

# INVITATION TO BID (ITB)

## Procurement of Citizen Self-Service Kiosks for Honduras

Ref.: 500645-1

### SECTION 1: LETTER OF INVITATION

The Office of Procurement of the United Nations Development Programme, hereinafter referred to as UNDP hereby invites prospective Bidders to submit a bid in accordance with the General Conditions Terms and Conditions for Contracts and the Schedule of Requirements as set out in this Invitation to Bid (ITB).

The ITB is composed by the following parts and forms:

Section 1: This Letter of Invitation

Section 2: Instructions to Bidders

Section 3: Data Sheet

Section 4: Evaluation Criteria

Section 5: Schedule of Requirements

Section 6: Conditions of Contract and Contract Forms

Section 7: Returnable Bidding Forms (refer to separate editable files in Word and Excel)

- Form A: Bid Confirmation
- Form B: Checklist
- Form C: Bid Submission
- Form D: Bidder Information
- Form E: Joint Venture/Consortium/Association Information
- Form F: Eligibility and Qualification
- Form G: Technical Bid
- Form H: Price and delivery Schedule
- Form I: Bid Security

If you are interested in submitting a bid in response to this ITB, please prepare your bid in accordance with the requirements and procedure as set out in this ITB and submit it by the deadline for submission set out in the system.

Bids must be submitted in UNDP's ERP system (Quantum) following this link: <http://supplier.quantum.partneragencies.org> using your company profile.

If you have never registered before, please follow the link below for registration (same as in the procurement notice). Refer to the guides on UNDP website: <https://www.undp.org/procurement/business/resources-for-Bidders>.

Do not create a new profile if you already have one. Use the forgotten password feature in case you do not remember the password or the username from previous registration.

**Once you have registered your profile in Quantum, in order to record your Company as a Bidder for this ITB, PLEASE CREATE A DRAFT RESPONSE IN QUANTUM without submitting it.** Please do this step soonest possible as it will enable the system to send you notifications of amendments or any other information/updates related to the tender.

Additionally, please fill in Form A and return to us via Quantum messaging (this is important for information purposes. Please note that by solely filling Form A will not log your Company as Bidder for this ITB.

Should you require clarifications, kindly communicate using the messaging functionality in the system.

We look forward to receiving your bid.

Sincerely,

United Nations Development Programme

Global Procurement & Supply Division (GPSD)

Office of Procurement, Governance Team

## SECTION 2: INSTRUCTIONS TO BIDDERS

<b>1. GENERAL</b>	
<b>1. Scope</b>	<p>Bidders are invited to submit a bid for Procurement of Citizen Self-Service Kiosks in Honduras as specified in FORM G – Technical Bid, in accordance with this Invitation to Bid (ITB). A summary of the scope of the ITB is included in Section 3: Data Sheet.</p> <p>Bidders shall adhere to all the requirements of this ITB, including any amendment made in writing by UNDP, which would constitute an integral part of the ITB. This ITB is conducted in accordance with Policies and Procedures of UNDP which can be accessed at <a href="https://popp.undp.org/SitePages/POPPRoot.aspx">https://popp.undp.org/SitePages/POPPRoot.aspx</a>.</p>
<b>2. Interpretation of the ITB</b>	<p>Any bid submitted will be regarded as an offer by the Bidder and does not constitute or imply the acceptance of the bid by UNDP. UNDP is under no obligation to award a contract to any Bidder as a result of this ITB.</p>
<b>3. Supplier Code of Conduct</b>	<p>All Bidders must read the United Nations Supplier Code of Conduct and acknowledge that it provides the minimum standards expected of suppliers to the UN. The Code of Conduct, which includes <b>principles on labour, human rights, environment and ethical conduct</b> is available at: <a href="https://www.un.org/Depts/ptd/about-us/un-supplier-code-conduct">https://www.un.org/Depts/ptd/about-us/un-supplier-code-conduct</a></p> <p>Moreover, Bidders should note that certain provisions of the Code of Conduct will be binding on the Bidder in the event that the Bidder is awarded a contract, pursuant to the terms and conditions of such contract.</p> <p>The Bidder must acknowledge that UNDP strictly enforces a policy of zero tolerance on proscribed practices, including fraud, corruption, collusion, unethical or unprofessional practices. UNDP’s Anti-Fraud Policy can be found at <a href="http://www.undp.org/content/undp/en/home/operations/accountability/audit/office_of_auditor_and_investigation.html#anti">http://www.undp.org/content/undp/en/home/operations/accountability/audit/office_of_auditor_and_investigation.html#anti</a></p> <p>In pursuance of this policy, UNDP:</p> <ul style="list-style-type: none"> <li>(a) Shall reject a bid if it determines that the selected Bidder has engaged in any corrupt or fraudulent practices in competing for the contract in question;</li> <li>(b) Further to the UNDP’s vendor sanctions policy, shall declare a vendor ineligible, either indefinitely or for a stated period, to be awarded a contract if at any time it determines that the vendor has engaged in any corrupt or fraudulent practices in competing for, or in executing a UNDP contract.</li> </ul>
<b>4. Eligible Bidders/Conflict of Interest</b>	<p>Bidders shall have the legal capacity to enter into a binding contract with UNDP.</p> <p>A Bidder, and all parties constituting the Bidder, may have the nationality of any country with the exception of the nationalities, if any, listed in Section 3: Data Sheet. A Bidder shall be deemed to have the nationality of a country if the Bidder is constituted, incorporated, or registered and operates in conformity with the provisions of the laws of that country.</p> <p>All Bidders found to have a conflict of interest shall be disqualified. Bidders may be considered to have a conflict of interest if they are or have been associated in the past, with a firm or any of its affiliates that have been engaged by UNDP 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 and/or are found to be in conflict for any other reason, as may be established by, or at the discretion of UNDP.</p> <p>In the event of any uncertainty in the interpretation of a potential conflict of interest, Bidders must disclose to UNDP and seek UNDP’s confirmation on whether such conflict exists.</p> <p>Similarly, the Bidders must disclose in their Bid their knowledge of the following:</p> <ul style="list-style-type: none"> <li>a) If the owners, part-owners, officers, directors, controlling shareholders, of the bidding entity or key personnel who are family members of UNDP staff involved in the</li> </ul>

	<p>procurement functions and/or the Government of the country or any Implementing Partner receiving goods and/or services under this ITB; and</p> <p>b) All other circumstances that could potentially lead to actual or perceived conflict of interest, collusion or unfair competition practices.</p> <p>Failure to disclose such an information may result in the rejection of the Bid or Bids affected by the non-disclosure.</p> <p>The eligibility of Bidders that are wholly or partly owned by the Government shall be subject to UNDP's further evaluation and review of various factors such as being registered, operated and managed as an independent business entity, the extent of Government ownership/share, receipt of subsidies, mandate and access to information in relation to this ITB, among others. Conditions that may lead to undue advantage against other Bidders may result in the eventual rejection of the Bid.</p> <p>Bidders shall not be eligible to submit a Bid if at the time of bid submission:</p> <ul style="list-style-type: none"> <li>• is included in the Ineligibility List, hosted by <a href="#">UNGM</a>, that aggregates information disclosed by Agencies, Funds or Programs of the UN System;</li> <li>• is included in the <a href="#">Consolidated United Nations Security Council Sanctions List</a>, including the <a href="#">UN Security Council Resolution 1267/1989 list</a>;</li> <li>• is included in the <a href="#">World Bank Corporate Procurement Listing of Non-Responsible Vendors</a> and <a href="#">World Bank Listing of Ineligible Firms and Individuals</a>.</li> <li>• <a href="#">Is included in the Anti-Money Laundering (AM) and Countering the Financing of Terrorism (CFT)</a></li> </ul>
<p><b>5. Eligible goods, works and services</b></p>	<p>All goods, works and/or services to be supplied under the contract shall have their origin in any country with the exception of the countries, if any, listed in Section 3: Data Sheet, and all expenditures made under the contract will be limited to such goods, works and services.</p> <p>For purposes of this clause, "origin" means the place where the goods are mined, grown, or produced, or the place from which the related services are supplied. Goods are produced when, through manufacturing, processing, or substantial and major assembly of components, a commercially recognized product results that is substantially different in basic characteristics or in purpose or utility from its components.</p> <p>The origin of goods, works and services is distinct from the nationality of the Bidder.</p>
<p><b>6. Proprietary information</b></p>	<p>The ITB documents and any specifications, plans, drawings, patterns, samples or information issued or furnished by UNDP are issued solely for the purpose of enabling a bid to be completed and may not be used for any other purpose. The ITB documents and any additional information provided to Bidders shall remain the property of UNDP. All documents which may form part of the bid will become the property of UNDP, who will not be required to return them to your firm.</p>
<p><b>7. Publicity</b></p>	<p>During the ITB process, a Bidder is not permitted to create any publicity in connection with the ITB.</p>
<p><b>2. SOLICITATION DOCUMENTS</b></p>	
<p><b>8. Clarification of solicitation documents</b></p>	<p>Bidders may request clarifications on any of the ITB documents no later than the date indicated in Section 3: Data Sheet. Any request for clarification must be sent in writing in the manner indicated in Section 3: Data Sheet. Explanations or interpretations provided by personnel other than the named contact person will not be considered binding or official.</p> <p>UNDP will provide the responses to clarifications through the method specified in Section 3: Data Sheet.</p> <p>UNDP shall endeavor to provide responses to clarifications in an expeditious manner, but any delay in such response shall not cause an obligation on the part of UNDP to extend the</p>

	submission date of the bids, unless UNDP deems that such an extension is justified and necessary.
<b>9. Amendment of solicitation documents</b>	<p>At any time prior to the deadline of bid submission, UNDP may for any reason, such as in response to a clarification requested by a Bidder, modify the ITB in the form of an amendment to the ITB. Amendments will be made available to all prospective Bidders.</p> <p>If the amendment is substantial, UNDP may extend the Deadline for submission of bid to give the Bidders reasonable time to incorporate the amendment into their bids.</p>
<b>3. PREPARATION OF BIDS</b>	
<b>10. Cost of preparation of bid</b>	The Bidder shall bear all costs related to the preparation and/or submission of the bid, regardless of whether its bid is selected or not. UNDP shall not be responsible or liable for those costs, regardless of the conduct or outcome of the procurement process.
<b>11. Language</b>	The Bid, and all related correspondence exchanged by the Bidder and UNDP, shall be written in the language(s) specified in Section 3: Data Sheet.
<b>12. Documents comprising the bid</b>	<p>The bid shall comprise of the following documents and related forms which details are provided in Section 3: Data Sheet:</p> <ol style="list-style-type: none"> <li>a) Documents establishing the eligibility and qualifications of the Bidder;</li> <li>b) Technical bid</li> <li>c) Price Schedule</li> <li>d) Bid Security (if required)</li> <li>e) Advance Payment Guarantee (if required)</li> <li>f) Performance Security (if required)</li> <li>g) Any attachments and/or appendices to the bid.</li> </ol>
<b>13. Documents establishing eligibility and qualifications of the Bidder</b>	The Bidder shall furnish documentary evidence of its status as an eligible and qualified vendor, using the Forms provided in Section 7 and providing the documents required in those forms. In order to award a contract to a Bidder, its qualifications must be documented to UNDP's satisfaction.
<b>14. Technical bid</b>	The Bidder is required to submit a technical bid using the Form provided in Section 7 and taking into consideration the requirements in the ITB.
<b>15. Price Schedule</b>	<p>The Price Schedule shall be prepared using the Form provided in Section 7 and taking into consideration the requirements in the ITB.</p> <p>The prices and discounts quoted by the Bidder shall conform to the requirements specified below.</p> <ul style="list-style-type: none"> <li>• All items and lots (if applicable) must be listed and priced separately.</li> <li>• The price to be quoted shall be the total price of the bid, excluding any discounts offered.</li> <li>• The Bidder shall quote any unconditional discounts and indicate the method for their application.</li> <li>• The INCOTERM shall be governed by the rules prescribed in the 2020 edition of INCOTERMS, published by The International Chamber of Commerce. The INCOTERM rules and place of destination is specified in Section 5: Schedule of Requirements.</li> <li>• Prices quoted by the Bidder shall be fixed during the Bidder's performance of the contract and not subject to variation on any account, unless otherwise specified in Section 3: Data Sheet. A bid submitted with an adjustable price shall be treated as non-compliant and shall be rejected. However, if in accordance with Section 3: Data Sheet, prices quoted by the Bidder shall be subject to adjustment during the performance of the Contract, a Bid submitted with a fixed price quotation shall not be rejected, but the price adjustment shall be treated as zero.</li> </ul>

