

**INTERNATIONAL DEVELOPMENT LAW ORGANIZATION
REQUEST FOR PROPOSAL**

Reference: RFP No. N-UA-2023-000054

Date: November 28, 2023

Dear Sir/Madam,

The International Development Law Organization (IDLO) kindly requests your Company/Organization to submit a Proposal for the **Provision of the Comprehensive Queue Management Solution (QMS) in the Office of the Prosecutor General (OPG) Public Reception Office, Kyiv, Ukraine**. The full requirement is described in Annex C.

We also request that your Proposal is submitted using the format specifically detailed in Annex D, E and F.

Proposals submitted by email must be limited to a maximum of **10MB**, be virus-free and consist of no more than two email transmissions. They must be free from any corrupted contents, or the quotations shall be rejected.

Proposal shall be evaluated based on the criteria set in Annex B.

IDLO is not bound to accept any Proposal, nor award a Contract, nor be responsible for any costs associated with a Bidder's preparation and submission of a Proposal, regardless of the outcome or the manner of conducting the selection process.

IDLO encourages every prospective Bidder to avoid and prevent conflicts of interest, by disclosing to IDLO if you, or any of your affiliates or personnel, were involved in the preparation of the requirements, design, specifications, cost estimates, and other information used in this Request for Proposal (RFP).

By submitting a Proposal in response to this information, Bidders are confirming acceptance of IDLO's General Terms and Conditions in full and Payment Policy of payment within 30 days after delivery of service on presentation of complete and correct invoice.

This RFP consists of the following Annexes. Please be guided by these in preparing your Proposal:

a.	Instructions to Bidders	Annex A
b.	Technical Evaluation Criteria	Annex B
c.	Terms of Reference (TOR)	Annex C
d.	Proposal Submission Form	Annex D
e.	Bidder Information Form	Annex E
f1.	Bidder's Technical Proposal	Annex F1
f2.	Bidder's Financial Proposal	Annex F2
g.	IDLO General Terms and Conditions for the Procurement of Goods or Services and IDLO Supplier Code of Conduct	Annex G

For any questions/clarifications related to this RFP before Deadline for Submissions of Proposals, please contact IDLO on tenders@idlo.int and mention **Clarification RFP NO. N-UA-2023-000054** in the subject section of your email.

Deadline for Submission of Proposals: On or before

Date: December 19, 2023

Time: 15:00 hours Rome, Italy local time.

Thank you and we look forward to receiving your quotation.

Sincerely yours,

International Development Law Organization | IDLO

Ukraine Country Office

**ANNEX A
INSTRUCTIONS TO BIDDERS**

1. General Considerations	<p>In preparing the Proposal, the Bidder is expected to examine the RFP in detail. Material deficiencies in providing the information requested in the RFP may result in rejection of the Proposal.</p> <p>The Bidder will not be permitted to take advantage of any errors or omissions in the RFP. Should such errors or omissions be discovered, the Bidder must notify IDLO.</p>
2. Cost of the Proposal	<p>The Bidder shall bear all costs associated with the preparation and submission of the Proposal.</p> <p>IDLO will in no case be responsible or liable for those costs, regardless of the conduct or outcome of the solicitation.</p>
3. Currency of Proposals	<p>Proposals shall be nominated exclusively in EUR.</p> <p>Note: the payment should be performed in the local currency (UAH) as per the exchange rate of the National Bank of Ukraine on the date of the invoice issuance.</p> <p><i>Note: Local Suppliers must comply with any applicable laws regarding doing business in other currencies</i></p>
4. Language of the Proposal	<p>This bid is executed in both English and Ukrainian. In case of a discrepancy, the English version shall be treated as authoritative.</p> <p>While the Bidder may choose to respond to the Bid in Ukrainian, IDLO's correspondences, documents and Contract relating to the Bid shall be written in the English language</p>
5. Deadline for Submissions of Proposals	<p>The Proposal shall be addressed to IDLO on or before Date: December 19, 2023 Time: 15:00 hours Rome, Italy local time.</p> <p><i>Note: Proposals submitted by email must be limited to a maximum of 10MB, virus-free and no more than two email transmissions. They must be free from any form of virus or corrupted contents, or the quotations shall be rejected.</i></p>
6. Delivery Term and Place	<p>Services and Goods are to be provided to: The Office of the Prosecutor General (OPG) Public Reception Office, Kyiv, Ukraine.</p> <p>Bidder to advise IDLO if their proposal has elements of supply of goods. If yes, Bidder must inform if Customs Clearance are required and whose responsibility it is to do so. If there is a need to import the goods, please quote for custom clearance in the price - which shall be all inclusive.</p>

7. Documents comprising the Bidder's Proposal	<p>The Proposal shall comprise the following components:</p> <ol style="list-style-type: none"> 1. Proposal Submission Form (see Annex D); 2. Bidder Information Form (see Annex E) 3. Bidder's Proposal divided into: <ol style="list-style-type: none"> a. Technical Proposal (see Annex F1) b. Financial Proposal /Price Schedule (see Annex F2)
8. Contents of solicitation documents	<p>Proposals must offer services for the total requirement, unless specified otherwise in this RFP.</p> <p>Proposals offering only part of the requirement will be rejected.</p> <p>The Bidder is expected to examine all corresponding instructions, forms, terms and specifications contained in the Solicitation Documents. Failure to comply with these documents will be at the Bidder's risk and will affect the evaluation of the Proposal.</p>
9. Clarification of solicitation documents	<p>A prospective Bidder requiring any clarification on this RFP may contact IDLO by email on tenders@idlo.int no later than 72 hours prior to the deadline for submission of Proposals.</p> <p>Please mention Clarification RFP NO. N-UA-2023-000054 in the subject section of your email.</p> <p>Written copies of the organization's response (including an explanation of the query but without identifying the source of inquiry) will be sent to all prospective Bidders that have received the Solicitation Documents or posted on IDLO website.</p> <p>Any delay in IDLO's response shall not be used as a reason for extending the deadline for submission, unless IDLO determines that such an extension is necessary and communicates a new deadline to all the Bidders.</p>
10. Amendments of solicitation documents	<p>At any time prior to the deadline for submission of Proposals IDLO may, for any reason, whether at its own initiative or in response to a clarification requested by a prospective Bidder, modify the Solicitation Documents by amendment.</p> <p>All prospective Bidders that have received the Solicitation Documents will be notified in writing of all amendments to the Solicitation Documents.</p> <p>In order to afford prospective Bidders reasonable time for taking the amendments into account and preparing their offers, the procuring</p>

