



TENDER No. 2024/FRSSD/FRSSD/129722

23 October 2024

REQUEST FOR PROPOSAL (RFP)

CLOSING DATE: 06 November 2024 – 11:00 hours (Juba, time)

The Food and Agriculture Organization of the United Nations ("FAO" or "Organization") is an intergovernmental organization with more than 194 member nations. Since its inception, FAO has worked to alleviate poverty and hunger by promoting agricultural development, improved nutrition and the pursuit of food security - defined as the access of all people at all times to the food they need for an active and healthy life.

To achieve its goals, FAO cooperates with thousands of partners worldwide, from farmers' groups to traders, from non-governmental organizations to other UN agencies, from development banks to agribusiness firms (further and more detailed information on FAO can be found on the internet site: <http://www.fao.org>).

In preparing your offer, you should take into account the international status and activities of FAO by submitting your best commercial terms. You should also be aware that FAO enjoys certain privileges and immunities which include exemption from payment of Value Added Tax ("VAT" or "IVA"), customs duties and importation restrictions.

FAO requests the provision of the following services:

Rollout and Capacity Building for the E-Registry System of Cooperative Societies in South Sudan

The invitation is subject to the following procedures and conditions which you deemed to have accepted by participating in this tender:

1. PROCEDURES

- 1.1. You are invited to submit an offer **in English** for the above-mentioned services. A description of the requested services is provided in Appendix A;
- 1.2. In submitting your offer you are supposed to have considered all aspects relevant to the performance of the proposed contract and to have obtained all necessary information and data as to risks, contingencies and other circumstances which may influence or affect your offer;
- 1.3. It is understood that all documents, calculations, etc. which may form part of your offer will become the property of the Organization, who will not be required to return them to your firm;

- 1.4. The Organization may decide to make a partial award or no award at all should it consider that the results of this tender and/or any other related circumstance so require;
- 1.5. All costs incurred to prepare your bid have to be borne by you; FAO will not be liable to reimburse any or all of such cost;
- 1.6. The Organization reserves the right to publish the details of awards, including supplier name and country, total Contract value and a brief description of the services. In all cases, unsuccessful bidders will be notified;
- 1.7. Consortium of firms will be accepted provided that the companies indicate which firm will be the main Contractor and will be responsible for the signature of the relevant contract. Bidders adhering to the Consortium will have to notify FAO of their acceptance to participate in the Consortium;
- 1.8. Registration as a vendor in the UN Global Marketplace (UNGM), www.ungm.org, is a prerequisite for receiving an award from FAO. Please register your firm with UNGM. If you have any difficulties registering, please contact UNGM team using the Help button on the web site www.ungm.org.
- 1.9. The Organization has adopted a zero tolerance approach to fraud, and it prohibits firms from engaging in corrupt, fraudulent, collusive, coercive, unethical and obstructive practices when participating in procurement activities. As provided by the Vendor Sanctions Procedures (http://www.fao.org/fileadmin/user_upload/procurement/docs/FAO_Vendors_Sanctions_Policy_-_Procedures.pdf), if the Organization determines that a firm has engaged in such conduct, it will impose sanctions and may share information on sanctioned firms with other Intergovernmental or UN Organizations;
- 1.10. A firm and its affiliates, agents and subcontractors should not be suspended, debarred, or otherwise identified as ineligible by any Intergovernmental or UN Organization, including any organization within the World Bank Group or any multi-lateral development bank, or by the institutions and bodies of economic integration organizations (e.g., the European Union). You are therefore required to disclose to the Organization whether your firm, or any of your affiliates, agents or subcontractors, is subject to any sanction or temporary suspension imposed by any such organization or National Authority at any time during the three years prior to the contract or at any time throughout the execution of the contract. You acknowledge that a breach of this provision will entitle FAO to terminate its contract with your firm, without any liability for termination charges or any other liability of any kind of FAO, and that material misrepresentations on your status constitute a fraudulent practice;
- 1.11. Bidders must certify that their firm is not associated, directly or indirectly, with entities or individuals (i) that are associated with terrorism, as in the list maintained by the Security Council Committee established pursuant to its Resolutions 1267 (1999) and 1989 (2011), or (ii) that are the subject of sanctions or other enforcement measures promulgated by the United Nations Security Council. Selected bidders also agree to undertake all reasonable efforts to ensure that none of the funds received from FAO under the awarded contract are