	<ul style="list-style-type: none"> <li>If indicated in Section 3: Data Sheet that bids are being invited for individual contracts (lots) and unless otherwise indicated in Section 3: Data Sheet, 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. Bidders wishing to offer any price reduction (discount) for the award of more than one Lot shall specify the applicable price reduction.</li> </ul>
<p><b>16. Bid currencies</b></p>	<p>All prices shall be quoted in the currency or currencies indicated in Section 3: Data Sheet. In cases where bids are acceptable in several currencies, for the purposes of comparison of all bids:</p> <ul style="list-style-type: none"> <li>UNDP will convert the currency quoted in the bid into the UNDP preferred currency, in accordance with the prevailing UN Operational Rate of Exchange on UNDP; and</li> <li>In the event that UNDP selects a bid for award that is quoted in a currency different from the preferred currency in Section 3: Data Sheet, UNDP shall reserve the right to award the contract in the currency of UNDP’s preference, using the conversion method specified above.</li> </ul>
<p><b>17. Duties and taxes</b></p>	<p>Article II, Section 7, of the Convention on the Privileges and Immunities provides, inter alia, that the United Nations, including UNDP 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 bids shall be submitted net of any direct taxes and any other taxes and duties, unless otherwise specified in Section 3: Data Sheet.</p>
<p><b>18. Bid validity period</b></p>	<p>Bids shall remain valid for the period specified in Section 3: Data Sheet, commencing on the deadline for submission of bids. A bid valid for a shorter period may be rejected by UNDP and rendered non-responsive.</p> <p>During the bid validity period, the Bidder shall maintain its original bid without any change, including the availability of the key personnel, the proposed rates and the total price.</p> <p>In exceptional circumstances, prior to the expiration of the bid validity period, UNDP may request Bidders to extend the period of validity of their bids. The request and the responses shall be made in writing, and shall be considered integral to the bid.</p> <p>If the Bidder agrees to extend the validity of its bid, it shall be done without any change to the original bid, but will be required to extend the validity of the bid security, if required, for the period of the extension, and in compliance with Article 19 (Bid security) in all respects.</p> <p>The Bidder has the right to refuse to extend the validity of its bid without forfeiting the bid security, if required, in which case, the bid shall not be further evaluated.</p>
<p><b>19. Bid Security</b></p>	<p>A bid security, if required by Section 3: Data Sheet, shall be provided in the amount and form indicated in the Section 3: Data Sheet. The bid security shall be valid for a minimum of thirty (30) days after the final date of validity of the bid.</p> <p>The bid security shall be included along with the bid. If a bid security is required by the ITB but is not found in the bid, the offer shall be rejected.</p> <p>If the bid security amount or its validity period is found to be less than is required by UNDP, UNDP shall reject the bid.</p> <p>In the event an electronic submission is allowed in Section 3: Data Sheet, Bidders shall include a copy of the bid security in their bid and the original of the bid security must be sent via courier or hand delivery as per the instructions in Section 3: Data Sheet.</p> <p>Unsuccessful Bidders’ bid securities will be discharged/returned as promptly as possible but no later than thirty (30) days after the expiration of the period of bid validity prescribed by UNDP pursuant to Article 18 (Bid Validity Period).</p> <p>The bid security may be forfeited by UNDP, and the bid rejected, in the event of any, or combination, of the following conditions:</p>

	<ul style="list-style-type: none"> <li>• If the Bidder withdraws its offer during the period of the bid validity specified in Section 3: Data Sheet, or;</li> <li>• In the event the successful Bidder fails: <ul style="list-style-type: none"> <li>○ to sign the Contract after UNDP has issued an award; or</li> <li>○ to furnish the Performance Security, insurances, or other documents that UNDP may require as a condition precedent to the effectivity of the contract that may be awarded to the Bidder.</li> </ul> </li> </ul>
<p><b>20. Joint Venture, Consortium or Association</b></p>	<p>If the Bidder is a group of legal entities that will form or have formed a Joint Venture (JV), Consortium or Association for bid, each such legal entity will confirm in their joint bid that:</p> <ul style="list-style-type: none"> <li>• they have designated one party to act as a lead entity, duly vested with authority to legally bind the members of the JV, Consortium or Association jointly and severally, and this will be evidenced by a duly notarised Agreement among the legal entities, which will be submitted along with the bid; and</li> <li>• if they are awarded the contract, the contract shall be entered into by and between UNDP and the designated lead entity, who will be acting for and on behalf of all the member entities comprising the joint venture.</li> </ul> <p>After the deadline for submission of bid, the lead entity identified to represent the JV, Consortium or Association shall not be altered without the prior written consent of UNDP.</p> <p>If a JV, Consortium or Association's bid is the bid selected for award, UNDP will award the contract to the joint venture, in the name of its designated lead entity. The lead entity will sign the contract for and on behalf of all other member entities.</p> <p>The lead entity and the member entities of the JV, Consortium or Association shall abide by the provisions of Article 21 (Only one Bid) herein in respect of submitting only one bid.</p> <p>The description of the organization of the JV, Consortium or Association must clearly define the expected role of each of the entities in the joint venture in delivering the requirements of the ITB, both in the bid and the JV, Consortium or Association Agreement. All entities that comprise the JV, Consortium or Association shall be subject to the eligibility and qualification assessment by UNDP.</p> <p>A JV, Consortium or Association in presenting its track record and experience should clearly differentiate between:</p> <ul style="list-style-type: none"> <li>• Those that were undertaken together by the JV, Consortium or Association; and</li> <li>• Those that were undertaken by the individual entities of the JV, Consortium or Association.</li> </ul> <p>Previous contracts completed by individual experts working privately but who are permanently or were temporarily associated with any of the member firms cannot be claimed as the experience of the JV, Consortium or Association or those of its members, but should only be claimed by the individual experts themselves in their presentation of their individual credentials.</p> <p>JV, Consortium or Associations are encouraged for high value, multi-sectoral requirements when the spectrum of expertise and resources required may not be available within one firm.</p>
<p><b>21. Only one bid</b></p>	<p>The Bidder (including the individual members of any Joint Venture) shall submit only one bid, either in its own name or as part of a Joint Venture.</p> <p>Bids submitted by two (2) or more Bidders shall all be rejected if they are found to have any of the following:</p> <ul style="list-style-type: none"> <li>• they have at least one controlling partner, director or shareholder in common; or</li> <li>• any one of them receive or have received any direct or indirect subsidy from the other/s; or</li> <li>• they have the same legal representative for purposes of this ITB; or</li> </ul>

	<ul style="list-style-type: none"> <li>• they have a relationship with each other, directly or through common third parties, that puts them in a position to have access to information about, or influence on the bid of another Bidder regarding this ITB process;</li> <li>• they are subcontractors to each other’s bid, or a subcontractor to one bid also submits another bid under its name as lead Bidder; or some key personnel proposed to be in the team of one Bidder participates in more than one bid received for this ITB process. This condition relating to the personnel, does not apply to subcontractors being included in more than one bid.</li> </ul>
<b>22. Alternative bids</b>	<p>Unless otherwise specified in Section 3: Data Sheet, alternative bids shall not be considered. If submission of alternative bid is allowed in Section 3: Data Sheet, a Bidder may submit an alternative bid, but only if it also submits a bid conforming to the ITB requirements. Where the conditions for its acceptance are met, or justifications are clearly established, UNDP reserves the right to award a contract based on an alternative bid, as stipulated in Section 3.</p> <p>If multiple/alternative bids are being submitted, they must be clearly marked as “Main Bid” and “Alternative Bid”. If no indication is provided as to which bid is the main bid and which is/are the alternative bid(s), then all bids will be rejected.</p>
<b>23. Pre-bid conference</b>	<p>When appropriate, a pre-bid conference will be conducted at the date, time and location and according to any instructions specified in Section 3: Data Sheet.</p> <p>If it is stated in Section 3: Data Sheet that the pre-bid conference is mandatory, a Bidder which does not attend the pre-bid conference shall become ineligible to submit a bid under this ITB.</p> <p>If it is stated in Section 3: Data Sheet that the pre-bid conference is not mandatory, non-attendance shall not result in disqualification of an interested Bidder.</p> <p>UNDP will not issue any formal answers to questions from Bidders regarding the ITB or bid process during the pre-bid conference. All questions shall be submitted in accordance with Article 41 (Clarification of Bids).</p> <p>The pre-bid conference shall be conducted for the purpose of providing background information only. Without limiting Article 26 (Bidders Responsibility) Bidders shall not rely upon any information, statement or representation made at the pre-bid conference unless that information, statement or representation is confirmed by UNDP in writing.</p> <p>Minutes of the pre-bid conference will be disseminated as specified in Section 3: Data Sheet. No verbal statement made during the conference shall modify the terms and conditions of the ITB, unless specifically incorporated in the minutes of the Bidder’s conference or issued/posted as an amendment to ITB.</p>
<b>24. Site inspection</b>	<p>When appropriate, a site inspection will be conducted at the date, time and location and according to any instructions specified in Section 3: Data Sheet.</p> <p>If it is stated in Section 3: Data Sheet that the site inspection is mandatory, a Bidder which does not attend the site inspection shall become ineligible to submit a bid under this ITB.</p> <p>If it is stated in Section 3: Data Sheet that the site inspection is not mandatory, non-attendance, shall not result in disqualification of an interested Bidder.</p> <p>Bidders participating in a site inspection shall be responsible for making and obtaining any visa arrangements that may be required for the Bidders to participate in a site inspection.</p> <p>Prior to attending a site inspection, Bidders shall execute an indemnity and a waiver releasing UNDP in respect of any liability that may arise from:</p> <ul style="list-style-type: none"> <li>(i) loss of or damage to any real or personal property;</li> <li>(ii) personal injury, disease or illness to, or death of, any person;</li> <li>(iii) financial loss or expense, arising out of the carrying out of that site inspection; and</li> <li>(iv) transportation by UNDP to the site (if provided) as a result of any accidents or malicious acts by third parties.</li> </ul>

	<p>UNDP will not issue any formal answers to questions from Bidders regarding the ITB or bid process during a site inspection. All questions shall be submitted in accordance with Article 8 (Clarification of solicitation documents).</p> <p>A site inspection will be conducted for the purpose of providing background information only. Without limiting Article 26 (Bidders Responsibility), Bidders shall not rely upon any information, statement or representation made at a site inspection unless that information, statement or representation is confirmed by UNDP in writing.</p>
<b>25. Errors or omissions</b>	<p>Bidders shall immediately notify UNDP in writing of any ambiguities, errors, omissions, discrepancies, inconsistencies or other faults in any part of the ITB, with full details of those ambiguities, errors, omissions, discrepancies, inconsistencies or other faults.</p> <p>Bidders shall not benefit from such ambiguities, errors, omissions, discrepancies, inconsistencies or other faults.</p>
<b>26. Bidders responsibility to inform themselves</b>	<p>Bidders shall be responsible for informing themselves in preparing their bid. In this regard, Bidders shall ensure that they:</p> <ul style="list-style-type: none"> <li>• examine and fully inform themselves in relation to all aspects of the ITB, including the Contract and all other documents included or referred to in this ITB;</li> <li>• review the ITB to ensure that they have a complete copy of all documents;</li> <li>• obtain and examine all other information relevant to the project and the scope of the requirements available on reasonable enquiry;</li> <li>• verify all relevant representations, statements and information, including those contained or referred to in the ITB or made orally during any clarification meeting or site inspection or any discussion with UNDP, its employees or agents;</li> <li>• attend any Pre-bid conference or site inspection if it is mandatory under this ITB;</li> <li>• 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, works and/or services; and</li> <li>• form their own assessment of the nature and extent of the goods, works and /or services required as included in Section 5: Schedule of Requirements and properly account for all requirements in their bid.</li> </ul> <p>Bidders acknowledge that UNDP, its directors, employees and agents make no representations or warranties (express or implied) as to the accuracy, currency or completeness of this ITB or any other information provided to the Bidders.</p>
<b>27. No material change(s) in circumstances</b>	<p>The Bidder shall inform UNDP of any change(s) of circumstances arising during the ITB process, including but not limited to:</p> <ul style="list-style-type: none"> <li>• a change affecting any declaration, accreditation, license or approval;</li> <li>• major re-organisational changes, company re-structuring, a take-over, buy-out or similar event(s) affecting the operation and/or financing of the Bidder or its major sub-contractors;</li> <li>• a change to any information on which UNDP may rely in assessing bids.</li> </ul>
<b>4. SUBMISSION AND OPENING OF BIDS</b>	
<b>28. Instruction for bid submission</b>	<p>The Bidder shall submit a duly signed and complete bid comprising the documents and forms in accordance with requirements in Section 3: Data Sheet. The Price Schedule shall be submitted together with the Technical Bid. The bid shall be delivered according to the method specified in Section 3: Data Sheet.</p> <p>The bid shall be signed by the Bidder or person(s) duly authorized to commit the Bidder. The authorization shall be communicated through a document evidencing such authorization issued by the legal representative of the bidding entity, or, if requested, a Power of Attorney, accompanying the bid.</p>