	IDLO entity may, at its discretion, extend the deadline for the submission of Proposals.
11. Technical Proposal	<p>The Bidder shall structure the Technical part of the Proposal as follows:</p> <p>(a) Proposed methodology This section should demonstrate the Bidder's responsiveness to the TOR/specifications by identifying the specific components proposed, addressing the requirements, as specified, point by point; providing a detailed description of the essential performance characteristics, proposed warranty and demonstrating how the proposed methodology meets or exceeds the requirements.</p> <p>The Technical part of the Proposal should not contain any pricing information whatsoever on the services offered. Pricing information shall be separated and only contained in the appropriate Price Schedules. Any technical proposal containing price information will be disqualified from consideration.</p> <p>It is mandatory that the Bidder's Proposal numbering system corresponds with the numbering system used in the body of this RFP. All references to descriptive material and brochures should be included in the appropriate response paragraph, though material/documents themselves may be provided as annexes to the Proposal/response.</p> <p>Information which the Bidder considers proprietary, if any, should be clearly marked "proprietary" next to the relevant part of the text and it will then be treated as such accordingly.</p>
12. Format, signing sealing, marking and submission of Proposals	<p>The Proposal shall be signed by the Bidder or a person or persons duly authorized to bind the Bidder to the contract. The latter authorization shall be indicated by written power-of-attorney accompanying the Proposal.</p> <p>The Proposal must be submitted using the format specifically detailed in Annex D, E and F.</p> <p>A Proposal shall contain no interlineations, erasures, or overwriting except, as necessary to correct errors made by the Bidder, in which case such corrections shall be initialed by the person or persons signing the Proposal.</p> <p>The Proposal will consist of two attached files named "Technical Proposal" and "Financial Proposal".</p> <p>The "Financial Proposal" file will contain Price Schedule (see Annex F2) and will be password-protected by the Bidder. If the proposal passed</p>

	<p>the Technical Evaluation, IDLO will additionally communicate with Bidders for obtaining the password for Financial Proposal. Only Financial Proposals from Bidders whose Technical Proposals have passed the Technical Evaluation will be opened.</p> <p>The Bidder shall send two emails; one for Technical Proposal and one for the Financial Proposal to the following e-mail address: tenders@idlo.int</p> <p>with the Subject: “Technical Proposal for RFP No. N-UA-2023-000054” and with the Subject: “Price Proposal for RFP No.N-UA-2023-000054” before the deadline stipulated in this RFP.</p>
<p>13. Joint Venture, Consortium, or Association</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 the Proposal, they shall confirm in their Proposal that : (i) 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, which shall be evidenced by a duly notarized Agreement among the legal entities, and submitted with the Proposal; and (ii) if they are awarded the contract, the contract shall be entered into, by and between IDLO and the designated lead entity, who shall be acting for and on behalf of all the member entities comprising the joint venture.</p> <p>After the Deadline for Submission of Proposal, the lead entity identified to represent the JV, Consortium or Association shall not be altered without the prior written consent of IDLO.</p> <p>The lead entity and the member entities of the JV, Consortium or Association shall abide by the requirement outlined in the following section in respect of submitting only one proposal.</p> <p>The description of the organization of the IV, Consortium or Association must clearly define the expected role of each of the entity in the joint venture in delivering the requirements of the RFP, both in the Proposal 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 IDLO.</p> <p>A JV, Consortium or Association in presenting its track record and experience should clearly differentiate between:</p> <ol style="list-style-type: none"> a) Those that were undertaken together by the JV, Consortium or Association; and



	<p>b) Those that were undertaken by the individual entities of the JV, Consortium or Association.</p> <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>The description of the organization of the JV, Consortium or Association must clearly define the expected role of each of the entity in the joint venture in delivering the requirements of the RFP, both in the Proposal 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 IDLO.</p>
<p>14. Only One Proposal</p>	<p>The Bidder (including the individual members of any Joint Venture) shall submit only one Proposal, either in its own name or as part of a Joint Venture.</p> <p>Proposals 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"> a) they have at least one controlling partner, director or shareholder in common; or b) any one of them receive or have received any direct or indirect subsidy from the other/s; or c) they have the same legal representative for purposes of this RFP; or d) 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 Proposal of, another Bidder regarding this RFP process; e) they are subcontractors to each other's Proposal, or a subcontractor to one Proposal also submits another Proposal under its name as lead Bidder; f) or some key personnel proposed to be in the team of one Bidder participates in more than one Proposal received for this RFP process. This condition relating to the personnel, does not apply to subcontractors being included in more than one Proposal.