used to provide support to individuals or entities associated with terrorism or that are the subject of Security Council sanctions. This provision must be included in any subcontracts, sub-agreements or assignments entered into under the awarded contract. The Bidder acknowledges and agrees that this provision is an essential term of the awarded contract and any breach of these obligations and warranties shall entitle FAO to terminate the Contract immediately upon notice to the Contractor, without any liability for termination charges or any liability of any kind of FAO;

- 1.12. Bidders must certify that their company and/or subcontractors are not associated, directly or indirectly, with the consultant or any other entity who prepared the terms of reference or other bidding documents for this tender;
- 1.13. Please note that Bidders who use an independent consultant to assist in the preparation of offers may risk engaging in unacceptable practices if the same consultant assists another Bidder to prepare an offer for the same tender. Bidders are reminded that they are fully responsible for the conduct of any consultant who may be used to prepare offers for FAO tenders and they should take all measures to ensure that any independent consultant engaged to assist in the preparation of an offer for an FAO tender has not and will not be involved in the preparation of an offer for another Bidder for the same tender process.

Bidders are kindly requested to disclose to the best of their knowledge whether their company has any personal or professional relationships with FAO. The disclosure shall include all relevant details and should include, but not be limited to:

- **ANY** current or past employment relationship with FAO of your company's representatives and employees;
- **ANY** current or past relationship with any FAO staff member (family members, spouses, etc.) of your company's representatives and employees.

- 1.14. Fairness and transparency are fundamental principles for FAO procurement activities. Firms that believe that the procurement process was not fair and transparent may request feedback from the office that issued the tender. If a satisfactory response is not received, a firm may present a protest following the bid protest procedures detailed in the following link: <http://www.fao.org/unfao/procurement/codedeconduitethique/protests/en/>. To report allegations of fraud or misconduct in the procurement process, bidders may submit information, also anonymously, to the Office of the Inspector General Hotline: <http://www.fao.org/aud/69204/en/>.

2. **EVALUATION**

The offers received will be evaluated by applying the mandatory requirements indicated in paragraph 2.1 below and the qualitative evaluation criteria indicated in paragraph 2.2 below. Pass/Fail methodology will be used for the mandatory requirements, whilst the qualitative evaluation criteria will be rated. **The qualitative criteria will have a weighting of 70% on the final evaluation results, and the price will have a weighting of the remaining 30%.** FAO reserves the right to

consider, and disqualify firms based on, documented prior poor performance, including but not limited to poor quality of goods or services provided, late delivery and unsatisfactory performance.

2.1 Mandatory Requirements

Bidders are required to fulfil the following mandatory requirements. **Failure to provide required information/documents will result in the disqualification of the bidder from the tender evaluation process.**

Administrative:

- 2.1.1 The duly completed "**Proposal Summary**" form mentioned in paragraph 3.1 below.
- 2.1.2 Valid legal document(s) in the relevant field of services such as Business license, Articles of incorporation, Company Registration Certificate or equivalent document verifying legal status/capacity.
- 2.1.3 A valid Tax Clearance Certificate received from the Tax Authorities of the Country where the Bidder operates.

In case of Consortium, documents listed under paragraph 2.1.2 – 2.1.3 are required from each entity in the Consortium.

2.1.4 Technical:

The company should demonstrate capability and in-depth understanding of the services to be carried out, as outlined in TOR, present clear methodology for implementing the task, ability to mobilize resources and the experts to successfully implement the services as per TOR, especially expertise and experience in Rollout and Capacity Building for the E-Registry System of Cooperative Societies in South Sudan.

2.1.3 Financial Proposal: as per **Appendix C** to the Letter of Invitation, "Financial Proposal Form". This proposal shall be submitted as per paragraph 4.2 below.