	<p>Bidders must be aware that the mere act of submission of a bid, in and of itself, implies that the Bidder fully accepts the UNDP General Conditions of Contract.</p> <p>Electronic submission through the portal, if allowed as specified in the BDS, shall be governed as follows:</p> <ul style="list-style-type: none"> <li>• Electronic files that form part of the Bid must be in accordance with the format and requirements indicated in BDS;</li> <li>• Documents which are required to be in original form (e.g. Bid Security, etc.) must be sent via courier or hand delivered as per the instructions in BDS.</li> </ul>
<b>29. Deadline for bid submission</b>	<p>Complete bids must be received by UNDP in the manner, and no later than the date and time, specified in Section 3: Data Sheet. If any doubt exists as to the time zone in which the Bid should be submitted, refer to <a href="http://www.timeanddate.com/worldclock/">http://www.timeanddate.com/worldclock/</a>. It shall be the sole responsibility of the Bidders to ensure that their bid is received by the closing date and time. UNDP shall accept no responsibility for bids that arrive late due to the courier company or any technical issues and shall only recognise the actual date and time that the bid was received by UNDP.</p> <p>UNDP may, at its discretion, extend this deadline for the submission of bids by amending the solicitation documents in accordance with Article 9 Amendment of solicitation documents. In this case, all rights and obligations of UNDP and Bidders subject to the previous deadline will thereafter be subject to the new deadline as extended.</p>
<b>30. Withdrawal, substitution and modification of bids</b>	<p>A Bidder may edit its bid after it has been submitted at any time prior to the deadline for submission. However, after the deadline for bid submission, the bids shall remain valid and open for acceptance by UNDP for the entire bid validity period, as may be extended.</p>
<b>31. Storage of bids</b>	<p>Bidders are encouraged to submit their bid in good time to avoid last minute challenges. Bids submitted in the supplier portal are kept confidential and secure by the system and no one in the organization has access to such information until deadline has passed and bids have been opened.</p>
<b>32. Bid opening</b>	<p>Once deadline has passed, bids will be opened for evaluation as per the UNDP evaluation procedures. If Public Bid Opening is provisioned, a Public Bid Opening report will be sent automatically by the system to all Bidders who have posted a successful bid indicating names of the companies and their total bid price.</p>
<b>33. Late bids</b>	<p>As general rule, late bids will not be accepted. The system will prevent already late bids to be submitted. In case of proven force majeure or other over-restricting exceptional event, UNDP if justified and under its sole criteria may consider whether any flexibility should apply.</p>
<b>5. EVALUATION OF BIDS</b>	
<b>34. Confidentiality</b>	<p>Information relating to the examination, evaluation, and comparison of bids, and the recommendation of contract award, shall not be disclosed to Bidders or any other persons not officially concerned with such process, even after publication of the contract award.</p> <p>Any effort by a Bidder or anyone on behalf of the Bidder to influence UNDP in the examination, evaluation and comparison of the bids or contract award decisions may, at UNDP's decision, result in the rejection of its bid and may subsequently be subject to the application of prevailing UNDP's vendor sanctions procedures.</p>
<b>35. Evaluation of bids</b>	<p>UNDP shall evaluate a bid using only the methodologies and criteria defined in this ITB. No other criteria or methodology shall be permitted.</p> <p>UNDP shall conduct the evaluation solely on the basis of the bids received according to the evaluation criteria in Section 4.</p>

	<p>Evaluation of bids shall be undertaken in the following steps:</p> <ol style="list-style-type: none"> <li>a) Preliminary examination</li> <li>b) Evaluation of eligibility and qualification</li> <li>c) Evaluation of technical bids</li> <li>d) Evaluation of prices of bids found to be substantially compliant</li> </ol> <p>Detailed evaluation will be focussed on the 3 - 5 lowest priced bids. Further higher priced bids shall be added for evaluation if necessary</p> <p>After completion of the evaluation, but prior to award, UNDP shall conduct a Post-qualification assessment of the Bidder recommended for award (if pre-qualification was not done) as per Article 40 (Post-qualification).</p>
<b>36. Preliminary examination</b>	<p>UNDP shall examine the bids to determine whether they are complete with respect to minimum documentary requirements, whether the documents have been properly signed, and whether the bids are generally in order, among other indicators that may be used at this stage. UNDP reserves the right to reject any bid at this stage.</p>
<b>37. Evaluation of eligibility and qualification</b>	<p>Eligibility and Qualification of the Bidder will be evaluated against the Minimum Eligibility/Qualification requirements specified in Section 4: Evaluation Criteria and in Article 4 (Eligible Bidders).</p> <p>In general terms, vendors that meet the following criteria may be considered qualified:</p> <ol style="list-style-type: none"> <li>a) They are not included in the UN Security Council 1267/1989 Committee's list of terrorists and terrorist financiers, and in UNDP's ineligible vendors' list;</li> <li>b) They have a good financial standing and have access to adequate financial resources to perform the contract and all existing commercial commitments,</li> <li>c) They have the necessary similar experience, technical expertise, production capacity, quality certifications, quality assurance procedures and other resources applicable to the supply of goods and/or services required;</li> <li>d) They are able to comply fully with the UNDP General Terms and Conditions of Contract;</li> <li>e) They do not have a consistent history of court/arbitral award decisions against the Bidder; and</li> <li>f) They have a record of timely and satisfactory performance with their clients.</li> </ol>
<b>38. Evaluation of technical bids</b>	<p>Technical evaluation will be conducted to establish substantial compliance, as per the criteria included in Section 4: Evaluation Criteria. When the bid varies in one or more aspect/s from the minimum technical specifications and/or delivery requirements specified in Section 5: Schedule of Requirements, the bid will not be considered substantially compliant and will not be evaluated further.</p> <p>When necessary, and if stated in the BDS, UNDP may invite technically responsive Bidders for a presentation related to their technical Bids. The conditions for the presentation shall be provided in the bid document where required.</p>
<b>39. Evaluation of prices</b>	<p>The prices of bids found to be substantially compliant, will be compared to identify the most substantially compliant bid which represents the lowest overall costs to UNDP.</p>
<b>40. Post-qualification/Due diligence</b>	<p>UNDP reserves the right to undertake a post-qualification assessment, aimed at determining, to its satisfaction, the validity of the information provided by the Bidder. Such exercise shall be fully documented and may include, but need not be limited to, all or any combination of the following:</p> <ul style="list-style-type: none"> <li>• Verification of accuracy, correctness and authenticity of information provided by the Bidder;</li> <li>• Validation of extent of compliance to the ITB requirements and evaluation criteria based on what has so far been found by the evaluation team;</li> <li>• Inquiry and reference checking with Government entities with jurisdiction on the Bidder, or with previous clients, or any other entity that may have done business with the Bidder;</li> </ul>

	<ul style="list-style-type: none"> <li>• Inquiry and reference checking with previous clients on the performance on on-going or completed contracts, including physical inspections of previous works, as deemed necessary;</li> <li>• Physical inspection of the Bidder's offices, branches or other places where business transpires, with or without notice to the Bidder;</li> <li>• Other means that UNDP may deem appropriate, at any stage within the selection process, prior to awarding the contract.</li> </ul>
<p><b>41. Clarification of bids</b></p>	<p>UNDP may request clarification or further information in writing from the Bidders at any time during the evaluation process. The Bidders' responses shall not contain any changes regarding the substance or price of the bid, except to confirm the correction of arithmetic errors discovered by UNDP in the evaluation of the bids, in accordance with Instructions to Bidders Article 25 (Errors or omissions).</p> <p>UNDP may use such information in interpreting and evaluating the relevant bid but is under no obligation to take it into account.</p> <p>Any unsolicited clarification submitted by a Bidder in respect to its Bid, which is not a response to a request by UNDP, shall not be considered during the review and evaluation of the Bids.</p>
<p><b>42. Responsiveness of bid</b></p>	<p>UNDP's determination of a bid's responsiveness is to be based on the contents of the bid itself. A substantially responsive bid is one that conforms to all the terms, conditions, and specifications of the bidding documents without material deviation, reservation, or omission. A material deviation, reservation, or omission is one that:</p> <ul style="list-style-type: none"> <li>a) affects in any substantial way the scope, quality, or performance of the goods, services and/or works specified in the contract; or</li> <li>b) limits in any substantial way, inconsistent with the bidding documents, UNDP's rights or the Bidder's obligations under the contract; or</li> <li>c) if rectified would unfairly affect the competitive position of other Bidders presenting substantially responsive bids.</li> </ul> <p>If a bid is not substantially responsive, it shall be rejected by UNDP and may not subsequently be made responsive by the Bidder by correction of the material deviation, reservation, or omission.</p>
<p><b>43. Nonconformities, reparable errors and omission</b></p>	<p>Provided that a bid is substantially responsive, UNDP may waive any non-conformities or omissions in the bid that, in the opinion of UNDP, do not constitute a material deviation. These are a matter of form and not of substance and can be corrected or waived without being prejudicial to other Bidders.</p> <p>Provided that a bid is substantially responsive UNDP may request the Bidder to submit the necessary information or documentation, within a reasonable period, to rectify nonmaterial nonconformities or omissions in the bid related to documentation requirements. Such omission shall not be related to any aspect of the price of the bid. Failure of the Bidder to comply with the request may result in the rejection of its bid.</p> <p>For bids that have passed the preliminary examination, UNDP shall check and correct arithmetical errors as follows:</p> <ul style="list-style-type: none"> <li>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 UNDP 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;</li> <li>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</li> <li>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.</li> </ul>