15. Late Proposals	Any Proposal received by IDLO after the deadline for submission of Proposals, pursuant to clause <i>Deadline for the submission of Proposals</i> , will be rejected and sent back unopened or destroyed unopened if the return cannot be secured unless the Proposal was sent by email but was not properly received due to issues in IDLO mailing system.
16. Validity Period of Proposals	All Proposals will be valid for 90 days from the deadline for submission of Proposals. In exceptional circumstances IDLO may request the Bidders to extend the validity of the Proposal beyond what has been initially indicated in this RFP. The Bidders shall be invited to confirm the extension in writing, without any modification whatsoever on the Proposal. The Bidders may choose not to extend the validity period of the Proposals upon request of IDLO.
17. Modification and withdrawal of Proposals	<p>The Bidder may modify/withdraw its Proposal after the Proposal's submission, provided that written notice of the withdrawal is received by IDLO prior to the deadline prescribed for submission of Proposals.</p> <p>The Bidder's modification/withdrawal notice shall be prepared, sealed, marked, and dispatched in accordance with the provisions of clause <i>Deadline for Submission of Proposals</i>.</p> <p>No Proposal may be modified nor withdrawn after to the deadline for submission of Proposals.</p> <p>No Proposal may be modified/withdrawn in the Interval between the deadline for submission of Proposals and the expiration of the period of Proposal validity specified by the Bidder in the Proposal Submission Form.</p>
18. Amendment of the proposal	<p>At any time prior to the deadline of Proposal submission, IDLO may for any reason, such as in response to a clarification requested by a Bidder, modify the RFP in the form of an amendment to the RFP. Amendments will be made available to all prospective bidders.</p> <p>If the amendment is substantial, IDLO may extend the Deadline for submission of proposal to give the Bidders reasonable time to incorporate the amendment into their Proposals.</p>
19. Bidders' conference	<p><input checked="" type="checkbox"/> Yes (if required)</p> <p>All Bidders are encouraged to attend. Non-attendance, however, shall not result in disqualification of an interested Bidder. Minutes of the Bidder's conference will be disseminated on IDLO's website and shared by email to Bidders that attended.</p> <p>No verbal statement made during the conference shall modify the terms and conditions of the RFP, unless specifically incorporated in the</p>

	<p>Minutes of the Bidder's Conference or issued/posted as an amendment to RFP.</p> <p>If requested by the bidders, please send an email to tenders@idlo.int before 10 December 2023.</p>
20. Right to accept, reject, or render non-responsive any or all Proposals	IDLO reserves the right to accept or reject any Proposal, to render any or all of the Proposals as non-responsive, and to annul the solicitation process and to reject all Proposals at any time prior to award of contract, without incurring any liability, or obligation to inform the affected Proposer(s) of the grounds for IDLO's action. Furthermore, IDLO shall not be obliged to award the contract to the lowest priced offer.
21. Clarification of Proposals	To assist in the examination, evaluation and comparison of Proposals, IDLO may at its discretion ask the Bidder for clarification of its Proposal. The request for clarification and the response shall be in writing and no change in price or substance of the Proposal shall be sought, offered or permitted.
22. Evaluation of Eligibility and Qualification	<p>In general terms, Bidders that meet the following criteria may be considered qualified:</p> <ol style="list-style-type: none"> a) They are not included in IDLO Sanctions lists (EU, US, UN); b) They have a good financial standing and have access to adequate financial resources to perform the contract and all existing commercial commitments, c) They have the necessary similar experience, technical expertise, production capacity where applicable, quality certifications, quality assurance procedures and other resources applicable to the provision of the services required; d) They are able to comply fully with IDLO General Terms and Conditions of Contract; e) They do not have a consistent history of court/arbitral award decisions against the Bidder; and f) They have a record of timely and satisfactory performance with their clients.
23. Price variation	Bidders shall not vary their prices for any reason after the deadline of the tender and while the Proposal is still valid.
24. Preliminary Screening	IDLO will screen the Proposals' Annex D and E to determine whether they are complete, whether the documents have been properly signed, and whether the Proposals are generally in order. Only Bidders that pass will proceed to Technical Evaluation

25. Correction of errors	In the event of a discrepancy between the unit price and the total price, the unit price shall prevail and the total price shall be corrected by IDLO. If the Bidder does not accept the final price based on IDLO's correction of errors, its Proposal will be rejected.
26. Due Diligence	<p>IDLO reserves the right to undertake a due diligence exercise 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"> a) Verification of accuracy, correctness and authenticity of information provided by the Bidder; b) Validation of extent of compliance to the RFP requirements and evaluation criteria based on what has so far been found by the evaluation team; c) 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; d) Inquiry and reference checking with previous clients on the performance on on-going or contracts completed, including physical inspections of previous works, as necessary; e) Physical inspection of the Bidder's offices, branches or other places where business transpires, with or without notice to the Bidder; f) Other means that IDLO may deem appropriate, at any stage within the selection process, prior to awarding the contract.
27. Responsiveness of Proposals	<p>IDLO will determine the substantial responsiveness of each Proposal to the RFP. For purposes of this Clause, a substantially responsive Proposal is the one which materially conforms to the requirement of the tender and any mandatory terms contained in the Solicitation Documents.</p> <p>IDLO's determination of a Proposal's responsiveness is based on the contents of the Proposal itself without recourse to extrinsic evidence.</p>
28. Evaluation of Proposal	<p>A two-stage procedure is utilised in evaluating the Proposals after Preliminary Screening has been conducted; with evaluation of the Technical Proposal being completed prior to Financial Proposal being opened and compared.</p> <p>The Financial Proposals (Price Schedules) of the overall Proposals will be opened only for submissions that passed minimum technical score of 490 points of the maximum obtainable 700 points.</p>