2.2 Evaluation Criteria

2.2.1 Technical Evaluation

2.2 Evaluation Criteria

2.2.1 Technical Evaluation

| Form No. | Summary of Technical Proposal Evaluation Forms | Maximum points Obtainable |
|----------------------------------|--|---------------------------|
| 1. | Expertise of Firm / Organization | 15 |
| 2. | Proposed Methodology, Approach and Implementation Plan | 35 |
| 3. | Management Structure and Key Personnel | 20 |
| Technical proposal (Forms 1+2+3) | | 70 |

| Detailed Technical Proposal Evaluation Form 1. Expertise of the Firm/Organization | Maximum Points obtainable |
|--|---------------------------|
| Proven expertise in rolling out digital systems in resource-constrained environments, especially for governments and cooperatives. | 5 |
| Demonstrated experience in capacity building and training of government personnel and cooperatives, focusing on digital platform adoption. | 5 |
| Experience in providing ongoing technical support during rollout and early adoption phases in digital system implementation. | 3 |
| Demonstrated experience working with international organizations, particularly UN agencies, on digital system rollouts. | 2 |
| Total Part 1 | 15 |

| Detailed Technical Proposal Evaluation Form 2. Proposed Methodology, Approach and Implementation Plan | Points obtainable |
|--|-------------------|
| Overall quality of the technical proposal: Does it clearly define the rollout plan and capacity-building strategy for the cooperatives e-registry system? | 10 |
| Coherence of the proposed methodology: Does the plan include realistic timelines, resource allocation, and strategies for effective implementation? | 10 |
| Approach to training: Does the methodology provide a clear approach for training both core users and field staff, including the provision of tailored materials and support? | 8 |
| Adaptability of the approach: Is the plan flexible to adjust based on feedback from Phase 1 of the rollout? | 7 |
| Total Part 2 | 35 |

| Detailed Technical Proposal Evaluation Form 3. Management Structure and Key Personnel | | Points obtainable |
|--|--|--------------------------|
| Project Manager: Demonstrated experience in leading large-scale digital system rollouts, especially in resource-constrained environments. | | 6 |
| Lead Systems Developer: Proven track record in developing and implementing digital platforms for government or cooperatives. | | 5 |
| Full Stack Developer: Experience in developing multi-faceted digital solutions, including front-end and back-end development, relevant to the project. | | 5 |
| Capacity of the team to provide technical support and troubleshoot issues during the early adoption phase. | | 4 |
| Total Part 3 | | 20 |

2.2.2 Financial Evaluation

The Rating of the Financial Proposal (FP) will be then obtained through the following formula:

$$FP \text{ Rating} = \frac{\text{Lowest Priced Proposal}}{\text{Price of the Proposal under review}} \times 30$$

The proposal with the highest Total Combined Score would be considered as the proposal that provides the best value for the money and therefore, recommended for contract award. The Total Combined Score will be obtained through the following formula:

Total Combined Score = Technical rating + Financial rating

3 DOCUMENTS ENCLOSED

To facilitate preparing your proposal the following documents are enclosed:

- 3.1 The "**Proposal Summary**" form, to be used for submitting your proposal;
- 3.2 **Appendix A** to the Letter of Invitation, the "**Terms of Reference**";
- 3.3 **Appendix B** to the Letter of Invitation, the "**Documentation to be Submitted as part of the Technical Proposal**";
- 3.4 **Appendix C** to the Letter of Invitation, the "**Financial Proposal Form**"; and
- 3.5 The **draft Contract** FAO intends to award.

2 DOCUMENTS TO BE SUBMITTED

The proposal should be submitted in **two (2) separate parts** consisting respectively of **Part A) Technical Proposal** and **Part B) Financial Proposal**, which should be prepared as follows:

2.1 Part A) Technical Proposal:

- 4.1.1 The duly completed **Proposal Summary** form detailed in paragraph 3.1;
- 4.1.2 Information or documents to support the **Mandatory Requirements** indicated in **paragraph 2.1** above; including the **Technical Proposal** requested in paragraph 2.1.8;
- 4.1.3 The **Technical Proposal** prepared in line with the information provided in **Appendix A** to this Letter of Invitation (paragraph 3.2 above).