	If the Bidder that submitted the lowest evaluated bid does not accept the correction of errors, its bid shall be rejected and its bid security may be forfeited.
<b>44. Right to accept any bid and to reject any or all bids</b>	UNDP reserves the right to accept or reject any bid, and to annul the bidding process and reject all bids at any time prior to contract award, without thereby incurring any liability to the affected Bidder or Bidders or any obligation to inform the affected Bidder or Bidders of the grounds for UNDP's action. UNDP shall not be obliged to award the contract to the lowest priced offer.
<b>45. Samples</b>	Where required as per Section 5: Schedule of Requirements, free, non-returnable samples shall be provided by the bid submission deadline for evaluation and testing by UNDP or their representative, of the item and/or the packing and packaging, prior to any award. Samples will be subject to technical review and laboratory analysis where appropriate. Samples provided to UNDP are non-returnable, unless otherwise stated. Samples should be marked with the ITB number.  If a Bidder fails to provide samples or documents requested by UNDP in a timely manner, UNDP may declare the bid unsuccessful.
<b>6. AWARD OF CONTRACT</b>	
<b>46. Award criteria</b>	In the event of a Contract award, UNDP shall award the Contract to a Bidder who has been determined as eligible and qualified and whose bid has been determined to be the lowest priced, substantially compliant offer to the ITB. UNDP reserves the right to conduct negotiations with the Bidder recommended for award on the content of their bid.
<b>47. Right to vary requirement at time of award</b>	At the time the Contract is awarded, UNDP reserves the right to increase or decrease the quantity of goods, works and/or services, by up to a maximum twenty-five per cent (25%) of the total offer, without any change in the unit price or other terms and conditions.
<b>48. UNGM Registration</b>	Please note that if the Bidder selected for award is not already registered at the appropriate level in UNGM, will be required to complete the vendor registration process on the UNGM prior to the signature and finalization of the contract.
<b>49. Debriefing</b>	In the event that a Bidder is unsuccessful, the Bidder may request a debriefing from UNDP. The purpose of the debriefing is to discuss the strengths and weaknesses of the Bidder's submission, in order to assist the Bidder in improving its future bids for UNDP procurement opportunities. The content of other bids and how they compare to the Bidder's submission shall not be discussed.
<b>50. Publication of Contract Award</b>	UNDP will publish the contract award on UNDP Procurement Notices website <a href="https://procurement-notice.undp.org/view_awards.cfm">https://procurement-notice.undp.org/view_awards.cfm</a> with the ITB reference number, the information of the awarded Bidder company name, contract amount and the date of the contract.
<b>51. Contract Signature</b>	Within fifteen (15) days from the date of receipt of the Contract, the successful Bidder shall sign and date the Contract and return it to UNDP. Failure to do so may constitute sufficient grounds for the annulment of the award, and forfeiture of the Bid Security, if any, and on which event, UNDP may award the Contract to the Second highest rated or call for new Bids.
<b>52. Contract Type and General Terms and Conditions</b>	The types of Contract to be signed and the applicable UNDP Contract General Terms and Conditions, as specified in BDS, can be accessed at <a href="http://www.undp.org/content/undp/en/home/procurement/business/how-we-buy.html">http://www.undp.org/content/undp/en/home/procurement/business/how-we-buy.html</a>
<b>53. Performance security</b>	The successful Bidder, if so specified in Section 3: Data Sheet shall furnish a performance security in the amount and form specified therein, within the specified number of days after receipt of the contract from UNDP. Banks issuing performance securities must be acceptable to the UNDP comptroller, i.e. banks certified by the central bank of the country to operate as a commercial bank. UNDP shall promptly discharge the bid securities of the unsuccessful Bidders pursuant to Article 19 (Bid Security). The Performance Security form is available <a href="#">here</a>

	Failure of the successful Bidder 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 bid security. In that event UNDP may award the contract to the next lowest evaluated Bidder, whose offer is substantially responsive and is determined by UNDP to be qualified to perform the contract satisfactorily.
<b>54. Bank guarantee for advance payment</b>	Except when the interests of UNDP so require, it is UNDP's standard practice not to make advance payment(s) (i.e., payments without having received any outputs). If an advance payment is allowed as per Section 3: Data Sheet, and if specified there, the Bidder shall submit a Bank Guarantee in the full amount of the advance payment using this <a href="#">bank guarantee form</a> . Banks issuing bank guarantees must be acceptable to the UNDP comptroller, i.e. banks certified by the central bank of the country to operate as a commercial bank.
<b>55. Liquidated Damages</b>	If specified in Section 3: Data Sheet, UNDP shall apply Liquidated Damages for the damages and/or risks caused to UNDP resulting from the Contractor's delays or breach of its obligations as per the Contract.
<b>56. Bid protest</b>	Any Bidder that believes to have been unjustly treated in connection with this bid process or any contract that may be awarded as a result of such bid process may address the UNDP focal points for the process and request clarification, in case this would not result satisfying may submit a complaint to UNDP. The following link provides further details regarding UNDP vendor protest procedures: <a href="http://www.undp.org/content/undp/en/home/procurement/business/protest-and-sanctions.html">http://www.undp.org/content/undp/en/home/procurement/business/protest-and-sanctions.html</a>
<b>57. Other Provisions</b>	<p>In the event that the Bidder offers a lower price to the host Government (e.g. General Services Administration (GSA) of the federal government of the United States of America) for similar goods and/or services, UNDP shall be entitled to the same lower price. The UNDP General Terms and Conditions shall have precedence.</p> <p>UNDP is entitled to receive the same pricing offered by the same Contractor in contracts with the United Nations and/or its Agencies. The UNDP General Terms and Conditions shall have precedence.</p> <p>The United Nations has established restrictions on employment of (former) UN staff who have been involved in the procurement process as per bulletin ST/SGB/2006/15 <a href="http://www.un.org/en/ga/search/view_doc.asp?symbol=ST/SGB/2006/15&amp;referer">http://www.un.org/en/ga/search/view_doc.asp?symbol=ST/SGB/2006/15&amp;referer</a></p>

### SECTION 3: BID DATA SHEET

The following specific data shall complement, supplement or amend the Provisions in Section 2: Instructions to Bidders. In case there is a conflict, the provisions herein shall prevail over those in Section 2: Instructions to Bidders.

Ref. Article in Section 2		Specific Instructions / Requirements
1.	Scope	<p>The reference number of this Invitation to Bid (ITB) is <a href="#">Ref. 500645 - Quantum ERP ref. UNDP-PSU-01844</a></p> <p>The Scope of this ITB is as follows:</p> <p>Procurement of Citizen Self-Service Kiosks in Honduras as further described in Form G – Technical Bid of this ITB, including all the components and auxiliary services as described therein.</p>
4.	Eligible Bidders	Bidders from all countries are eligible to bid. In compliance with clause 37 of instructions to Bidders.
5.	Eligible goods, works and services	Goods, works and/or services with origin in all countries are eligible in this bidding process. In compliance with clause 37 of instructions to Bidders.
8.	Clarification of solicitation documents	<p>Bidders must send their questions in the system using the messaging feature. Only in case of facing difficulties to register in the system and sending messages, Bidder can write to the contacts below to request support with the system:</p> <p>Focal Persons: Samuel Cotarelo, Roberto Espinosa, Victor Margall</p> <p>Address: UNDP Office of Procurement, UN City, Marmorvej 51, 2100 Copenhagen, Denmark</p> <p>E-mail address: <a href="mailto:samuel.cotarelo@undp.org">samuel.cotarelo@undp.org</a>; <a href="mailto:Roberto.espinosa@undp.org">Roberto.espinosa@undp.org</a>; <a href="mailto:victor.margall@undp.org">victor.margall@undp.org</a></p> <p><b>ATTENTION: BIDS SHALL NOT BE SUBMITTED TO THE ABOVE ADDRESS BUT THROUGH THE UNDP QUANTUM ERP SYSTEM AS SET OUT BELOW (see Data Sheet Article 28).</b></p> <p>Deadline for submitting requests for clarifications / questions: 7 business days before bids submission deadline.</p> <p>UNDP will post the clarifications directly in the Quantum system.</p>
11.	Language	All bids, information, documents and correspondence exchanged between UNDP OP and the Bidders in relation to this bid process shall be in English.
15.	Price adjustment	The price quoted by the Bidder shall not be subject to adjustment during the performance of the contract.
15.	Partial bids	Partial bids shall not be allowed. Bidders must quote prices for the total scope requested under this ITB (all complete lots).
16.	Bid currencies	Prices shall be quoted in USD
17.	Duties and taxes	All prices shall be exclusive of VAT and other applicable indirect taxes.
18.	Bid validity period	90 days

19.	Bid security	<p><b>Required in the amount of five thousand United States Dollars, and zero cents (USD 5,000.00)</b></p> <p>Acceptable forms of bid security: bid security form template set out in Section 7, Form I.</p> <p>Please note importantly that UNDP Office of Procurement does not normally return the bid security originals on expiry.</p> <p>A scanned copy must be uploaded to the Quantum system and the original bid security must be delivered by courier or hand-delivered within bidding deadline to:</p> <p style="text-align: center;">United Nations Development Programme Office of Procurement 4th floor, Marmorvej 51 2100 Copenhagen, Denmark Attn: Samuel Cotarelo and Victor Margall</p> <p>The envelope containing the bid security original must include the following marking:</p> <p style="text-align: center;">“ATTENTION: UNDP Office of Procurement, Samuel Cotarelo and Victor Margall BID Security – ITB Ref. 500645-1 FROM: [Name of Company] NOT TO BE OPENED BY REGISTRY”</p>
22.	Alternative bids	<p>A Bidder may submit an alternative Bid additionally, only if it has also submitted a bid responding to the requirements as formulated in this ITB (Primary Bid). The Purchaser shall only consider the alternative bids offered by the Bidder whose primary bid is selected for award if the alternative price is lower. If any alternative bids are submitted, Bidder must upload in Quantum all documentation related to the alternative bid clearly indicating in the file names “Alternative Bid” and including:</p> <ul style="list-style-type: none"> <li>• Bid Submission Form: Section 7, Form C and marked as alternative offer in the header of the document</li> <li>• Price Schedule: Bidder must replicate Form H (Excel file) from Section 7 of this ITB and complete it accordingly;</li> <li>• Technical offer: Bidder must provide the technical details of the alternative bid using Form G from Section 7 of this ITB</li> <li>• Product datasheets, technical documentation, and other documents as relevant.</li> </ul> <p>All attachments must be zipped into one file named clearly as alternative bid.</p>
23.	Pre-bid conference	<p>Will be conducted to provide further explanation and clarifications and respond to questions and queries from potential Bidders.</p> <p><b>When: as indicated in UNDP Quantum.</b></p> <p>Venue: Microsoft teams</p> <p>The focal point for the arrangement is:</p> <p>E-mail: samuel.cotarelo@undp.org</p> <p>Position: Procurement Analyst</p> <p>Participation is not mandatory but highly encouraged.</p> <p>Minutes of the Pre-bid conference will be disseminated using Quantum system.</p>
	Instructions for bid submission	<p>Bidders must submit their bid directly in the UNDP Quantum system.</p>

28.		<ul style="list-style-type: none"> <li>▪ File Format: Electronic submission through UNDP Quantum system in PDF, Word and/or Excel files, as applicable. Bidders can upload a single Zip file containing multiple files.</li> <li>▪ All files must be free of viruses and not corrupted.</li> <li>▪ Documents which are required in original (e.g. bid security) should be couriered to the address below. In addition, a scanned PDF copy should be submitted as part of the electronic submission:   <b>United Nations Development Programme Office of Procurement 4th floor, Marmorvej 51 2100 Copenhagen, Denmark Attn: Samuel Cotarelo and Victor Margall</b> </li> <li>▪ It is required that Bidders organize and name the files according to the requirements and structure of the bid to facilitate their review. File names must reflect the nature/content of the file, not exceeding 15 characters as possible.</li> <li>▪ The Bidder should receive an email acknowledging email receipt from the system.</li> </ul>
29.	Deadline for bid submission	Deadline is indicated in the supplier portal. In case of discrepancies between the deadline indicated in the portal and deadline indicated elsewhere, the deadline in the portal will prevail. It is the responsibility of the Bidder to be informed of the tender deadline, to complete submission before the deadline and ensure that any physical documentation arrives to the address indicated above in time.
32.	Bid opening	<input checked="" type="checkbox"/> A Public bid opening report will be sent automatically from the system to all Bidders who have submitted a bid for this tender.
33.	Payment terms	<p><b>UNDP General payment terms:</b></p> <p>UNDP shall, on fulfilment of the Delivery Terms, unless otherwise specified in the Purchase Order, make payment within 30 days of Supplier’s completion with all obligations as per payment milestone, receipt of the Supplier’s original invoice for the goods and copies of the shipping documents specified in the Purchase Order, and acceptance document signed by UNDP and/or the Beneficiary.</p> <p>Similarly, payment for Services will be due within 30 days from receipt of original Supplier’s invoice accompanied by certificate of completion and acceptance of Services issued by the Beneficiary.</p> <p>Payment against the invoice referred to above will reflect any discount shown under the payment terms of the Purchase Order, provided payment is made within the period required by such payment terms.</p> <p>Unless authorized by UNDP, the Supplier shall submit one invoice in respect of the Purchase Order, and such invoice must indicate the Purchase Order’s identification number.</p> <p>The prices shown in the Purchase Order may not be increased except by express written agreement of UNDP.</p> <p>Payment by UNDP/OP does not imply acceptance of goods nor of any related work or services under the Order.</p>
34.	Performance monitoring during Contract period	<p>Performance will be monitored and assessed on a continuous basis during the validity of the contract, and regular review sessions will be maintained.</p> <p>Performance evaluation will generally be based on KPIs such as error free documentation, timely delivery of goods/services, error free goods (quantitatively and qualitatively), compliance with contract price; proper communication, updates, reporting and compliance with any other obligations under eventual Contracts/POs.</p>

53.	Performance security	<p>The performance security, when required, will be in the same currency as stipulated in Article 16: Bid currencies.</p> <p>Standard conditions just for reference are described below.</p> <p>The successful Bidder shall furnish a Performance Security to the Purchaser in the amount of 10% of the Purchase Order Value (in the same currency). The Performance Security shall be valid for 30 days longer than the entire contract period, including (but not limited to) manufacture, delivery, installation, training, technical services and warranty obligations. To that purpose, a certificate of satisfactory installation, commissioning, training, etc. signed by the customer, will be provided to UNDP Office of Procurement. The Security shall be received by the Purchaser within 30 days of receipt of the Purchase Order.</p> <p>The Performance Security shall be in the form of a bank guarantee, issued by a reputable licensed bank in the form provided in this ITB; or</p> <p>The Performance Security shall permit the beneficiary to draw on it in any international location and specifically in Denmark or the United States.</p> <p><b>UNDP OP does not normally return bid/performance securities on expiry.</b></p> <p>The Performance Security shall be in the form of a Bank Guarantee as set out in the template included in Section 6.4.</p>
54.	Advance payment	Not Allowed
55.	Liquidated Damages	<p>If the Contractor including its subcontractors, e.g. freight forwarders and carriers, fails to supply the goods/services within the deadline(s) specified in the Contract/PO for reasons under their responsibility and control, UNDP shall, without prejudice to its other remedies under the Contract, deduct a sum of 0.5% from the price of the affected delivery/services for each day of delay until actual delivery or completion, up to a maximum deduction of 10% of the PO.</p>

## SECTION 4: EVALUATION CRITERIA

All criteria will be evaluated on a Pass/Fail basis.