	<p>The evaluation will be conducted in accordance with the cumulative analysis method, according to which the Technical and Financial Proposals have pre-assigned weights and pre-assigned maximum number of scores:</p> <ul style="list-style-type: none"> - Technical Proposal -70%, - 700 points maximum, - Financial Proposal - 30%, - 300 points maximum. <p>Technical Evaluation The technical Proposal is evaluated on the basis of its responsiveness to the Terms of Reference (TOR) as per the evaluation criteria below. The obtainable number of points specified for each evaluation criterion indicates the relative significance or weight of the item in the overall evaluation process.</p> <p>Financial Evaluation In the second stage the Financial Proposals of all Bidders who attained a minimum 490 points in Technical Evaluation will be reviewed. The lowest amount for technically qualified Financial Proposal will be awarded maximum 300 points and other Financial Proposals will be awarded points in accordance with the following formula: Financial Proposal score = (Lowest Price / Price under consideration) x 300.</p>
29. Right to Vary Requirements at the time of the Award	<input checked="" type="checkbox"/> Yes - At the time of award of Contract, IDLO reserves the right to vary (increase or decrease) the quantity of goods and 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.
30. Contract Award	The contract will be awarded to the Proposal with highest combined score obtained in Technical and Financial Evaluation.
31. Contract Signature	Within five (5) calendar days from the date of receipt of the Contract, the successful Bidder shall sign and date the Contract and return it to IDLO. Failure to do so may constitute sufficient grounds for the annulment of the award, and forfeiture of the Proposal Security, if any, and on which event, IDLO may award the Contract to the Second Ranked Bidder or call for new Proposals.
32. Debriefing	In the event that a Bidder is unsuccessful, the Bidder may request a debriefing from IDLO. 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 proposals for IDLO procurement opportunities. The content of other proposals and how they compare to the Bidder's submission will not be discussed.

33. Payment Terms	IDLO will make payment within 30 days after satisfactory receipt of all goods and upon submission of the invoice by the Supplier.
34. General Terms and Conditions and Supplier Code of Conduct	<p>Any Contract or Purchase Order that will be signed as a result of this RFP shall be subject to the IDLO's General Terms and Conditions and Supplier Code of Conduct attached as Annex H.</p> <p>The mere act of submission of a Proposal implies that the Bidder accepts both Annexes in full.</p>
35. Liquidated Damages	<p><input checked="" type="checkbox"/> Yes - For late delivery of <u>Goods</u>, IDLO shall be entitled to claim liquidated damages from the Contractor in accordance with Article 23 of the General Terms and Conditions.</p> <p>Liquidated damages for inferior quality or non-conformance of specifications of Goods will be assessed on a case-by-case basis in accordance with the severity of the problem as determined solely by IDLO. The application of this liquidated damages provision shall not relieve the Contractor of its obligations or liabilities pursuant to this Contract.</p> <p><input checked="" type="checkbox"/> Yes - For late delivery of <u>Services</u>, IDLO shall be entitled to claim liquidated damages from the Contractor in accordance with Article 18 of the General Terms and Conditions.</p> <p>If the Contractor fails to perform the requested Services within the time period specified and as stipulated in the terms and conditions of the Contract, IDLO may, without formal notice and without prejudice to its other remedies under the Contract, be entitled to liquidated damages for every day delay in the provision and completion of the Services.</p>
36. Partial Bid	<input checked="" type="checkbox"/> Not permitted (All or Nothing)

**ANNEX B
TECHNICAL EVALUATION CRITERIA**

Scoring Weight And Point

Summary of Technical Proposal		Score Weight	Points Obtainable	Bidder A	Bidder B
1	Establishment and experience	20%	140		
2	Methodology	65%	455		
	Explanation of the proposed overall methodology for producing the expected results of the assignment, the methodology for various sections/stages, list of deliverables, and timeline and budget. The proposed methodology takes into account the assessment of the possible difficulties to be encountered - The inclusion of mitigation actions to address identified risks, in order to develop efficient and appropriate solutions, i.e. explanation how the Bidder will cope with multiple contracts/projects/assignments run in parallel with IDLO's.				
	The proposed methodology provides information on quality assurance system for the Contract/Framework Agreement.				
	Adequacy of the extent to which the proposed methodology approach and work plan seems realistic, meets the requirements of the assignment and reflects the degree to which the Bidder understands the assignment and has the important aspects of the task been addressed in sufficient detail				
	The overall engagement, management and participatory approach, and quality assurance on deliverables				
	Structure of the proposal				
	Clarity and conciseness of the language used in the proposal				
	Layout of the proposal including formatting				
	<input type="checkbox"/>				
3	Reporting	15%	105		
	<input type="checkbox"/>				
	Total	100%	700		
	Minimum Score to determine Pass/Fail		490		
	Bidder's Score				
	Bidder Pass/Fail to proceed to opening of Financial Proposal				

ANNEX C
TERMS OF REFERENCE AND ORGANIZATIONAL REQUIREMENTS
FOR BIDDERS OF THE TENDER FOR THE IMPLEMENTATION OF A COMPREHENSIVE QUEUE
MANAGEMENT SOLUTION (QMS) IN THE OFFICE OF THE PROSECUTOR'S GENERAL (OPG)
PUBLIC RECEPTION OFFICE (KYIV, UKRAINE)

A. About IDLO

The International Development Law Organization (IDLO) is an intergovernmental organization exclusively devoted to promoting the rule of law. Established in 1983, IDLO works to enable governments and empower people to reform laws and strengthen institutions to promote peace, justice, sustainable development and economic opportunity. Its programs, research and policy advocacy cover the spectrum of rule of law from peace and institution building to social development and economic recovery in countries emerging from conflict and striving towards democracy.

The Assembly of Parties is IDLO's highest decision-making body. It is composed of Representatives of all Member Parties, which have joined the Establishment Agreement of IDLO. IDLO currently has 37 Member Parties.

IDLO has its Headquarters in Rome, a Branch Office in The Hague, Liaison Offices for the United Nations in New York and Geneva, and Country Offices in Afghanistan, Armenia, the Bahamas, Burkina Faso, Honduras, Indonesia, Kenya, Kyrgyzstan, Jordan, Liberia, Mali, Mexico, Moldova, Mongolia, Myanmar, Niger, the Philippines, Somalia, Tunisia, Uganda and Ukraine.

