Date: 14 July, 2020

REQUEST FOR QUOTATION

RFQ Nº UNFPA/ARM/RFQ/2020/006

Dear Sir/Madam,

UNFPA hereby solicits a quotation for the following service:

***“Developing information system (software) to ensure implementation of state housing assistance programs, including data exchange with the banks”***

UNFPA requires the provision of services as per the Terms of Reference (ToR) attached.

This Request for Quotation is open to all legally-constituted companies that can provide the requested services and have legal capacity to deliver/perform in the Republic of Armenia, or through an authorized representative.

1. **About UNFPA**

UNFPA, the United Nations Population Fund (UNFPA), is an international development agency that works to deliver a world where every pregnancy is wanted, every child birth is safe and every young person’s potential is fulfilled.

UNFPA is the lead UN agency that expands the possibilities for women and young people to lead healthy sexual and reproductive lives. To read more about UNFPA, please go to: [UNFPA about us](http://www.unfpa.org/about-us)

**Terms of Reference (TOR) is attached**

**Objectives and functional requirements**

The objective of this ToR is to develop an information system (software) which will enable to automate the following functions:

1. Creation and registration of a new case (creation of the case number) by organizations or territorial subdivisions of the Authorized Body (registration of the application based on the information provided by the beneficiary and corresponding data entry into the system),
2. Registration of the information on the transaction (including soft copies of the documents) in compliance with the Agreement.
3. Approval of the new case by organizations or territorial subdivisions of the Authorized Body (provision of the information required for the implementation of state housing assistance programs to the Authorized Body).
4. Receiving and registration of the information on the children and their parents, as well on the registered marriages by the Authorized Body from the Civil Status Acts Registration authorities.
5. Making decision on the enrolment of the beneficiary in the Program (or rejection to enroll the beneficiary in the program) by the Authorized Body.
6. In case a decision is made to reject to enroll the beneficiary in the Program, the reason for rejection should be registered.
7. Informing the organization about the decision made.
8. In case a decision is made to enroll the beneficiary in one-time monetary support and in prepayment insurance programs, provision of the relevant information to the Authorized Body (in compliance with the Agreement) after signing the relevant agreement between the beneficiary and the Organization.
9. In case it is decided to enroll the beneficiary in the prepayment insurance programs, after the beneficiary pays the 10% of the regular annual insurance payment, provision of the relevant information to the Authorized Body (in compliance with the Agreement);
10. Based on the decisions made and the information received from the organizations, development of the payment lists in order to transfer the state support amounts to the relevant account numbers.
11. Delivery of electronic notifications to the beneficiary's e-mail and mobile phone number, after the state support amounts are transferred to the relevant accounts.

At the design stage of the system, other (mutually agreed) functional requirements may be defined.

**Background information**

One of the priority tasks of the Government of the Republic of Armenia is to ensure demographic stability and development, to promote the fertility rate. According to the government program, in order to alleviate the negative trends in the development of the demographic situation in the previous period, it is planned to develop and implement new programs to encourage the birth rate and support families with children.

According to the conducted studies, the greatest impact on child planning, one of the problems that needs to be addressed by the state is the improvement of the housing conditions and the possibility of obtaining housing on preferential terms.

Taking into account the above, during the Government session of May 14, 2020 the targeted state assistance support programs for 2020- 2023 on housing provision to the families with children has been approved.

According to the Program, the following procedure is envisaged:

1. The beneficiary applies to a bank or a credit organization (hereinafter referred to as the Organization) and submits all the relevant information (documents).
2. The Organization presents the beneficiary information to the Authorized Body,
3. The Authorized Body evaluates whether the beneficiary (the transaction) meets the main requirements of the Program and within five working days makes a decision either to enroll the beneficiary into the Program or to reject the application and informs the Organization about the decision within 3 days period.
4. In case a decision is made to enroll the beneficiary in the program, the corresponding amount is transferred to the bank account. In case a decision is made to enroll the beneficiary in the program, a contract between the beneficiary and the Organization is being automatically created, after signing of which the corresponding amount is transferred to the relevant bank accounts.

The relationship between the Organization and the Ministry on the information exchange is regulated by the agreement on the implementation of the state housing assistance program for families with children (hereinafter referred to as the Agreement, see the draft attached).

Taking into account the above mentioned, it is planned to introduce an appropriate information system.

­The objective of this ToR is to develop the relevant information system.

**The system should meet the following main requirements:**

* Application of Internet methodology
* Proper documentation
* Compatibility with other information systems,
* Reliability, integrity, centralization of information,
* Flexibility, possibility for free expansion and change,
* Exclude data duplication,
* Logically designed and have user-friendly interface
* Eligibility set up for all users of the system
* Flexibility to changes in the legal field / ensuring minimal changes in the basic structure of the system.