THE FOLLOWING MUST BE INCLUDED IN THE BID SUBMISSION AND WILL COMPRISE THE BID – In order to submit a complete Bid responding to all the requirements, Bidders must:

- Fill in the Requirement Questionnaire in Quantum (to be found in the Requirements Section in Quantum. This questionnaire follows the below table and comprises all sections to be responded to)
- Under the relevant sections in the Quantum questionnaire, upload all the supporting documents required and listed below (“Documents to establish compliance”), which are the same as those listed in the Quantum questionnaire.

Please note, Returnable Forms are included in Quantum in section Overview.

Important note: Uploaded files must contain concise and self-explanatory names including reference to the relevant section, be well-structured and include all relevant and complete content.

### Preliminary Examination Criteria

Criteria	Documents to establish compliance, to be attached to the submission in Quantum
Completeness of the bid	<p>All documents and technical documentation requested in Section 2: Instructions to Bidders Article 12 have been provided and are complete:</p> <p>a) Documents establishing the eligibility and qualifications of the Bidder;</p> <p>b) Technical bid</p> <p>c) Price Schedule</p> <p>d) Bid Security (if required)</p> <p>g) Any attachments and/or appendices to the bid.</p> <p>Note: the below lines in the table reflect further detail of the overview here listed.</p>
Bidder accepts UNDP General Conditions of Contract as specified in Section 6.	Form C: Bid Submission
Compliant Bid Validity	Form C: Bid Submission
Bid Security in requested format, with compliant validity period	Form I: Bid Security
Appropriate signatures	Bidders’ representative must be fully authorized as signatory
Power of Attorney	Written power of attorney, authorizing the signatory of the bid to commit the Bidder.

## Eligibility and Qualification Criteria

All criteria will be evaluated on a Pass/Fail basis.

If the bid is submitted as a Joint Venture, Consortium or Association, each member should meet the minimum criteria relevant to their role in the Joint Venture/Consortium/Association, unless otherwise specified.

Eligibility Criteria	Documents to establish compliance
<p>Bidder is a legally registered entity for a minimum of 8 years, with a profile and nature of a relevant manufacturer of public sector self-service hardware.</p>	<ul style="list-style-type: none"> <li>• Form D: Bidder Information</li> <li>• Company Profile, which should <u>not</u> exceed fifteen (15) pages, including Company Organogram and overall structure, facilities, personnel, brochures and product catalogues relevant to the goods and/or services being requested.</li> <li>• Certificate of Incorporation/ Business Registration</li> <li>• Tax Registration/Payment Certificate issued by the corresponding Tax Authority evidencing that the Bidder is updated with its tax payment obligations, or Certificate of Tax exemption, if any such privilege is enjoyed by the Bidder</li> <li>• Trade name registration documents, if applicable</li> </ul>
<p>In case of <b>Consortium or Joint Venture</b>, Bidder must provide a duly signed <b>Form E, Joint Venture/Consortium Agreement</b>, alongside the corresponding signed documents as per <b>Section 2: Instructions to Bidders, Article 20</b>.</p>	<ul style="list-style-type: none"> <li>• Form E: Joint Venture / Consortium Agreement (signed among the parties)</li> <li>• Description of the JV, Consortium or Association as per <b>Section 2: Instructions to Bidders, Article 20</b>.</li> </ul>
<p><b>Document detailing any major Subcontractor/s or Partner/s, including corresponding agreement document amongst partners (Supply/Partnership Agreement) (to be attached to the submission in Quantum system)</b>, stating roles and responsibilities of all major parties working with the Bidder under an eventual Contract/Purchase Order, if awarded.</p> <p>For any major partner/subcontractor as per above, corresponding certificates of legal establishment of the Subcontractors/ Partners are required, as well as documentation on Partner's profile, capacities and qualifications relevant to the role/scope of such major subcontractor or partner.</p>	<ul style="list-style-type: none"> <li>• Supply/Partnership agreement including</li> <li>• Certificate of incorporation/Business registration for major partners/subcontractors, if applicable.</li> <li>• Tax Registration/Payment Certificate issued by the corresponding Tax Authority evidencing that any major Partner/Subcontractor is updated with its tax payment obligations, or Certificate of Tax exemption, if any such privilege is enjoyed by the Partner/Subcontractor, if applicable.</li> <li>• Company Profile, which should <u>not</u> exceed fifteen (15) pages, including capacities, experience relevant to the role of the Partner/Subcontractor, if applicable.</li> </ul>
<p>Vendor is not suspended, nor otherwise identified as ineligible by any UN Organization, the World Bank Group or any other International Organization in accordance with Section 2 Article 4.</p>	<ul style="list-style-type: none"> <li>• Form C: Bid Submission</li> </ul>
<p>No conflicts of interest in accordance with Section 2 Article 4.</p>	<ul style="list-style-type: none"> <li>• Form C: Bid Submission</li> </ul>
<p>The Bidder has not declared bankruptcy, in not involved in bankruptcy or receivership proceedings, and there is no judgment or pending legal action</p>	<ul style="list-style-type: none"> <li>• Form C: Bid Submission</li> </ul>

against the vendor that could impair its operations in the foreseeable future	
<p>Certificates:</p> <ul style="list-style-type: none"> <li>Duly authorized to act globally as Agent on behalf of the Manufacturers, or Power of Attorney, if Bidder is not a manufacturer. Minor deviations may be accepted.</li> <li>Patent Registration Certificates, if any of technologies submitted in the bid is patented by the Bidder.</li> </ul>	<ul style="list-style-type: none"> <li>Form D: Bidder Information</li> <li>Power of Attorney</li> <li>Manufacturer’s authorisations for all products offered.</li> </ul>

Qualification Criteria	Documents to establish compliance
<p><b>The Bidder demonstrates evidence of adherence to required Policies and Certifications, as minimum:</b></p>	
<ol style="list-style-type: none"> <li><b>Quality management certifications and internal policies:</b> <ol style="list-style-type: none"> <li><b>ISO 9001 certification</b> (or equivalent) covering manufacturing and/or system integration activities.</li> <li>Documented internal procedures demonstrating: <ul style="list-style-type: none"> <li>Control of design changes affecting customer-facing hardware</li> <li>Incoming component inspection and traceability</li> <li>Final assembly, testing, and factory acceptance testing (FAT) for kiosks</li> <li>Handling of non-conforming products and corrective actions</li> <li>Documented measures for physical security of internal components.</li> </ul> </li> </ol> </li> <li><b>ISO 27001 certification</b> (or equivalent) and/or documented internal information security policies covering: <ol style="list-style-type: none"> <li>Secure configuration of kiosk operating systems and firmware</li> <li>Protection of data at rest and in transit within the kiosk</li> <li>Physical security of internal components and prevention of unauthorized access.</li> </ol> </li> <li><b>ISO 14001 certification</b> (or equivalent) on Environmental management systems, ISO 14064 family on greenhouse gas management (or equivalent) and/or internal policies on environmental management and sustainability.</li> <li><b>ISO 45001 or equivalent</b> on occupational health and safety (internal).</li> <li><b>Supply chain transparency and traceability:</b> Bidder must provide details on their due</li> </ol>	<ul style="list-style-type: none"> <li>FORM D – Bidder information.</li> <li>Valid Certifications and policies listed hereby, to be attached to Bidder’s submission.</li> </ul>

<p>diligence processes and policies in relation to supply chain traceability, covering, at least: labour practices, responsible mineral sourcing (3TG) and environmentally sustainable manufacturing. Bidder shall provide evidence, such as participation in the Responsible Minerals Initiative, request of Conflict Minerals reporting templates from suppliers, request of ISO 14001 or equivalent from suppliers, participation in the Green electronics council or equivalent.</p>	
<p>History of non-performing contracts<sup>1</sup> during the last three years</p>	<ul style="list-style-type: none"> <li>• Form F: Eligibility and Qualification Form</li> </ul>
<p>Litigation History: No consistent history of court/arbitral award decisions against the Bidder for the last 3 years.</p>	<ul style="list-style-type: none"> <li>• Form F: Eligibility and Qualification Form</li> </ul>
<p><b>Previous Experience</b></p>	
<p><b>Bidder must demonstrate capacity and experience in supplying Self-Service Kiosks, that are relevant to the scope of this ITB, at global level, particularly delivering, installing and servicing in developing countries.</b></p> <p>Bidder must provide, at a minimum:</p> <p>i. A list of all Company’s <b>contracts executed within the last 5 years technically relevant to the referred scope in this ITB</b> (Design , manufacturing and installation of self-service citizen hardware such as self-service kiosks for administrative applications, healthcare applications, and/or airport/travel/ border management applications, or functionally equivalent applications in the private sector) Bidders shall include a detailed description of the contract scope, clearly identifying the responsibility of the bidder in case of partnership/subcontractor structure, contract volume, country of destination and Incoterms (proving overall international experience), and include clients’ current contact details.</p> <p>At least 3 of the contracts described in point i. must include a component of local installation and technical service in which the bidder was directly responsible or a local partner was engaged by the bidder. In the latter case, the bidder must provide details of said partner.</p>	<ul style="list-style-type: none"> <li>• Form F: Eligibility and Qualification Form</li> <li>• Project Data Sheets for projects listed, detailing relevant information and drawings/ designs of Hardware supplied.</li> </ul>

<sup>1</sup> Non-performance, as decided by UNDP, shall include all contracts where (a) non-performance was not challenged by the contractor, including through referral to the dispute resolution mechanism under the respective contract, and (b) contracts that were so challenged but fully settled against the contractor. Non-performance shall not include contracts where Employers decision was overruled by the dispute resolution mechanism. Non-performance must be based on all information on fully settled disputes or litigation, i.e. dispute or litigation that has been resolved in accordance with the dispute resolution mechanism under the respective contract and where all appeal instances available to the Bidder have been exhausted.