The work of IDLO is sustained by a dynamic, diverse, multinational and multicultural workforce, comprised of over 400 employees plus additional personnel in the non-employee category such as consultants and interns. About one fourth of the IDLO workforce is based in its Headquarters in Rome, while the rest are spread across the globe in our Branch and Country offices.

B. Background

As part of the implementation of international technical assistance projects, the International Development Law Organization (hereinafter referred to as IDLO) is carrying out activities related to the reform of criminal justice institutions, in particular by improving the management system and business processes at such institutions.

The Office of the Prosecutor General (hereinafter referred to as the OPG) requested the IDLO to assist in building capacity in the area of queue management under the project to develop a new model of the OPG Public Reception Office. Based on a conducted audit, surveys and suggestions of the OPG, the IDLO compiled a list of requirements for a **hardware and software** queue management system (hereinafter referred to as the QMS, an automated system for managing and distributing visitor flows in the OPG Reception Office), which should also be integrated into the OPG's existing information system.

Accordingly, the IDLO compiled a list of criteria and requirements for QMS hardware and software and identified the number and specifications of the relevant tools based on the provided descriptions of business processes in the OPG Public Reception Office.

C. Expected Output



IDLO aims to provide technical support efficiently, effectively, with accountability and transparency, and as such, the IDLO office in Ukraine issues this RFP for the purpose of soliciting quotations from Service Providers and to establish a Contract for Services for the established period to fulfill the assignment.

The present document is intended for the bidders of the OPG QMS tender only.

The IDLO is organizing the tender based on the principles of transparency and competition of all possible bidders. For this reason, the present document sets out only the basic requirements for certain QMS elements that we believe should be installed in the course system implementation and that are typically used in similar systems (all related to message display or work visualization elements). The described elements may be referred to differently than the elements in the existing systems, but the attached functional description allows a bidder to determine which system element matches the outlined requirements.

The outlined list of elements is not comprehensive and depends only on the specific implementation of the system to be offered by the bidder (hereinafter referred to as the **Integrator**). The Integrator shall provide a proposal with a comprehensive list of hardware and software to be used in the process of implementation of the QMS at the OPG. The final proposal of the Integrator shall take into account all possible QMS implementation costs.

The above list of IDLO's requirements to the QMS and the Integrator is comprehensive and will not be changed during the tender period (only what is set forth in this document).

The IDLO expects the following tender deliverables:

1. Supply of the QMS and its implementation including installation and configuration in line with the existing business processes.
2. Training of administrators of the OPG IT department on the QMS management and maintenance.
3. Training of OPG Public Reception Office staff on the QMS use and operation at workplaces.
4. QMS warranty service (12 months) and provision of the SLA (Service Level Agreement) during 5 months from the date of implementation.

The requirements and/or specifications of QMS elements not specified by the IDLO (not explicitly described herein) shall be determined at the discretion of the Integrator but must be aligned with the stated requirements of the IDLO.

Note! The OPG Public Reception Office operates not more than seven (7) workstations at a time, including:

- two receptionist places that register visitors in the QMS.
- five places of operators who receive the visitors.

The QMS equipment will be placed in the premises of OPG Public Reception Office and/or the OPG Data Center.

QMS hardware requirements



Name (functional purpose)	Quantity, units	Technical specifications
<p>Registration terminal</p> <p>(terminal (device) with a screen and touch glass for displaying and selecting services; with a built-in thermal printer for printing queue tickets)</p>	<p>1</p>	<p>Screen size – 19"</p> <p>Screen resolution – not less than 1280x1024</p> <p>Screen brightness – not less than 300 cd/m²</p> <p>Screen contrast – not less than 10000:1</p> <p>Screen viewing angle – not less than 150° (horizontal)</p> <p>Touch glass – resistive technology, anti-vandal design, guaranteed service life of at least 3 years.</p> <p>Thermal printer – built-in, with check (ticket) auto-cutting</p> <p>Terminal protection level – not less than IP44</p> <p>Special requirements:</p> <p>Electronic equipment – electronic start key (or other adequate option) Equip the terminal with a wireless remote control to call for assistance from a Public Reception Office officer (or other adequate option)</p> <p>The shape of the terminal should be similar to the terminals shown on the images in the Annex C (Appendix 1) (refer to the Section H) to the present document</p>
<p>Main screen</p> <p>(A screen displaying the current queue with a visitor voice call option; can show multimedia content for visitors)</p>	<p>1</p>	<p>LCD screen size – not less than 55"</p> <p>Screen resolution – not less than 1366x768</p> <p>Screen aspect ratio – 16:9</p> <p>LCD matrix response time – not worse than 8mc</p> <p>LCD matrix frequency – not less than 60Hz</p> <p>Speakers – required (not less than 20W)</p>

<p>Service quality evaluation point</p> <p>(panel or tablet for visitor feedback on the quality of service)</p>	<p>1</p>	<p>Shape – tablet PC with touchscreen</p> <p>Screen size – 10"</p> <p>Screen resolution – not less than 1366x768</p> <p>Screen brightness – not less than 300 cd/m²</p> <p>Screen contrast – not less than 10000:1</p> <p>Screen viewing angle – not less than 150° (horizontal)</p> <p>Special requirements: Provide a wall mount in the kit</p>
--	-----------------	--

Note! Based on the defined business processes, the QMS does not envisage the use of specialized displays at the operator workstations. Instead of digital operator displays connected to the QMS, other tools will be used to indicate the numbers of operator workstations.