4.2 Part B) Financial Proposal:

- 4.2.1 The information requested in **Appendix C** to the Letter of Invitation (paragraph 3.4 above).

3 FORM OF SUBMISSION AND CLOSING DATE

3.1 Your **Technical Proposal** and **Financial Proposal** should be submitted as follows:

TO ENSURE THE VALIDITY OF YOUR OFFER, IT MUST BE SUBMITTED AS FOLLOWS:

1. Uploading your Bid on UNGM:

Please login and upload all the documents requested in paragraph 4 of this Letter of Invitation in the designated placeholders in the UNGM portal and within the indicated deadline.

It is the exclusive responsibility of the bidders to ensure that the files are uploaded before the tender deadline. The system will reject any bid received after the deadline.

Please follow the instructions below to upload the electronic files in the UNGM portal:

- a) Log in the UNGM website with your e-mail and password;
- b) Click on MY TENDERS and select the tender;
- c) Click on VIEW DOCUMENTS (green button on the left of the specific tender notice you are interested in);
- d) Click on the second tab of the tender notice;
- e) Click on the “OPT IN” button;
- f) To upload all the files, click on the relevant “UPLOAD DOCUMENT” red buttons under the “MY TENDER RETURN”.

NOTE: It is highly recommended that the size of all files does not exceed 5MB. The format of the files should be the ISO Standard Portable Document Format (“PDF”) and not password protected. Unless otherwise requested or specifically authorized in writing by FAO, lack of following the above instructions will result in your proposal being considered invalid.

IMPORTANT: Once all files are uploaded, please remember to click on the red button “SUBMIT MY RETURN” to send your offer. If the submission is properly completed, you will be able to view and download a receipt under the “HISTORY” tab.

Submissions by e-mail or fax are not allowed.

2. Modification or Withdrawal of Bid:

A bidder may, without prejudice, modify or withdraw an offer before the deadline with the “MODIFY RETURN” function. No offer may be modified after the deadline for submission.

3. No Bid Notice:

In the event that your company is not interested to participate in this tender, the Organizations would appreciate your feedback with a brief explanation. In this case, you are kindly requested to click on the “OPT OUT” button displayed in the UNGM portal to send your reason for non-participation.

5.2 Your proposal should reach FAO not later than:

06 November 2024, 11:00 hours (Juba, South Sudan time)

6 COMMUNICATION CONCERNING THIS TENDER

- 6.1 All communications concerning this tender (questions, comments, requests) should mention the tender number (TENDER No. 2024/FRSSD/FRSSD/129722) and should be submitted as soon as possible through the UNGM portal under the “CORRESPONDENCE” tab.
- 6.2 Bidders are responsible for appropriately examining this tender. If the Bidder finds discrepancies in or omissions from the documents, or if their intent or meaning appear unclear or ambiguous, or if any other questions arise, the Bidder shall submit any request for clarification through the aforementioned “CORRESPONDENCE” tab.
- 6.3 In submitting a request for clarification, do not, under any circumstances, submit a copy of your offer or reveal any information about your intended quotation. This will invalidate your offer.
- 6.4 Responses to clarification enquiries will be issued by FAO through the UNGM portal simultaneously to all bidders. The system will send automatic e-mail notifications to all bidders every time a clarification, or any other change to the tender notice, is made.
- 6.5 All FAO’s responses to bidders’ questions will be uploaded under the “CLARIFICATIONS” tab of your Tender Management page and made available to all bidders. Please ensure to read all the clarifications as they become part of the technical specifications.

IMPORTANT: Deadline for questions is 30 October 2024, 23:59 hours (Juba time)

- 6.6 FAO shall endeavour to provide answers to clarifications in an expeditious manner and not later than **five (5) days before the closing date**. Any delay in such response shall not cause

an obligation on the part of FAO to extend the submission date of the Bid, unless FAO deems that such an extension is necessary.