The technical solutions of the information system (operating system, database management system, programming language, internet server, Data transfer protocol) are defined by the Executor in the ToR, by mutually agreeing with the Client and the entity who will provide system maintenance, service and further improvement services.

**­The system should have the possibility to provide:**

* Report on the applications registered by organizations according to the time period, territorial divisions of the service and organizations, Programs, status of the application (the application status is defined by mutual agreement with the Client).
* Report on the state support amounts actually transferred to the organizations according to the payment period, the territorial divisions of the service, organizations, Programs.
* Report on the rejected applications according to the time period of the application submission, territorial divisions of the service and organizations, the reasons for the rejection and Programs.
* Opportunity to search (filter) the case(s) by the beneficiary, the child, the period of application submission, the status and other data entered into the software (mutually agreed with the Client).
* A tool for extracting the search results and reports, which will enable to print and extract the search results and reports for processing with external applications (excel, pdf).

At the design stage of the system, at the request of the Client, other (mutually agreed) requirements for the Search system and reports, new report forms may be defined.

**­**

**Timing / Schedule of Activities**

The services will be provided in three stages with 190 days duration.

**Phase 1. Development of the ToR and approval by the Client. Design and development of the system as well as development, testing, setup and operation of individual modules based on the approved ToR. (within 50 days after signing the Agreement)**

* Evaluation of the functional requirements;
* Description of the user management component, definition of access levels according to the user groups priorly agreed with the Client.
* Description of the system main business functions and interface (including description of the fields)
* Development of the ToR and submission to the Client for approval. Inclusion of the comments and suggestions made by the Client in the final version of the ToR.
* Automation of the functions defined in the point 1, 2 and 3 of the requirements described in the point 2 of the Terms of Reference (hereinafter referred to as Functional Requirements), development, testing (based on the requirement of the Client and participation of his/ her representative), introduction and operation of the module which will ensure creation and registration of a new case (including the entry of the information presented by the beneficiary).

**Phase 2. Complete development, testing, introduction and operation of the system based on the approved ToR (100 days after signing of the Agreement)**

* Automation of functions defined by points 4 to 11 of the functional requirements of this ToR, including:

1. Development, introduction and operation of the module which will ensure the registration of the decision of the Authorized Body on enrollment of the beneficiary in the program (or rejection to enroll the beneficiary in the program), including registration of the reason of rejection in case a decision was made to reject.
2. Development, introduction and operation of a module which ensures the data exchange described in the Agreement.
3. Development, introduction and operation of a module which ensures the formation of the payment lists based on the decisions made and information received from the organizations in order to transfer the amounts of the state support to the relevant accounts, etc.

* Description of the main (standard) reports (composition and content of the information included in the report), development of the forms (mutually agreed with the Client), as well as development, testing, installation and operation the reporting module software.
* Development, introduction and operation of the tool to search (filter) case(s).
* Development of the User manual and training of the staff.

**Phase 3. Warranty service of the system (elimination of the encountered shortcomings, 90 days).**

* Improvement of the encountered shortcomings.
* Completion of technical documents, output codes and transfer to the Client.

**Executor qualifications**

The Executor must meet the following qualification criteria:

* Have at least three similar systems successfully developed / implemented, at least one of which is comparable to the price offered for the system development.
* Have at least 10 permanent employees,
* The turnover of 2019 should be at least the price offered for the development of the system.

**Questions**

Questions or requests for further clarifications should be submitted in writing to the contact person below:

|  |  |
| --- | --- |
| Name of contact person at UNFPA: | *Anna Hovhannisyan, Artur Ishkhanyan* |
| Tel Nº: | *+37410541689, +37410547087* |
| Email address of contact person: | [*hovhannisyan@unfpa.org*](mailto:hovhannisyan@unfpa.org) *;* [*ishkhanyan@unfpa.org*](mailto:ishkhanyan@unfpa.org) |

The deadline for submission of questions is **21 July, 2020***.* Questions will be answered in writing and shared will parties as soon as possible after this deadline.

1. **Content of quotations**

Quotations should be submitted in a single email whenever possible, depending on file size. Quotations must contain:

1. Technical proposal, in response to the requirements outlined in the service requirements / TORs.
2. Price quotation, to be submitted strictly in accordance with the price quotation form.

Both parts of the quotation must be signed by the bidding company’s relevant authority and submitted in PDF format.