Additional requirements to the QMS hardware and components:

1. The Integrator shall provide one (1) additional thermal printer as a spare element (the same model with the same specifications as the one to be built into the touch terminal) for "hot swapping".
2. Based on the required function of registration at the reception desk, it is necessary to include a desktop thermal printer (external, network) into the hardware list (**optional**).
3. The integrator shall ensure the supply of 20 rolls of thermal paper of appropriate quality that meets the use requirements of the thermal printer of the touch terminal (roll not less than 70 m) as part of the auxiliary QMS components.
4. All the equipment, spare parts, and other QMS elements must be new (not used and/or partially or fully refurbished) and meet the technical specifications set forth herein (if applicable).
5. The term of equipment warranty service for all the components of the hardware required as per the technical requirement should not be less than 12 months.

Note! The Integrator shall determine the cost of its tender bid based on all possible shipping costs, insurance, taxes and duties paid or to be paid, and all the other costs. The Integrator shall not include any costs incurred during the preparation and participation in the tender in the price of its tender bid; such costs shall not be reimbursed by the IDLO in any event, including the tender cancellation for any reason.

QMS software requirements

The IDLO has the following QMS software requirements:

1. API or module/plugin for QMS integration with the OPG website for online registration of the visit (pre-registration).
2. Compatibility of software (applications) with Windows 10/11, which is used at the workstations of the operators of OPG Public Reception Office.



Special functionality requirements are set out in the table. Based on its tender policy, the IDLO uses general wording regarding functions without reference to a specific QMS system or implementation. The described requirements are mandatory yet not comprehensive. They include only the requirements that the IDLO considers necessary to implement for the use at the OPG Public Reception Office. If the system proposed by the Integrator has several versions of different complexity, the version that takes into account all the requirements set forth by the IDLO should be proposed.

Function (QMS functionality)
Visitor registration, check-in terminal and print of a ticket with a queue number
Visitor registration: self-check-in via a touch terminal; remote via the website; by the operator at the reception desk
Pre-registration in accordance with the provided schedule (at least two-week planning depth) - via a touch terminal and website
Mandatory verification and confirmation of remote and/or pre-registration via the touch terminal (actual addition to the current queue)
Displaying a hierarchical menu for service selection in the terminal
Option for the visitor to enter information (search information and/or identification data)
Blocking all or some service selection buttons (restricted use) upon reaching the limit (number of services, operating time, queue depth, etc.) or manually
Ticket template (logo, details, information including variable components e.g. queue number)
Waiting and call notification
Create groups of operators according to service groups and areas
Display information about visitor calls on the main screen
Duplicate a visitor call with sound (if necessary)
Display media content on the main screen according to the schedule; display a moving news feed, current date and time
Operator's workstation (queue management)
Mandatory operator authorization and monitoring of the simultaneous use of logins
Build a pool of operators and distribute the visitor load only to active operators
Option for operators to take a break (leave the pool) and/or suspend work
System notification of operators about the depth of the queue and the number of visitors for the service (in the queue)
Manual call of a visitor from the queue (the number from the queue to be called is determined by the system) - call on operator request
Option to activate automatic calling of the next visitor from the queue in accordance with the system rules - call on system request (accordingly, set the time for the operator to prepare)

Option to call a visitor by the queue number (set the queue processing priority)
Repeat the call if the visitor does not come (set a time limit for additional waiting time)
Automatic service termination of the queue number if the visitor does not come
Option to redirect the visitor to another operator
System registrar workstation
Display of the service selection menu (as on the touch screen)
Pre-registration according to the schedule
Blocking all or some service selection buttons (set restrictions on queue servicing and/or depth)
Option to add a text comment to the ticket number
Option to set servicing priority
Ticket print
Reporting module (generation of reports on request) and system monitoring
Generate a report by services by time (hour, day, week, month, year, several years)
Generate a report by visitors (hours, days, weeks, months, years for the selected period)
Generate a report by operators by time (hour, day, week, month, several years)
Option to check information online about the current queue
System administrator workstation (settings management)
Based on the project objective, the QMS administrator shall have full (unrestricted) access rights to all (unrestricted) QMS modules and/or components. Thus, the Integrator shall provide appropriate training for administrators as well as technical documentation for administrators.
API and/or integration module
Technical documentation (settings and configuration)
Based on the project objective, the Integrator shall ensure the implementation of the API and/or module (plug-in) to configure the OPG website for pre-registration of visitors
Backup and restore (recommended)

D. Institutional Arrangement and Duration of Work

The Contractor is expected to deliver the assignment within the following Phases and within the required Timelines:

1. Supply of the QMS and its implementation including installation and configuration in line with the existing business processes.
Expected Timeline: 4 weeks
Reporting to: IDLO
2. Training of administrators of the OPG IT department on the QMS management and maintenance. Acceptance of the technical documentation for system administration.
Expected Timeline: 5 working days
Reporting to: IDLO



-
3. Training of OPG Public Reception Office staff on the QMS use and operation at workplaces. Acceptance of the user manual documents for the end users.
Expected Timeline: 5 working days
Reporting to: IDLO
 4. QMS warranty service (12 months) and provision of the SLA (Service Level Agreement) during 5 months from the date of implementation. *
Expected Timeline: 10 working days
Reporting to: IDLO

**The integrator provides a document (SLA) that describes the problems that may arise in the system during operation and the time during which he will be able to solve these situations. Order of appeals. Availability of support. Liability for poor quality service provision.*

This document is a guarantee obligation for the free correction of emerging or detected errors in the operation of the provided system.

In the future, after the completion of the 5-month period, at the request of the parties, this document can be used as a basis for signing the provision of these services on a paid basis.

E. Work Location

The Work will be performed at the OPG's premises, Kyiv, Ukraine. The Contractor shall be available to attend meetings at the IDLO Ukraine office as IDLO may reasonably request.