<p><b>Bidder must provide Copies of at least 3 Purchase Orders/ Contracts</b> awarded and completed/executed within the past five (5) years, proving international experience relevant to the scope of this ITB (as per paragraph i in page 22) :</p> <p>a) Each PO/Contract shall clearly indicate the scope, type and quantities of items and technical specifications, date, contract amount and currency, delivery terms and destination, updated current customers contact details.</p> <p>b) A minimum of one of the Purchase Orders/ Contracts provided must be of minimum USD 1,000,000. The remaining two Purchase orders must be of minimum USD 500,000.</p> <p>c) A minimum of two of the above Purchase orders/ contracts should refer to provision of Customized (as per client’s specifications) public-facing hardware in the field of government/ public services. In at least one of these two, the bidder must provide evidence that the items designed by the bidder were certified under IEC 60204-1/ EN / UL 62368-1 for product safety, ISO 20071-31/ EN 301 549 or equivalent for accessibility and PCI PTS POI for security.</p> <p>d) A minimum of two of the above Purchase orders / contracts should refer to international experience, involving delivery to destination under the responsibility of the Bidder, including export/import compliance licenses for hardware and Software.</p> <p><u>Note: if the interested Bidder is not allowed to disclose full copies of the Purchase orders, it must be justified, and at least submission must include the relevant pages of the contract/s proving that the referred contract/s were awarded to the submitting Bidder, incl. information as quantities, items and dates.</u></p> <p><u>Note: In case Bidders cannot fulfil all requirements listed above with only 3 POs/Contracts, Bidders are allowed to provide 4 or 5 POs in order to prove all the above in combination.</u></p>	<ul style="list-style-type: none"> <li>• Form F: Eligibility and Qualification Form.</li> <li>• Copies of Purchase Orders/ Contracts.</li> </ul>
<p><b>Sourcing, consolidation and logistics capacity</b></p>	
<p>Bidder must demonstrate to have adequate sourcing, consolidation and logistics capacities and setup to effectively deliver and implement projects related to the scope of this ITB.</p>	<ul style="list-style-type: none"> <li>• Form F: Eligibility and Qualification Form</li> <li>• Supporting documentation, including consolidation and logistics policies and procedures relevant to the scope of this ITB, operating setup and relevant strategies</li> </ul>
<p><b>Resources and Team structure</b></p>	

Bidder must demonstrate adequate staffing, including as a minimum a **project manager**, Technical team and post-sale team with sufficient qualifications and experience to support the project:

**Project Manager:** Bachelor's degree in engineering, Prince2 or PMI project management certification  
Minimum 5 years' experience managing projects involving customized public-facing hardware and/or embedded systems. Proven track record of successful projects (bidder to provide relevant details). Proven experience managing projects directly with governmental or international public sector entities.

**Technical human resources:**

- a) **Mechanical/ Industrial design engineer:** the Industrial engineer must possess a master's degree in an engineering discipline related to industrial/product design (in lieu of a master's degree, bachelor's degree plus three years of additional experience clearly relevant and related to industrial/product design can be accepted). Min. 5 years of relevant experience in product/industrial design and manufacturing.
- b) **Hardware engineer:** the hardware engineer must possess a master's degree in the field of Electrical, Electronics, Mechatronics engineering or related field (in lieu of a master's degree, bachelor's degree plus three years of additional experience clearly relevant and related to embedded systems design and assembly/hardware manufacturing can be accepted). Minimum 5 years of experience in embedded systems development, hardware design and/or production of electronic devices.
- c) **Design/product safety and compliance specialist: the safety specialist must possess a master's degree in an engineering discipline related to product design** (in lieu of a master's degree, bachelor's degree plus three years of additional experience clearly relevant and related to product design and safety can be accepted). The safety specialist must count on proven knowledge and experience designing/overseeing product design in line with ISO 9241, ISO 12100, IEC 60204-1 and/or equivalent human-centered safety design standards. Min. 5 years of relevant experience in product design, safety testing/certification, etc.
- d) **Software engineer:** able to provide support/advise to the Client in installing their own software on the kiosks, and to ensure all SDKs and necessary technical documentation are duly provided.

- Form F: Eligibility and Qualification Form
- CVs of dedicated personnel and structure of the team.

<p><b>Post-sales/ Warranty team:</b> Post-sale &amp; warranty service expert team should have at least 3 years of relevant professional experience in customer support and enough resources to manage the warranty/after-sales requirements in this ITB.</p>	
<p><b>Financial Standing:</b></p>	
<p>Liquidity: the ratio Average current assets / Current liabilities over the last 3 years must be equal or greater than 1.</p>	<ul style="list-style-type: none"> <li>• Form F: Eligibility and Qualification Form</li> <li>• Copy of audited financial statements for the last three years.</li> </ul>
<p><b>Financial soundness</b> (to be attached to the submission in the system) is adequate to undertake high profile/value projects providing the following information and evidence:</p> <p>a. Bidder’s audited financial statements for the last three years <b>2023-2025</b> (consolidated Balance Sheet, Profit &amp; Loss, and Cash Flow Statements), proving capacity and size of business of minimum approximately <b>USD 3 million</b> turnover per year for the line of business relevant to the scope of this ITB.</p> <p>b. External credit rating report (such as D&amp;B, etc.) proving sound financial standing OR letter from a first line international commercial bank certifying a stand-by credit line (<b>minimum USD 500,000</b>).</p>	<ul style="list-style-type: none"> <li>• Form F: Eligibility and Qualification Form.</li> <li>• Copy of audited financial statements for the last three years.</li> <li>• External credit rating report OR Letter certifying stand-by credit line.</li> </ul>
<p><b>Post-Qualification Action:</b></p> <p>UNDP/UN may choose to conduct physical inspection of the Bidder’s warehouse, plant, factory, branches or sub-suppliers’ sites. The Bidder must facilitate and collaborate with such inspection if it would eventually be conducted;</p> <p>Additionally, UNDP may conduct testing and sampling of completed goods similar to the requirements of UNDP.</p>	<ul style="list-style-type: none"> <li>• Form D: Bidder Information</li> </ul>

**Technical Evaluation Criteria**

Criteria	Documents to establish compliance
<p>Goods/works/services offered in the bid are substantially compliant and do not contain any material deviation(s) from the minimum required as included in Section 5 – Schedule of Requirements – Form G – Technical Bid.</p> <p><b>Technical description of items</b> (to be attached to the submission in Quantum system):</p> <p>a) Full details including technical &amp; performance characteristics, exact model and/or features of</p>	<ul style="list-style-type: none"> <li>• Form G: Technical Bid.</li> <li>• Descriptive Literature (Datasheets, brochures).</li> <li>• Material Safety Datasheets (where applicable, dangerous goods).</li> <li>• Relevant details on setup and capacity to obtain import/export licenses to destination countries (Global scope). Please outline Bidder is restricted to supply any brands to any regions</li> </ul>

<p>all the items offered, including country(s) of origin, responding to requirements should be included in the “<b>Description of items offered and Bidders’ statement on deviations</b>” column in Form G – Technical Bid.</p> <p>b) <b>Bidder’s statement regarding deviations/non-compliance</b> (<i>to be attached to the submission in Quantum system</i>) - Any departure from the provisions of the specification shall be clearly disclosed in the “<b>Description of items offered and Bidders’ statement on deviations</b>” column in Form G – Technical Bid. In case of no deviations, for clarity please state ‘no deviations’.</p> <p>c) <b>Descriptive literature</b> (<i>to be attached to the submission in Quantum system</i>): Bidders shall provide full technical details of all items offered, as relevant including graphical design, pictures, technical sheets, brochures showing details of the commodities, equipment and components offered. Specific details/models of items offered should be clearly stated as standard technical sheets or catalogues may offer different options.</p> <p>d) <b>Dangerous Goods</b> (<i>to be provided as response to Requirements Section in Quantum system</i>): Bidders shall identify if any of the items are classified as “dangerous” for transportation and provide UN number, class, packing group, as relevant, and conditions/restrictions to be considered for freight and storage.</p> <p><b>Statement and details on availability and established processes to obtain import/export licenses</b> (<i>to be provided as response in Quantum system</i>) to the destination countries.</p>	
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**Evaluation of Prices and Delivery terms**

Criteria	Documents to establish compliance
Price comparison shall be based on the total cost of ownership (including all costs of development, testing, installation, commissioning, training, technical support and warranty).	<ul style="list-style-type: none"> <li>Form H: Price and delivery Schedule (including information on Published Price Lists)</li> </ul>

**General comment for all the above:**

With information and documentation on the above points, the Bidder must demonstrate proper resources and expertise to tackle all areas involved in this project.

**Failure to provide all the above-mentioned information may result in the bid being rejected. Bids that are unclear or leave room for interpretation may be considered non-responsive and hence not be evaluated.**

UNDP will evaluate suppliers based on an assessment of the relevance and adequacy of the submitted information. UNDP is not obliged to provide details or reasons for not awarding any applicant

## **SECTION 5: SCHEDULE OF REQUIREMENTS**

**Please refer to Section 7, FORM G – Technical Bid**

## SECTION 6: CONDITIONS OF CONTRACT AND CONTRACT FORMS

### 6.1 General Conditions of Contract

In the event of a Contract, the following General Conditions of Contract (GCC) will apply: [General Terms and Conditions for Contracts \(for Goods and/or Services\)](#)

### 6.2 Special Conditions of Contract:

In the event of specific contract award under an eventual Contract/Purchase Order, special conditions of contract (SCC) will-be included as part of the purchase order issued by UNDP. These SCC shall supplement the General conditions of contract-

### 6.3 Contract Form

In the event of award, a contract will be signed between UNDP and the selected vendors. The following sample Contract will be used: [Contract Face Sheet \(for Goods and/or Services\)](#)

## 6.4 Performance Security

**Performance Security must be issued using the official letterhead of the Issuing Bank.  
Except for indicated fields, no changes may be made on this template.**

[date]

To: Beneficiary  
United Nations Development Programme (UNDP)  
[insert address]

Contractor [insert information on contractor]

Reference: Guarantee No. [insert number]

Dear Sirs,  
WHEREAS, the United Nations Development Programme (the “Beneficiary”) and [Name of Contractor] (the “Contractor”) have entered into Contract No. [contract number] for [insert description of contract], which entered into force on [date] (the “Contract”);

WHEREAS, the Contract requires that the Contractor furnishes a bank guarantee for a sum specified in the Contract as security for the Contractor’s satisfactory compliance with its obligations under the Contract;

WHEREAS, we [Name of the Bank] (the “Guarantor”), have agreed to give the Contractor such Guarantee;

NOW THEREFORE, we, the Guarantor, hereby undertake to pay to the Beneficiary, upon the Beneficiary’s first written demand and without cavil or arguments any sum or sums not exceeding in the aggregate [currency][amount in words and figures] or such lesser sum of money as the Beneficiary may by such written demand require to be paid, accompanied by the Beneficiary’s written statement that the Contractor is in breach of its obligations under the Contract, without the need to specify, prove or show grounds or reasons for such demand. Such statement shall be conclusive evidence of the Beneficiary’s entitlement to payment in the amount demanded, up to the amount of this Guarantee.  
The maximum guaranteed amount under this Guarantee is [currency] [amount in words and figures].

We, the Guarantor, further agree that no change or addition to or other modification of the terms of the Contract or of the works, goods and services acquired thereunder, which may be made between the Beneficiary and the Contractor, shall in any way release us, the Guarantor, from any liability under this Guarantee, and we hereby waive the notice of any such change, addition or modification.

This Guarantee shall be valid until thirty (30) days after the date of issuance by the Beneficiary of a certificate of satisfactory performance and full completion by the Contractor of its obligations under the Contract.

Subject to the paragraph below, this Guarantee is governed by the Uniform Rules for Demand Guarantees, ICC Publication No. 758. The supporting statement under Article 15(a) thereof is excluded.

Nothing herein or related hereto shall be deemed a waiver express or implied of the privileges and immunities of the United Nations, including its subsidiary organs nor shall it be interpreted or applied in a manner inconsistent with such privileges and immunities.

### **SIGNATURE AND SEAL OF THE GUARANTOR BANK**

\_\_\_\_\_

Date:

Name of Bank:

Address:

## **SECTION 7: BIDDING FORMS**

**Form A: Bid Confirmation**

**Form B: Checklist**

**Form C: Bid Submission**

**Form D: Bidder Information**

**Form E: Joint Venture / Consortium / Association Information**

**Form F: Eligibility and Qualification**

**Form G: Technical Bid**

**Form H: Price and Delivery Schedule (refer to separate Excel file)**

**Form I: Bid Security**

## FORM A: BID CONFIRMATION

Please acknowledge receipt of this ITB by completing this form and returning it to UNDP-through the Quantum Messaging function Remember to create a draft-Bid response in Quantum without submitting it, in order to log your Company as potential Bidder and receive all updates and information.

To: UNDP Office of Procurement [Click or tap here to enter text.](#)

From: [Insert name of Bidder](#)

Subject ITB reference 500645, Quantum ref. UNDP-PSU-01844

Check the appropriate box	Description
<input type="checkbox"/>	<b>YES</b> , we intend to submit a bid.
<input type="checkbox"/>	<b>NO</b> . We are unable to submit a competitive offer for the requested goods/services at the moment

If you selected NO above, please state the reason(s) for our reference. Information is treated confidentially.