1. **Instructions for submission**

Proposals should be prepared based on the guidelines set forth in Section III above, along with a properly filled out and signed price quotation form, and are to be sent by email to the contact person indicated below no later than: **28 July, 2020 at 5:00 PM**.

|  |  |
| --- | --- |
| Name of contact person at UNFPA: | *Manana Mananyan* |
| Email address of contact person: | *procurement.armenia@unfpa.org* |

Please note the following guidelines for electronic submissions:

* The following reference must be included in the email subject line: RFQ Nº UNFPA/ARM/RFQ/2020/006 – To develop information system (software) to ensure implementation of state housing assistance programs, including data exchange with the banks. Proposals, including both technical and financial proposals, that do not contain the correct email subject line may be overlooked by the procurement officer and therefore not considered.
* The total email size may not exceed **20 MB (including email body, encoded attachments and headers)**. Where the technical details are in large electronic files, it is recommended that these be sent separately before the deadline.
* Any quotation submitted will be regarded as an offer by the bidder and does not  
  constitute or imply the acceptance of any quotation by UNFPA. UNFPA is under no obligation to award a contract to any bidder as a result of this RFQ.

1. **Overview of Evaluation Process**

The evaluation will be carried out in a two-step process by an ad-hoc evaluation panel. Technical proposals will be evaluated and scored first, prior to the evaluation and scoring of price quotations

**Technical Evaluation**

Technical proposals will be evaluated based on their responsiveness to the service requirements /TORs listed in Section II and in accordance with the evaluation criteria below.

| **Criteria** | [A] Maximum Points | [B]  Points attained by Bidder | [C]  Weight (%) | [B] x [C] = [D]  Total Points | |
| --- | --- | --- | --- | --- | --- |
| Technical approach, methodology and level of understanding of the objectives of the survey | 100 |  | 20% |  | |
| Work plan/time scales given in the proposal and its adequacy to meet the survey objectives | 100 |  | 15% |  | |
| Professional experience of the staff that will be employed within the development of information system (software) proving demonstrated expertise in social sciences, IT and software development (CVs, etc.) | 100 |  | 25% |  | |
| Specific experience and expertise relevant to the assignment | 100 |  | 20% |  | |
| Profile of the company and relevance to the assignment.   * *General organization’s reputation and expertise in areas of conduction of nation-wide surveys, researches and analysis (20 pts);* * *A minimum of 7 years of relevant experience (20 pts);* * *Experience with similar assignments in Armenian context on development of information system (software) (20 pts).* * *Legally registered in the Republic of Armenia (confirmation)(20 pts).* * *Working experience with UN Agencies and other donor organizations as an advantage (20 pts).* | 100 |  | 20% |  | |
| *Grand Total All Criteria* | 500 |  | 100% |  |

The following scoring scale will be used to ensure objective evaluation:

|  |  |
| --- | --- |
| **Degree to which the Terms of Reference requirements are met based on evidence included in the Bid submitted** | **Points**  **out of 100** |
| Significantly exceeds the requirements | 90 – 100 |
| Exceeds the requirements | 80 – 89 |
| Meets the requirements | 70 – 79 |
| Partially meets the requirements | 1 – 69 |
| Does not meet the requirements or no information provided to assess compliance with the requirements | 0 |

**Financial Evaluation**

Price quotes will be evaluated only for bidders whose technical proposals achieve a minimum score of 70 points in the technical evaluation.

Price quotes will be evaluated based on their responsiveness to the price quote form. The maximum number of points for the price quote is 100, which will be allocated to the lowest total price provided in the quotation. All other price quotes will receive points in inverse proportion according to the following formula:

|  |  |  |
| --- | --- | --- |
| Financial score = | Lowest quote ($) | X 100 (Maximum score) |
| Quote being scored ($) |

## Total score

The total score for each proposal will be the weighted sum of the technical score and the financial score. The maximum total score is 100 points.

|  |
| --- |
| Total score = 70% Technical score + 30% Financial score |

1. **Award Criteria**

UNFPA shall award a Professional Service Contract on a fixed-cost basis to the Bidder that obtain the highest total score.

1. **Right to Vary Requirements at Time of Award**

UNFPA reserves the right at the time of award of contract to increase or decrease by up to 20% the volume of services specified in this RFQ without any change in unit prices or other terms and conditions.

1. **Payment Terms**

UNFPA payment terms are net 30 days upon receipt of invoice and delivery/acceptance of the milestone deliverables linked to payment as specified in the contract.