F. Qualifications of the Successful Contractor

1. Be officially registered with the relevant authorities in Ukraine as a legal entity.
2. The Contractor is expected to have a minimum of 2 years of professional and relevant experience in selling ICT Equipment to inter-governmental, national, international organizations or foreign diplomatic missions.
3. The Contractor is expected to provide at least two examples of successful integration of the electronic queue hardware and software complex in Ukrainian companies/authorities (name of the company, year of integration).
4. The Contractor is expected to provide software partner certificates (if not the owner).
5. Have at least three (3) years of previous experience in the implementation of a comprehensive queue management solution.
6. Be able to deliver good knowledge of QMS hard & software requirements / tools essential for implementation of a comprehensive queue management solution.
7. Be fluent in Ukrainian and have basic knowledge of English.
8. Employ a sufficient number of staff with relevant educational and professional background, expertise and experience related to the implementation of a comprehensive queue management solution.
9. The Contractor shall only use the new equipment, not exhibition samples, not refurbished.

G. Scope of Tender Price and Schedule of Payments

The following products must be delivered, which must be approved by IDLO and the Office of the Prosecutor's General:



1. Workplan and work schedule
2. Definition of requirements and design of the Hard & Software prototype and the presentation of the methodology or technique of the algorithm to be applied for the QMS implementation.
3. Preliminary and final hard & software design proposal that will be used for the QMS implementation.
4. Supply of the QMS and its implementation including installation and configuration in line with the existing business processes (Delivery of final hard & software, including product warranty).
5. Training processes:
 - ✓ Training of administrators of the OPG IT department on the QMS management and maintenance as well as the technical documentation for system administration
 - ✓ Training of OPG Public Reception Office staff on the QMS use and operation at workplaces as well as acceptance of the user manual documents for the end users.
6. QMS warranty service (12 months) and provision of the SLA (Service Level Agreement) during 5 months from the date of implementation.
7. Final Acceptance by the Beneficiary for this assignment. Payments will be made after completion of each activity by submitting an invoice in accordance with the following schedule below.

NR	PRODUCT	DEADLINE	PAYMENT
1	Workplan and work schedule	4 weeks	N/A
2	Definition of requirements and design of the Hard & Software prototype and the presentation of the methodology or technique of the algorithm to be applied for the QMS implementation.		N/A
3	Preliminary and final hard & software design proposal that will be used for the QMS implementation.		N/A
4	Supply of the QMS and its implementation including installation and configuration in line with the existing business processes.		50 %
5	Training processes: <ul style="list-style-type: none"> ✓ Training of administrators of the OPG IT department on the QMS management and maintenance. Acceptance of the technical documentation for system administration. ✓ Training of OPG Public Reception Office staff on the QMS use and operation at workplaces. 	10 working days	25%

	Acceptance of the user manual documents for the end users.		
6	QMS warranty service (12 months) and provision of the SLA (Service Level Agreement) during 5 months from the date of implementation. A written confirmation of the warranty service and one year technical support subscription should be provided to IDLO.	5 working days	
7	Final acceptance of the assignment. Payments will be made after completion of each activity by submitting an invoice in accordance with the following schedule below.	5 working days	25 %

H. Annexes to the TOR (Appendix 1)

Examples of the shape of the touch terminal acceptable to the IDLO.
The color of the terminal is white or light gray.





**ANNEX D
PROPOSAL SUBMISSION FORM**

(This Form must be submitted using the Supplier's Official Letterhead/Stationery in the format specified below)

Dear Sir / Madam,

Having examined the Solicitation Documents, the receipt of which is hereby duly acknowledged, we, the undersigned, offer to provide Professional Services for **[INSERT AMOUNT OF MONEY AND CURRENCY]** as may be ascertained in accordance with the Financial Proposal (Price Schedule) attached herewith and made part of this Proposal.

We undertake, if our Proposal is accepted, to commence and complete delivery of all services specified in the contract within the time frame stipulated.

We agree to abide by this Proposal for a period of 90 days from the date fixed for opening of Proposals in the Request for Proposals, and it shall remain binding upon us and may be accepted at any time before the expiration of that period.

We hereby accept the IDLO's General Terms and Conditions in full and Payment Policy of payment within 30 days after delivery of service on presentation of complete and correct invoice.

We understand that you are not bound to accept any Proposal you may receive.

Company/Organization: _____

Name: _____

Title: _____

Date: **Select date**

Signature: _____

Duly authorized to sign this Proposal



**ANNEX E
BIDDER INFORMATION FORM**

Name of Bidder:	[Insert Name of Bidder]	Date:	Select date
RFP reference:	[Insert RFP Reference Number]		
Legal name of Bidder	[Complete]		
Legal address	[Complete]		
Year of registration	[Complete]		
Bidder's Authorized Representative Information	Name: [Complete] Title: [Complete] Telephone numbers: [Complete] Email: [Complete]		
Are you an IDLO vendor?	<input type="checkbox"/> Yes <input type="checkbox"/> No		
Countries of operation	[Complete]		
No. of full-time employees	[Complete]		
Quality Assurance Certification (e.g. ISO 9000 or Equivalent) (If yes, provide a Copy of the valid Certificate):	[Complete]		
Does your Company hold any accreditation such as ISO 14001 or ISO 14064 or equivalent related to the environment? (If yes, provide a Copy of the valid Certificate):	[Complete]		
Contact person that IDLO may contact for requests for clarifications during Bid evaluation	Name: [Complete] Title: [Complete] Telephone numbers: [Complete] Email: [Complete]		
Please attach the following documents:	<ul style="list-style-type: none"> ▪ Certificate of Incorporation/ Business Registration ▪ 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 ▪ Trade name registration papers, if applicable ▪ Quality Certificate for goods (e.g., ISO, etc.) and/or other similar certificates, accreditations, awards and citations received by the Bidder, if relevant ▪ Patent Registration Certificates, if any of technologies submitted in the tender is patented by the Bidder, if applicable ▪ Certification or authorization to act as Agent on behalf of the Manufacturer, or Power of Attorney, if applicable. ▪ Export Licenses, if applicable ▪ At least two examples of successful integration of the electronic queue hardware and software complex in Ukrainian companies/authorities (name of the company, year of integration). 		