7 COMPLETENESS OF PROPOSAL

A proposal will only be considered if it contains all of the above information and documents and observes the provisions of the enclosed draft contract. Incomplete proposals may be rejected as otherwise it will not be possible to evaluate all proposals on an equal basis.

8 PARTICIPATION BY FAO

You should examine carefully the nature and extent of the participation in the contract performance by FAO as set out in Part III of the "Proposal Summary" as it is assumed that all other requirements for its successful completion are provided at the cost of the contractor. **You should therefore state in the appropriate space any additions or modifications which you suggest for a satisfactory performance of the framework agreement.**

9 PRIVILEGES AND IMMUNITIES

FAO enjoys certain privileges and immunities which include exemption from payment of "IVA" (VAT), customs duties and importation restrictions.

10 CURRENCY OF PROPOSAL AND OF CONTRACT

Your proposal should be expressed in **United States Dollars (USD).**

May I take this opportunity of expressing our appreciation of your interest in assisting the Organization in the implementation of this undertaking.

Yours sincerely,

A handwritten signature in black ink, appearing to read 'Meshack Malo', with a colon to its right.

Meshack Malo
FAO Representative in South Sudan

PROPOSAL SUMMARY

Instructions: Please complete the spaces left blank below.

PART I: Mandatory Requirements

- ☐ I certify to have submitted all the information/documents requested for the **Mandatory Requirements** set forth under **paragraph 2.1** of the Letter of Invitation.

PART II: Commencement of Contract Performance

- ☐ I undertake to commence the performance of the contract immediately after duly signed by both parties and complete the required services **as per TORs** from contract start date.

PART III: Participation by FAO in the Contract

Either:

- ☐ I certify that the inputs to be provided by FAO, as set out in the Letter of Invitation are adequate and sufficient for a satisfactory contract performance;

or

- ☐ For a satisfactory contract performance, the following would have to be provided:

PART IV: Financial Offer

- ☐ I hereby confirm that I have completed **Appendix C** to the Letter of Invitation showing the costs proposed for the requested services.

PART V: Completeness of Proposal

- ☐ I certify that my proposal complies with **Appendix A** to the Letter of Invitation.
- ☐ I confirm having obtained all relevant data and information as regards risk, and any other circumstances which may influence or affect the performance of the contract, which have been duly taken into account in the formulation of this proposal.

PART VI: Certification of Proper Procedures

- ☐ I certify that my firm/organization (including all members of a consortium, if applicable) and its subcontractors are not associated, directly or indirectly, with the consultant or any other entity who prepared the terms of reference or other bidding documents for the project.
- ☐ I acknowledge that my firm is responsible for any consultant, including independent consultants, who assists in the preparation of offers and confirm that my firm has taken all measures to ensure that any independent consultant engaged to assist in preparing this offer has not and will not be involved in the preparation of another bid for another bidder for the same tender process.

PART VII: Conflict of Interest Disclosure

Either:

- ☐ To the best of my knowledge, I confirm that none of my firm's representatives or employees has a current or former employment relationship with FAO, and none of my firm's representatives or employees have a current or past relationship with an FAO staff member (family members, spouses, etc.).

or

- ☐ I have provided below details regarding the following representatives or employees of my firm who have a current or former employment relationship with FAO and/or who have a current or past relationship with an FAO staff member:

PART VIII: Contract Provisions

- ☐ I confirm that I have read and that I accept the standard provisions set forth in the said General Terms and Conditions for Services and I do not have any reservation.
- ☐ I certify that my firm has not and will not engage in corrupt, fraudulent, collusive, coercive, unethical or obstructive practices during the selection process and throughout the negotiation and execution of the contract.
- ☐ I confirm that my firm, including any affiliates, agents or subcontractors, is not subject to any sanction or temporary suspension imposed by an Intergovernmental or UN Organization, including any organization within the World Bank Group or any multi-lateral development bank, or by an institution or body of an economic integration organization (e.g., the European Union). If my firm, or any affiliates, agents or subcontractors, has been subject to any temporary suspension or sanction by any such organization or a National Authority within the preceding three years, I have provided further information below:

-
-
- ☐ I certify that my firm is not associated with any individual or entity appearing on the 1267/1989 list of the UN Security Council or with any individual or entity subject to any other sanctions or enforcement measures promulgated by the UN Security Council.
- ☐ I confirm that the terms and conditions of the draft contract as enclosed with this Letter of Invitation are acceptable except for the reservations explicitly set out in this Proposal Summary.
-
-
-

PART IX: Validity of Proposal

- ☐ This proposal is valid for acceptance for a period of TWO (02) MONTHS as from the deadline for the submission of the proposal indicated in the Letter of Invitation.

Name of Firm: _____

UNGM Number: _____

Mailing Address: _____

Tel: _____

Email: _____

Person(s) to contact: _____

Signature: _____

Date: _____

Name & Title: _____

Company seal: _____

APPENDIX A

TERMS OF REFERENCE

Terms of Reference (ToR) for the Rollout and Capacity Building for the E-Registry System of Cooperative Societies in South Sudan

1. Background

On behalf of the Ministry of Agriculture and Food Security in South Sudan (MAFS) - Directorate of Cooperatives, FAO has developed a cooperatives e-registry system aimed at modernizing the registration, management, and operations of cooperative societies across the country. This system is designed to centralize the data of all cooperatives, creating a single, unified platform that provides the national government with real-time, accurate, and up-to-date information on cooperatives nationwide. This centralization will enhance transparency and accountability, allowing for better decision-making, improved resource allocation, and more effective monitoring of cooperatives' performance and compliance.

The national rollout of this e-registry system marks a critical step toward achieving the long-term sustainability and efficiency of cooperatives in South Sudan. By transitioning from fragmented, paper-based records to a digital, easily accessible platform, the system will streamline the operations of cooperatives, enabling better management practices and smoother daily operations. Moreover, the platform will empower cooperative societies by offering tools to track membership, financial records, and other key metrics, contributing to more robust governance structures.

To ensure the successful adoption of the system, FAO is seeking a qualified firm to lead the nationwide rollout. This process will involve not only the technical deployment of the system but also capacity-building efforts that target government officials, ministry field staff, and cooperative members. Comprehensive training sessions will be organized to familiarize all stakeholders with the new digital platform, ensuring that they are equipped with the skills needed to fully leverage the system's capabilities.

2. Objectives

The primary objectives of this consultancy are:

- Roll out the developed e-registry system, starting with seven states of South Sudan in two phases.
- Build capacity through targeted training of core users and ministry national and field staff to ensure the system's sustainable use.
- Provide ongoing support and guidance to the Core Rollout Team and ministry staff during the initial system rollout phase.

Scope of Work

a) Rollout of the E-Registry System

- Ensure the smooth deployment and activation of the cooperatives e-registry system in seven states starting with Western Bahr el Ghazal, Northern Bahr el Ghazal and Western Equatoria States.
- Collaborate with the Directorate of Cooperatives to plan and oversee the registration of existing cooperatives.
- The rollout will be divided into two phases (detailed in **Rollout Phases and Target States** section).

b) Selection and Training of Core Rollout Team

- Collaborate with FAO and the Directorate of Cooperatives to select key personnel from the ministry to form a Core Rollout Team at national level.
- Conduct comprehensive training sessions for the Core Rollout Team focusing on system functionalities, troubleshooting, and user support.
- Develop and provide tailored training materials, user manuals, and guidelines to meet the specific needs of South Sudan cooperatives.

c) Training of Key System Users (Ministry Field Staff)

- ToT training to FAO Field Staff that will be responsible to train the end key users (at SMCRD)
- Oversee the Core Rollout Team as they conduct state-level training sessions for ministry field staff, ensuring they are proficient in the system's functionalities.
- Facilitate both in-person and remote training where necessary, depending on geographical constraints.
- Ensure ministry field staff can effectively support cooperatives with registration and management processes.

d) Ongoing Support and Monitoring

- Provide hands-on support during the initial rollout phase in each state to troubleshoot any technical challenges.
- Monitor the system's functionality during its early adoption stages, addressing user concerns and system performance issues.
- Implement a feedback mechanism to capture suggestions for system improvement from both field staff and cooperatives.
- Regular system maintenances and provision of reports and documentation of lessons learned.