1. [**Fraud and Corruption**](http://www.unfpa.org/about-procurement#FraudCorruption)

UNFPA is committed to preventing, identifying, and addressing all acts of fraud against UNFPA, as well as against third parties involved in UNFPA activities. UNFPA’s policy regarding fraud and corruption is available here: [Fraud Policy](http://www.unfpa.org/resources/fraud-policy-2009#overlay-context=node/10356/draft). Submission of a proposal implies that the Bidder is aware of this policy.

Suppliers, their subsidiaries, agents, intermediaries and principals must cooperate with the UNFPA Office of Audit and Investigations Services as well as with any other oversight entity authorized by the Executive Director and with the UNFPA Ethics Advisor as and when required.  Such cooperation shall include, but not be limited to, the following: access to all employees, representatives agents and assignees of the vendor; as well as production of all documents requested, including financial records.  Failure to fully cooperate with investigations will be considered sufficient grounds to allow UNFPA to repudiate and terminate the Agreement, and to debar and remove the supplier from UNFPA's list of registered suppliers.

A confidential Anti-Fraud Hotline is available to any Bidder to report suspicious fraudulent activities at [UNFPA Investigation Hotline](http://web2.unfpa.org/help/hotline.cfm).

1. **Zero Tolerance**

UNFPA has adopted a zero-tolerance policy on gifts and hospitality. Suppliers are therefore requested not to send gifts or offer hospitality to UNFPA personnel. Further details on this policy are available here: [Zero Tolerance Policy](http://www.unfpa.org/about-procurement#ZeroTolerance).

1. **RFQ Protest**

Bidder(s) perceiving that they have been unjustly or unfairly treated in connection with a solicitation, evaluation, or award of a contract may submit a complaint to the UNFPA Head of the Business Unit, Mr. Ian McFarlane, Deputy Regional Director EECARO, Country Director for Armenia CO at [mcfarlane@unfpa.org](mailto:mcfarlane@unfpa.org). Should the supplier be unsatisfied with the reply provided by the UNFPA Head of the Business Unit, the supplier may contact the Chief, Procurement Services Branch at [procurement@unfpa.org](mailto:procurement@unfpa.org).

1. **Disclaimer**

Should any of the links in this RFQ document be unavailable or inaccessible for any reason, bidders can contact the Procurement Officer in charge of the procurement to request for them to share a PDF version of such document(s).

PRICE Quotation Form

|  |  |
| --- | --- |
| **Name of Bidder:** |  |
| **Date of the quotation:** | Click here to enter a date. |
| **Request for quotation Nº:** | UNFPA/ARM/RFQ/2020/006 |
| **Currency of quotation :** | AMD |
| **Delivery charges based on the following 2010 Incoterm:** | Choose an item. |
| **Validity of quotation:**  *(The quotation must be valid for a period of at least 3 months after the submission deadline* |  |

* Quoted rates must be **exclusive of all taxes**, since UNFPA is exempt from taxes.

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| Item | Description | Number & Description of Staff by Level | Hourly Rate | Hours to be Committed | Total |
| 1. Professional Fees | | | | | |
|  |  |  |  |  |  |
|  |  |  |  |  |  |
|  |  |  |  |  |  |
| *Total Professional Fees* | | | | | $$ |
| 1. Out-of-Pocket expenses | | | | | |
|  |  |  |  |  |  |
|  |  |  |  |  |  |
| *Total Out of Pocket Expenses* | | | | | $$ |
| ***Total Contract Price***  *(Professional Fees + Out of Pocket Expenses)* | | | | | $$ |

*Vendor’s Comments:*

I hereby certify that the company mentioned above, which I am duly authorized to sign for, has reviewed RFQ UNFPA/ARM/RFQ/2020/001 including all annexes, amendments to the RFQ document (if applicable) and the responses provided by UNFPA on clarification questions from the prospective service providers. Further, the company accepts the General Conditions of Contract for UNFPA and we will abide by this quotation until it expires.

|  |  |  |
| --- | --- | --- |
|  | Click here to enter a date. |  |
| Name and title | Date and place | |

**ANNEX I:**

**General Conditions of Contracts:**

**De Minimis Contracts**

This Request for Quotation is subject to UNFPA’s General Conditions of Contract: De Minimis Contracts, which are available in: [English,](http://www.unfpa.org/resources/unfpa-general-conditions-de-minimis-contracts) [Spanish](http://www.unfpa.org/sites/default/files/resource-pdf/UNFPA%20General%20Conditions%20-%20De%20Minimis%20Contracts%20SP_0.pdf) and [French](http://www.unfpa.org/sites/default/files/resource-pdf/UNFPA%20General%20Conditions%20-%20De%20Minimis%20Contracts%20FR_0.pdf)