- Software partner certificates (if not the owner).
- Self-Attestation Letter that Vendor is not suspended, nor debarred, nor otherwise identified as ineligible by any UN Organization or the World Bank Group or any other international Organization.
- Self-Attestation Letter that Vendor has not declared bankruptcy, is not involved in bankruptcy or receivership proceedings, and there is no judgment or pending legal action against the vendor that could impair its operations in the foreseeable future.
- Self-Attestation Letter that there are no consistent history of court/arbitral award decisions against the Bidder for the last 3 years.
- Copies of two (2) contracts/ LPOs / Reference Letters from Inter-Governmental/National/International Organizations or Foreign Diplomatic Missions in Ukraine with contactable domain email addresses for verification
- Copy of Product Catalogues/Brochures/Website attesting compliance to Technical Specifications
- Financial Statements or Bank Statements for the past three (3) years
- CVs of the personnel being assigned into the implementation/installation/training processes

ANNEX F1- TECHNICAL PROPOSAL

A. Establishment and Experience

1. Company profile, including printed brochures and product catalogues relevant to the services being procured, information on number of years in operation, country of incorporation, and types of activities undertaken.
2. General organizational capability which is likely to affect implementation: management structure, financial stability and project financing capacity, project management controls, extent to which any work would be subcontracted (if so, provide details).
3. Relevance of specialized knowledge and experience on similar engagements done in the region/country within past 3 years; to be substantiated with copies of prior contracts, or contactable references and details of project size/scope.
4. Experience working with other Inter-Governmental Organizations such as the World Bank and the United Nations and/or International Non-Governmental Organizations
5. Project resources planned to be assigned to this Contract (including CVs, certifications and qualifications of team members). Any new resources be recruited after award of contract?

Format for CV of Proposed Key Personnel

Name of Personnel	[Insert]
Position for this assignment	[Insert]
Nationality	[Insert]
Language proficiency	[Insert]
Education/ Qualifications	<p><i>[Summarize college/university and other specialized education of personnel member, giving names of schools, dates attended, and degrees/qualifications obtained.]</i></p> <p>[Insert]</p>
Professional certifications	<p><i>[Provide details of professional certifications relevant to the scope of goods and/or services]</i></p> <ul style="list-style-type: none"> ▪ Name of institution: [Insert] ▪ Date of certification: [Insert]
Employment Record/ Experience	<p><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></p> <p>[Insert]</p>
References	<i>[Provide names, addresses, phone and email contact information for two (2) references]</i>

	Reference 1: [Insert]	Reference 2: [Insert]
--	--------------------------	--------------------------

B. Methodology

1. This section should demonstrate the Bidder’s responsiveness to the Terms of Reference (TOR) and has the highest percentage of Points
2. Explanation of the proposed overall methodology for producing the expected results of the TOR.
3. Provide Detailed Project Implementation Plan showing Mobilization Timeline from the signing of the contract, how deliverable can be met on time from the time that the contract is signed
4. Please explain details of quality control points
5. Geographical coverage, including details of staff or offices or sub-contractors already operating in selected areas, if applicable

C. Reporting

1. Please explain progress reporting and final schedule.

ANNEX F2- FINANCIAL PROPOSAL

The Bidder is requested to prepare the Financial Proposal/Price Schedule as a separate document from the rest of the RFP response as indicated in the Instructions to Bidders.

IDLO is registered in Ukraine as an implementer of international technical assistance project and is free of VAT obligations. This means that the price in the quotation must be indicated without VAT and any invoice submitted in the future must include the phrase «No VAT».

The Price Schedule must provide a detailed cost breakdown. Provide separate figures for each functional grouping or category.

In case of an equipment component to the service provided, the Price Schedule should include figures for both purchase and lease/rent options. The IDLO reserves the option to either lease/rent or purchase outright the equipment through the Bidder.

The format shown in the below table should be used while preparing the price schedule. The format includes specific expenditures, which may or may not be required or applicable but are indicated to serve as examples.

Note: the unit prices are fixed in EUR. However, the payment will be performed in the local currency (UAH) as per the exchange rate of the National Bank of Ukraine on the date of the invoice issuance.

Description of Activity/Item	Amount In EUR
<p>QMS Hardware Please indicate the cost of each item of the necessary equipment with minimum technical requirements as indicated in the Annex C.</p>	
<p>QMS Software Please refer the with minimum technical requirements as indicated in the Annex C.</p>	
<p>Delivery of the QMS and its implementation including installation and configuration in line with the existing business processes.</p>	
<p>Trainings: Please indicate the cost for each training.</p> <ul style="list-style-type: none"> - Training of administrators of the OPG IT department on the QMS management and maintenance. Acceptance of the technical documentation for system administration - Training of OPG Public Reception Office staff on the QMS use and operation at workplaces. Acceptance of the user manual documents for the end users 	
<p>QMS warranty service (12 months) and provision of the SLA (Service Level Agreement) during 5 months from the date of implementation.</p>	
TOTAL COST	



ANNEX G
IDLO GENERAL TERMS AND CONDITIONS FOR THE PROCUREMENT OF GOODS OR SERVICES
AND
IDLO SUPPLIER CODE OF CONDUCT

Any bid submission will imply the unconditional acceptance of IDLO General Terms and Conditions for Goods and Services and adherence to the Supplier Code of Conduct.

The documents are available on IDLO Procurement Website:

https://www.idlo.int/sites/default/files/documents/general_terms_and_conditions_for_goods_august_2020.pdf

https://www.idlo.int/sites/default/files/documents/general_terms_and_conditions_for_services_feb_2022.pdf

<https://www.idlo.int/sites/default/files/documents/idlo-supplier-code-of-conduct.pdf>