Training and Capacity Building Requirements

- **Training Venues and Equipment:** Ensure training venues are equipped with the necessary infrastructure (computers, internet access, projectors, etc.) for hands-on training.
- **Logistical Support:** Coordinate transportation and accommodations for ministry field staff and Core Users attending training sessions.

- **Post-Training Support:** Offer continuous post-training assistance to ensure core users and field staff maintain proficiency with the e-registry system.

Rollout Phases and Target States

The rollout will be conducted in two phases, allowing for lessons learned during Phase 1 to be integrated into Phase 2.

- **Phase 1 States:**
 - Western Bahr el Ghazal
 - Western Equatoria
 - Northern Bahr el Ghazal
- **Phase 2 States:**
 - Central Equatoria
 - Eastern Equatoria
 - Upper Nile
 - Jonglei

Staggered implementation will ensure continuous improvements based on feedback from Phase 1 states.

Reporting Requirements

The consultancy will be responsible for delivering the following reports:

1. **State-Level Rollout Completion Reports:** Detailed documentation of rollout activities and progress in each state.
2. **Training Session Reports:** Comprehensive reports covering all training materials, manuals, and guidelines provided to Core Users and field staff. Participant lists and evaluations from each training session.
3. **Rollout Support Documentation:** Ongoing support documentation, including records of issues addressed during system rollout.
4. **Final Rollout Report:** A detailed final report summarizing challenges encountered during the rollout, lessons learned, and recommendations for future system improvements.

Timeline

| Activity | Activity Description | No of Days | Deliverables |
|--|--|------------|--|
| Kick Off Meeting | Presentation of the cooperatives E-registry system. Discuss with stakeholders MAFS and FAO on rollout process and timelines | 2 | Rollout plan |
| Training - National level | Selection and training of national ministry and FAO country office staff to make the create the Core Rollout Team. | 3 | Core Rollout Team identified and trained |
| Training and Onboarding of Cooperatives – state/county level | Train government, FAO staff and cooperative representatives in the states. Oversee the cooperatives digital onboarding process | 30 | Government, FAO staff and cooperative representatives 1000 cooperatives onboarded into the e-registry |
| Create Rollout Report | Evaluate the training and rollout process. Identify challenges, gaps, opportunities, and recommendations. | 3 | Rollout Report |

ANNEX B –
**DOCUMENTATION AND FORMS TO BE SUBMITTED AS PART OF THE
TECHNICAL PROPOSAL**

A. Organizational Capacity

This section should provide corporate information and a brief description of the Proposer's present activities. It should focus on services related to FAO requirements.

Proposer should describe its human and material resources that would contribute to successful performance of the Contract, in case of award (e.g. premises located in the area of activity).

The Proposer should also comment on its experience in similar projects with international and national organizations listing relevant projects conducted as a minimum within the last three (03) years, providing the evidence required for this tender.

The Proposer may also provide reference letters from national or international companies/organizations for similar services accomplished.

B. Key Personnel

This section should fully explain the Proposer's resources in terms of personnel necessary for the performance of this requirement. Proposers should submit detailed CVs for the proposed personnel.

C. Proposed Methodology

Approach and Understanding the Statement of Services

This section should demonstrate the Proposer's responsiveness to the specification by identifying the specific components proposed, addressing the requirements, as specified, providing a detailed description of the essential performance characteristics, and demonstrating how the proposed methodology meets the specifications.

This section should include the methodology, approach and implementation plan in order to complete the services described in **Appendix A**.

ANNEX C

FINANCIAL OFFER

GENERAL INSTRUCTIONS

The Bidder is asked to prepare a financial proposal for the required services including all related costs.