Reasons: [Click or tap here to enter text.](#)

If any queries, and/or for future opportunities, please you can address them to:

Name [Click or tap here to enter text.](#)

Title [Click or tap here to enter text.](#)

Email [Click or tap here to enter text.](#)

## FORM B: CHECKLIST

This form serves as a checklist overview for preparation of your bid, and it is not required/mandatory for Bidders to upload it as part of the response. Please note a detailed listing of aspects to address and documentation to submit is provided in ITB Section 4 – Evaluation Criteria

<b>Have you duly completed all information and responses required in Quantum?</b>	
<b>Have you duly completed and uploaded all the returnable bidding forms?</b>	
▪ Form C: Bid Submission	<input type="checkbox"/>
▪ Form D: Bidder Information	<input type="checkbox"/>
▪ Form E: Joint Venture/Consortium/Association Information	<input type="checkbox"/>
▪ Form F: Eligibility and Qualification	<input type="checkbox"/>
▪ Form G: Technical Bid/Bill of Quantities	<input type="checkbox"/>
▪ Form I: Bid Security	<input type="checkbox"/>
▪ Form H: Price and Delivery Schedule	<input type="checkbox"/>
<b>Have you provided the minimum required supporting documents to establish compliance with the evaluation criteria in Section 4 (i.e. all documents listed in the “Documents to establish compliance” columns)?</b>	<input type="checkbox"/>
<b>Have you provided any additional supporting documentation, relevant to your bid?</b>	<input type="checkbox"/>

## FORM C: BID SUBMISSION

Name of Bidder:	Click or tap here to enter text.	Date:	Click or tap to enter a date.
ITB reference:	Click or tap here to enter text.		

We, the undersigned, offer to supply the goods and related services required for [Click or tap here to enter text.](#) in accordance with your Invitation to Bid No. [Click or tap here to enter text.](#) Our total bid price has been duly recorded in the Quantum system, as well as in Form H: Price and Delivery Schedule, which also includes the breakdown of prices and discounts applying.

**Bidder Declaration:** on behalf of our firm, its affiliates, subsidiaries and employees, including any JV / Consortium / Association members or subcontractors or suppliers for any part of the contract.

Yes	No	
<input type="checkbox"/>	<input type="checkbox"/>	<b>Requirements and Terms and Conditions:</b> I/We have read and fully understand the ITB, including the ITB Information and Data Sheet, Schedule of Requirements, the General Conditions of Contract and any Special Conditions of Contract. I/we confirm that the Bidder agrees to be bound by them.
<input type="checkbox"/>	<input type="checkbox"/>	I/We confirm that the Bidder has the necessary capacity, capability and necessary licenses to fully meet or exceed the requirements and will be available to deliver throughout the relevant contract period.
<input type="checkbox"/>	<input type="checkbox"/>	<b>Ethics:</b> In submitting this bid I/we warrant that the Bidder: has not entered into any improper, illegal, collusive or anti-competitive arrangements with any competitor; has not directly or indirectly approached any representative of the buyer (other than the point of contact) to lobby or solicit information in relation to the ITB; has not attempted to influence, or provide any form of personal inducement, reward or benefit to any representative of the buyer.

Yes	No	
<input type="checkbox"/>	<input type="checkbox"/>	I/We confirm to undertake not to engage in proscribed practices, or any other unethical practice, with the UN or any other party, and to conduct business in a manner that averts any financial, operational, reputational or other undue risk to the UN and we have read the United Nations Supplier Code of Conduct : <a href="https://www.un.org/Depts/ptd/about-us/un-supplier-code-conduct">https://www.un.org/Depts/ptd/about-us/un-supplier-code-conduct</a> and acknowledge that it provides the minimum standards expected of suppliers to the UN.
<input type="checkbox"/>	<input type="checkbox"/>	<b>Conflict of interest:</b> I/We warrant that the Bidder has no actual, potential or perceived conflict of Interest in submitting this bid, or entering into a contract to deliver the requirements. Where a conflict of interest arises during the ITB process the Bidder will report it immediately to the Procuring Organization's Point of Contact.
<input type="checkbox"/>	<input type="checkbox"/>	<b>Prohibitions and Sanctions:</b> I/We hereby declare that our firm, ultimate beneficial owners, affiliates or subsidiaries or employees, including any JV/Consortium members or subcontractors or suppliers for any part of the contract is not under procurement prohibition by the United Nations, including but not limited to prohibitions derived from the Compendium of United Nations Security Council Sanctions Lists and have not been suspended, debarred, sanctioned or otherwise identified as ineligible by any UN Organization or the World Bank Group or any other international Organization.
<input type="checkbox"/>	<input type="checkbox"/>	I/We do not employ, or anticipate employing, any person(s) who is, or has been a UN staff member within the last year, if said UN staff member has or had prior professional dealings with our firm in his/her capacity as UN staff member within the last three years of service with the UN (in accordance with UN post-employment restrictions published in ST/SGB/2006/15);
<input type="checkbox"/>	<input type="checkbox"/>	<b>Bankruptcy:</b> I/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.
<input type="checkbox"/>	<input type="checkbox"/>	<b>Bid Validity Period:</b> I/We confirm that this bid, including the price, remains open for acceptance for the bid validity period.
<input type="checkbox"/>	<input type="checkbox"/>	I/We understand and recognize that you are not bound to accept any bid you receive and we certify that the goods offered in our bid are new and unused.
<input type="checkbox"/>	<input type="checkbox"/>	By signing this declaration, the signatory below represents, warrants and agrees that he/she has been authorized by the Organization/s to make this declaration on its/their behalf.

Name: \_\_\_\_\_

Title: \_\_\_\_\_

Date: \_\_\_\_\_

Signature: \_\_\_\_\_

[Stamp with official stamp of the Bidder]

## FORM D: BIDDER INFORMATION

<b>ITB Reference</b>	Click or tap here to enter text.
<b>Legal name of Bidder</b>	Click or tap here to enter text.
<b>Legal Address, City, Country</b>	Click or tap here to enter text.
<b>Website</b>	Click or tap here to enter text.
<b>Year of registration</b>	Click or tap here to enter text.
<b>Bidder's Authorized Representative information</b>	Name and Title: Click or tap here to enter text. Telephone numbers: Click or tap here to enter text. Email: Click or tap here to enter text.
<b>Legal structure</b>	Choose an item.
<b>Organizational type</b>	Choose an item.
<b>No. of full-time employees</b>	Click or tap here to enter number.
<b>No. of staff involved in similar supply contracts</b>	Click or tap here to enter number.
<b>Are you a UNGM registered vendor?</b>	<input type="checkbox"/> Yes <input type="checkbox"/> No    If yes, insert UNGM Vendor Number
<b>Years of supplying to UN organizations</b>	Click or tap here to enter text.
<b>Are you a UNDP vendor?</b>	<input type="checkbox"/> Yes <input type="checkbox"/> No    If yes, insert Vendor Number
<b>Countries of operation</b>	Click or tap here to enter text.
<b>Does your Company have a Quality management certification and internal quality policies? (e.g. ISO 9001 or equivalent, internal quality management/quality assurance policies, Certificates, documents and procedures applied by the Bidder)</b>	List and copies of the valid certificate/s and additional documentation.
<b>Does your company have a Security Management certification such as ISO 27001 or equivalent and/or corporate policy to that effect?</b>	List and copies of the valid certificate/s and additional documentation.
<b>Does your Company hold an environmental management system certification such as ISO 14001 or equivalent and/or corporate policy to that effect?</b>	List and copies of the valid certificate/s and additional documentation.
<b>Does your Company hold a corporate occupational health and safety</b>	List and copies of the valid certificate/s and additional documentation.

<p>management system as ISO 45001 or equivalent and/or corporate policy to that effect?</p>	
<p><b>Does your organization demonstrate significant commitment to sustainability, including the following aspects that have been identified in the UN Sustainable Procurement Framework?</b></p> <ul style="list-style-type: none"> <li>• <b>Environmental:</b> prevention of pollution, sustainable resources; climate change and mitigation and the protection of the environment, biodiversity.</li> <li>• <b>Social:</b> human rights and labour issues, gender equality, sustainable consumption, and social health and wellbeing.</li> <li>• <b>Economic:</b> whole life cycle costing, local communities and small or medium enterprises, and supply chain sustainability.</li> </ul>	<p>Attach a formal statement that outlines your organization’s commitment to sustainability, where possible providing evidence of tangible results that demonstrate progress such as:</p> <p>Tick all that are attached:</p> <p><input type="checkbox"/> Formal statement</p> <p><input type="checkbox"/> Sustainability report</p> <p><input type="checkbox"/> UN Global Compact Communication on Progress</p> <p><input type="checkbox"/> Other, specify <a href="#">Click or tap here to enter text.</a></p>
<p><b>Does your company belong to a diverse supplier group including micro, small or medium sized enterprise, women or youth owned business or other?</b></p> <p><i>(If yes, please provide details and documentation)</i></p>	<p><a href="#">Click or tap here to enter text.</a></p>
<p><b>Does your company have any other corporate environmental and social responsibility policies? – Provide documentation.</b></p>	
<p><b>Is your company a member of the UN Global Compact</b></p>	<p>Choose an item.</p> <p>If yes, please provide a link to your Global Compact profile:</p> <p><a href="#">Click or tap here to enter text.</a></p>
<p><b>Contact person that UNDP may contact for requests for clarifications during bid evaluation</b></p>	<p>Name and Title: <a href="#">Click or tap here to enter text.</a></p> <p>Telephone numbers: <a href="#">Click or tap here to enter text.</a></p> <p>Email: <a href="#">Click or tap here to enter text.</a></p>
<p><b>Please attach the following supporting documents:</b></p>	<ul style="list-style-type: none"> <li>▪ Company Profile, which should <u>not</u> exceed fifteen (15) pages, including organigram, printed brochures and product catalogues relevant to the goods and/or services being procured</li> <li>▪ Certificate of Incorporation/ Business Registration</li> <li>▪ Tax Registration/Payment Certificate issued by the Internal Revenue Authority evidencing that the Bidder is updated with its tax payment obligations, or Certificate of Tax exemption, if any such privilege is enjoyed by the Bidder</li> <li>▪ Trade name registration papers, if applicable</li> <li>▪ Quality Management, Information Security Management, Environmental management certifications, occupational health</li> </ul>

	<p>and safety certification, relevant internal policies and additional documentation, as per the details requested above.</p> <ul style="list-style-type: none"><li>▪ Patent Registration Certificates, if any of technologies submitted in the Bid is patented by the Bidder</li><li>▪ Written power of attorney, authorizing the signatory of the bid to commit the Bidder.</li><li>▪ Manufacturer's and Developer's authorizations for every component offered, granting the Bidder permission to sell/distribute their products Globally.</li></ul>
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## FORM E: JOINT VENTURE/CONSORTIUM/ASSOCIATION INFORMATION

Name of Bidder:	Click or tap here to enter text.	Date:	Click or tap to enter a date.
ITB reference:	Click or tap here to enter text.		

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

No	Name of Partner and contact information (address, telephone numbers, fax numbers, e-mail address)	Proposed proportion of responsibilities (in %) and type of goods, works and/or services to be performed
1	Click or tap here to enter text.	Click or tap here to enter text.
2	Click or tap here to enter text.	Click or tap here to enter text.
3	Click or tap here to enter text.	Click or tap here to enter text.

<p><b>Name of leading partner</b></p> <p>(with authority to bind the JV, Consortium, Association during the ITB process and, in the event a Contract is awarded, during contract execution)</p>	<p>Click or tap here to enter text.</p>
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We have attached a copy of the below referenced document signed by every partner, which details the likely legal structure of and the confirmation of joint and severable liability of the members of the said joint venture:

- Letter of intent to form a joint venture Consortium/Association  
**OR**       JV/Consortium/Association agreement

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

Name of partner:  
\_\_\_\_\_

Signature: \_\_\_\_\_

Date: \_\_\_\_\_

Name of partner:  
\_\_\_\_\_

Signature: \_\_\_\_\_

Date: \_\_\_\_\_

Name of partner:  
\_\_\_\_\_

Signature: \_\_\_\_\_

Date: \_\_\_\_\_

Name of partner:  
\_\_\_\_\_

Signature: \_\_\_\_\_

Date: \_\_\_\_\_

## FORM F: ELIGIBILITY AND QUALIFICATION FORM

Name of Bidder:	Click or tap here to enter text.	Date:	Click or tap to enter a date.
ITB reference:	Click or tap here to enter text.		

