud Service Provider (CSP) if the service involves the exchange of personal data in accordance with the personal data protection and privacy principles. The Cloud Service Provider's data processing agreement templates will be provided by the Bidder and will be subject to review by the UNOPS team.