***If JV/Consortium/Association, to be completed by each partner.***

### History of Non- Performing Contracts

<input type="checkbox"/> No non-performing contracts during the last 3 years			
<input type="checkbox"/> Non-performing contract(s) in the last 3 years			
Year	Non- performed portion of contract	Contract Identification	Total Contract Amount (current value in US\$)
		Name of Client: Address of Client: Reason(s) for non-performance:	

### Litigation History (including pending litigation)

<input type="checkbox"/> No litigation history for the last 3 years			
<input type="checkbox"/> Litigation History as indicated below			
Year of dispute	Amount in dispute (state currency)	Contract Identification	Total Contract Amount (state currency)
		Name of Client: Address of Client: Matter in dispute: Party who initiated the dispute: Status of dispute: Party awarded if resolved:	

### Previous Relevant Experience

Please list only previous similar assignments successfully completed in the last 5 years, demonstrating capacity and experience in design, manufacturing and installation of self-service citizen hardware such as self-service kiosks for administrative applications that are fully relevant to the scope of this ITB, at global level, particularly delivering to developing countries.

List only those assignments for which the Bidder was legally contracted or sub-contracted by the Client as a company or was one of the Consortium/JV partners. Assignments completed by the Bidder's individual experts working privately or through other firms cannot be claimed as the relevant experience of the Bidder, or that of the Bidder's partners or sub-consultants, but can be claimed by the Experts themselves in their CVs.

Project name, Scope & Country of Assignment	Client & Reference Contact Details	Contract Value	Period of activity and status	Incoterms contracted & delivery place	Types of activities undertaken (supply of goods, installation, local technical support, etc.) and role (Contractor, sub-contractor or consortium member)
...					
Bidders to add lines as needed					

Bidders may also attach in relation to the above:

- Bidders' own Project Data Sheets with more details for assignments above (optional).
- Statements of Satisfactory Performance from Top Clients of the Bidder (optional).

**COPIES OF CONTRACTS/POs:** The Bidder is also required to include in the submission copies of contracts/purchase orders for a minimum of 3 project references completed/executed within the past five (5) years complying with the below minimum value/scope requirements. Bidders must indicate in the above table for which project references they are providing PO/Contract copies.

- a) Each PO/Contract shall clearly indicate the scope, type and quantities of items and technical specifications, date, contract amount and currency, delivery terms and destination, updated current customers contact details.
- b) At least one of the Purchase Orders/ Contracts provided must be of minimum USD 1,000,000. The remaining two Purchase orders must be of minimum USD 500,000.
- c) At least two of the above Purchase orders/ contracts should refer to provision of Customized (as per client's specifications) public-facing hardware in the field of government/ public services.
- d) At least two of the above Purchase orders / contracts should refer to international experience, involving delivery to destination under the responsibility of the Bidder, including export/import compliance licenses for hardware and Software.

- Attached are copies of at least 3 Purchase Orders/ Contracts complying with the value/scope requirements (mandatory).

**Bidder's sourcing, consolidation and logistics capacities**

Please provide details on the Bidder's sourcing, consolidation, logistics setup and capabilities related to the scope of this ITB, demonstrating sufficient capacity to consolidate, deliver and implement ICT-related projects.

Description of setup, capabilities, strategy, policies/procedures in place, including Quality Assurance	
Sourcing and Consolidation	
Logistics	

Attached are copies of relevant policies, procedures, operating setup or any equivalent relevant document.

**Bidder's resources (team structure) dedicated to this contract**

Please provide details on the Account Management, Technical and Logistics assistance team/structure and CVs, proving sufficient qualifications to support the project, as per the minimum requirements below (please note these are only minimum indicative requirements at start, depending on business volumes during contract period:

	Requirements	Description of Team capabilities and list of proposed resources (names and functional titles)
<b>Project management</b>	<b>Project manager</b> with min. bachelor's degree in engineering, Prince2 or PMI project management certification Minimum 5 years' experience managing projects involving customized public-facing hardware and/or embedded systems. Proven track record of successful projects (bidder to provide relevant details). Proven experience managing projects directly with governmental or international public sector entities	
<b>Technical resources</b>	<b>Product design / mechanical/industrial engineers (Min.2)</b> – Should have at least a Bachelor of Science in mechanical engineering or related engineering degree, proven experience with 3D CAD modeling, proven experience working with sheet metal and minimum of eight (8) years' experience in design and product development for products relevant to this ITB.	
	<b>Hardware engineer:</b> the hardware engineer must possess a master's degree in the field of Electrical, Electronics, Mechatronics engineering or related field (in lieu of a master's degree, bachelor's degree plus three years of additional experience clearly relevant and related to embedded systems design and assembly/hardware manufacturing can be accepted). Minimum 5 years of experience in embedded systems development, hardware design and/or production of electronic devices.	
	<b>Design/product safety and compliance specialist: the safety specialist must possess a master's degree in an engineering discipline related to product design</b> (in lieu of a master's degree, bachelor's degree plus three years of additional experience clearly relevant and related to product design and safety can be accepted). The safety specialist must count on proven knowledge and experience designing/overseeing product design in line with ISO 9241, ISO 12100, IEC 60204-1 and/or equivalent human-centered safety design standards. Min. 5 years of relevant experience in product design, safety testing/certification, etc.	
	<b>Software Developer/ Systems integrator/s</b> – Should have at least a Bachelor of science in computer science, telecommunications or related science discipline including programming, software engineering, integration, application development	

	and UI/UX development. Minimum of five (5) years' experience in Software development.	
<b>Logistics support</b>	Dedicated <b>logistics resource/team</b> (minimum 1) with demonstrated track record of successful international deliveries, warehousing and customs clearance. Team members should have a minimum of 2 years of relevant experience and market standard certifications.	
<b>Post-sales/Warranty team</b>	Post-sale & warranty <b>service expert team</b> (minimum 1) should have at least 3 years of relevant professional experience in customer support and enough resources to manage the warranty/after-sales requirements in this ITB.	

Attached are the CVs of the resources to be dedicated to this project.

### Format for CV of Proposed Key Personnel

<b>Name of Personnel</b>	[Insert]
<b>Position for this assignment</b>	[Insert]
<b>Nationality</b>	[Insert]
<b>Language proficiency</b>	[Insert]
<b>Education/Qualifications</b>	<i>[Summarize college/university and other specialized education of personnel member, giving names of schools, dates attended, and degrees/qualifications obtained.]</i> [Insert]
<b>Professional certifications</b>	<i>[Provide details of professional certifications relevant to the scope of goods and/or services]</i> <ul style="list-style-type: none"> <li>▪ Name of institution: [Insert]</li> <li>▪ Date of certification: [Insert]</li> </ul>
<b>Employment Record/Experience</b>	<i>[List all positions held by personnel (starting with present position, list in reverse order), giving dates, names of employing organization, title of position held and location of employment. For experience in last five years, detail the type of activities performed, degree of responsibilities, location of assignments and any other information or professional experience considered pertinent for this assignment.]</i> [Insert]
<b>References</b>	<i>[Provide names, addresses, phone and email contact information for two (2) references]</i> Reference 1: [Insert]  Reference 2: [Insert]

I, the undersigned, certify that to the best of my knowledge and belief, the data provided above correctly describes my qualifications, my experiences, and other relevant information about myself.

**Financial Standing**

<b>Annual Turnover for the last 3 years</b>	2024	Currency	Amount
	2023	Currency	Amount
	2022	Currency	Amount
<b>Latest Credit Rating (if any), indicate the source and date</b>			

Attached is the External credit rating report OR Letter from recognized commercial bank certifying stand-by credit line of minimum USD 500,000.

<b>Financial information</b> (state currency)	<b>Historic information for the last 3 years</b>		
	2024	2023	2022
	<i>Information from Balance Sheet</i>		
Total Assets (TA)			
Total Liabilities (TL)			
Current Assets (CA)			
Current Liabilities (CL)			
	<i>Information from Income Statement</i>		
Total / Gross Revenue (TR)			
Profits Before Taxes (PBT)			
Net Profit			
Current Ratio (current assets/current liabilities)			

Attached are copies of the audited financial statements (balance sheets, including all related notes, and income statements) for the years required above complying with the following condition:

- a) Must reflect the financial situation of the Bidder or party to a JV, and not sister or parent companies;
- b) Historic financial statements must be audited by a certified public accountant;
- c) Historic financial statements must correspond to accounting periods already completed and audited. No statements for partial periods shall be accepted.

## FORM G: TECHNICAL BID

The Bidder's Bid should be organized to follow this format of the Technical Bid. Where the bidder is presented with a requirement or asked to use a specific approach, the bidder must not only state its acceptance, but also describe how it intends to comply with the requirements. Where a descriptive response is requested, failure to provide the same will be viewed as non-responsive.

### **Scope of Supply, Technical Specifications, and Related Services**

This section should demonstrate the Bidder's responsiveness to the specification by identifying the specific components proposed, addressing the requirements, as specified, point by point; providing a detailed description of the essential performance characteristics proposed; and demonstrating how the proposed bid meets or exceeds the requirements/specifications. All important aspects should be addressed in sufficient detail.

- 2.1 A detailed description of how the Bidder will deliver the required goods and services, keeping in mind the appropriateness to local conditions and project environment. Details how the different service elements shall be organized, controlled and delivered.
- 2.2 Explain whether any work would be subcontracted, to whom, how much percentage of the requirements, the rationale for such, and the roles of the proposed sub-contractors and how everyone will function as a team.
- 2.3 The bid shall also include details of the Bidder's internal technical and quality assurance review mechanisms.
- 2.4 Implementation plan including a Gantt Chart or Project Schedule indicating the detailed sequence of activities that will be undertaken and their corresponding timing. Please refer to Form H\_Price and Delivery Schedule.
- 2.5 Demonstrate how you plan to integrate sustainability measures in the execution of the contract.

**For all technical requirements and bidders required responses, please refer to the Excel Table "Form G Technical Bid".**

## FORM H: PRICE SCHEDULE

**Please refer to Returnable Form H: Price and Delivery Schedule (Excel Format)**

## 7. FORM I: BID SECURITY

**Bid Security must be issued using the official letterhead of the Issuing Bank.  
Except for indicated fields, no changes may be made on this template.**

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Beneficiary: Insert contact information for procuring organisation as provided in Section 3: Data Sheet.  
ITB Reference: Click or tap here to enter text.

WHEREAS Click or tap here to enter text. (hereinafter called “the Bidder”) has submitted a bid to Click or tap here to enter text. dated Click or tap to enter a date. to execute goods and/or services Click or tap here to enter text. (hereinafter called “the bid”):

AND WHEREAS it has been stipulated by you that the Bidder shall furnish you with a Bank Guarantee by a recognized bank for the sum specified therein as security if the Bidder:

- a) Fails to sign the Contract after Click or tap here to enter text. has awarded it;
- b) Withdraws its bid after the date of the opening of the bids;
- c) Fails to comply with Click or tap here to enter text.’s variation of requirement, as per ITB instructions; or
- d) Fails to furnish Performance Security, insurances, or other documents that Click or tap here to enter text. may require as a condition to rendering the contract effective.

AND WHEREAS we have agreed to give the Bidder such Bank Guarantee:

NOW THEREFORE we hereby affirm that we are the Guarantor and responsible to you, on behalf of the Bidder, up to a total of [*amount of guarantee*] [*in words and numbers*], such sum being payable in the types and proportions of currencies in which the bid price is payable, and we undertake to pay you, upon your first written demand and without cavil or argument, any sum or sums within the limits of [*amount of guarantee as aforesaid*] without your needing to prove or to show grounds or reasons for your demand for the sum specified therein.

This guarantee shall be valid up to 30 days after the final date of validity of bids.

### SIGNATURE AND SEAL OF THE GUARANTOR BANK

Signature: \_\_\_\_\_

Name: \_\_\_\_\_

Title: \_\_\_\_\_

Date: \_\_\_\_\_

Name of Bank \_\_\_\_\_

Address \_\_\_\_\_

*[Stamp with official stamp of the Bank]*