



Request for Proposal (RFP)

Date: 24th October 2011

Dear Sir/Madam,

Subject: RFP for Elaboration, Testing, Installation and Support of Computer Monitoring Software for the needs of Glob@l Libraries – Bulgaria Program

1. You are invited to submit a proposal for the **Elaboration, Testing, Installation and Support of Computer Monitoring Software**, as per the enclosed Terms of Reference (TOR).
2. To enable you to submit a proposal, attached are:
 - i. Instructions to Offerors (Annex I)
 - ii. General Conditions of Contract.....(Annex II)
 - iii. Terms of Reference (TOR).....(Annex III)
 - iv. Proposal Submission Form(Annex IV)
 - v. Price Schedule(Annex V)
3. Your offer comprising of technical proposal and financial proposal, in separate sealed envelopes, should reach the following address no later than **25th November 2011, 16.00 hrs.**

United Nations Development Programme (UNDP)
2, Ivan Denkoglu Str., Floor 5
Sofia 1040
Attention: Ms. Maria Zlatareva
Head of Office
4. If you request additional information, we would endeavor to provide information expeditiously, but any delay in providing such information will not be considered a reason for extending the submission date of your proposal.

Yours sincerely,

A handwritten signature in black ink, appearing to be 'Maria Zlatareva', written over a printed name and title.

Maria Zlatareva
Head of Office

Instructions to Offerors

A. Introduction

1. General

Glob@l Libraries – Bulgaria Program (GLB Program) provides easy and equitable access to information, knowledge, communications and electronic services at public libraries countrywide via free use of the Internet and other information and communication technologies (ICT). The GLB Program aims to enable Bulgarian citizens integrate in the global information world, have access to life-long learning and training opportunities, form a more vibrant civil society and enjoy a better quality of life.

GLB Program provides free-of-charge use of ICT equipment and Internet to visitors at 960 target libraries, located in 895 settlements (towns and villages) on the entire national territory. GLB Program intends to support Bulgaria's public libraries in expanding their activities, networking, becoming more attractive to visitors and playing a pronounced local development role.

The successful implementation of the Program requires a system for uninterrupted monitoring of the status and assessment of the results. One important element of this system is the collection of data on usage of the workstations installed at target libraries. This is why GLB Program needs a Computer Monitoring Software, to be designed specifically for the Program purposes and functioning according to GLB Program's specific information demands.

2. Cost of proposal

The Offeror shall bear all costs associated with the preparation and submission of the Proposal, UNDP will in no case be responsible or liable for those costs, regardless of the conduct or outcome of the solicitation.

B. Solicitation Documents

3. Contents of solicitation documents

Proposals must offer services for the total requirement. Proposals offering only part of the requirement will be rejected. The Offeror 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 Offeror's risk and may affect the evaluation of the Proposal.

4. Clarification of solicitation documents

A prospective Offeror requiring any clarification of the solicitation documents may notify UNDP in writing at the organisation's e-mail address: registry.bg@undp.org copying the GLB Program e-mail address office@glbulgaria.net. UNDP will respond in writing to any request for clarification of the solicitation documents that it receives earlier than three days prior to the deadline for the submission of Proposals. Written copies of the organisation's response (including an explanation of the query but without identifying the source of inquiry) will be posted on the UNDP website: www.undp.bg and the GLB Program web portal: www.glbulgaria.bg

5. Amendments of solicitation documents

At any time prior to the deadline for submission of Proposals, UNDP may, for any reason, whether at its own initiative or in response to a clarification requested by a prospective Offeror, modify the solicitation documents by amendment.

Notices for any amendments to the solicitation documents will be posted on the UNDP website (www.undp.bg) and GLB Program website (www.glbulgaria.net).

In order to afford prospective Offerors reasonable time in which to take the amendments into account in preparing their offers, UNDP may, at its discretion, extend the deadline for the submission of Proposals.

C. Preparation of Proposals

6. Language of the proposal

The Proposals prepared by the Offeror and all correspondence and documents relating to the Proposal exchanged by the Offeror and UNDP shall be written in the English language. Any printed literature furnished by the Offeror may be written in Bulgarian language.

7. Documents comprising the proposal

The Proposal shall comprise the following components:

(a) **Proposal Submission Form** – completed based on template (Annex IV);

(b) **Documents establishing the Offeror's administrative eligibility:**

(b).1 For Bulgarian legal entities:

- Court registration;
- VAT registration (if applicable);
- BULSTAT registration or certificate from the Commercial Register under Art. 23 of the Bulgarian Commercial Register Act.

For foreign legal entities:

- certificates of incorporation under the law of the country in which the Offeror is established.

(b).2 Certificate of current legal status of the Offeror issued by the competent authority not earlier than three months of the date of submission of the Proposal.

(b).3 Documentary proof under the law of the country in which the Offeror is established, to show that the Offeror does not have unfulfilled obligations relating to the payment of social security contributions or the payment of taxes in accordance with the legal provisions of the country where they are established.

(b).4 Documentary proof under the law of the country in which the Offeror is established, to show that it is not bankrupt or being wound up/having its affairs administered by the courts.

- (c) **Technical Part of the Proposal**, including documentation to demonstrate that the Offeror meets all requirements;
- (d) **Price Schedule**, completed in accordance with clauses 8 and 9, and as per template provided in Annex V.

8. Technical Part of the Proposal

The Offeror shall structure the Technical Part of the Proposal as follows:

(a) Company Profile and Relevant Experience:

This section should provide corporate information to include the year and state/country of incorporation and a brief description of the Offeror's present activities. It should focus on services related to the Proposal.

This section should also describe the company's relevant experience / projects, as well as the general management approach towards an assignment of this kind. The Offeror should comment on its experience in similar assignments and identify the person(s) representing the Offeror in any future dealing with UNDP. References from clients and listing of relevant contracts to be included.

In addition, the Offeror should fully explain its resources in terms of personnel and facilities necessary for the performance of this requirement.

(b) Methodology and Work Plan:

This section should provide a detailed description of the proposed methodology in accordance with the scope of work, outlined in Annex III – Terms of Reference (TOR). The description shall include details on the essential performance characteristics and shall demonstrate how the proposed methodology meets the TOR requirements.

This section should also provide a detailed Work Plan, as envisaged by the Offeror, in line with the overall TOR requirements.

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 Schedule (Annex V).

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.

Information which the Offeror 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.

9. Proposal prices

The Offeror shall indicate on an appropriate Price Schedule, an example of which is contained in these solicitation documents (Annex V), the prices of services it proposes to supply under the contract.

10. Proposal currencies

All prices shall be quoted in Bulgarian Lev (VAT excluded).

11. Period of validity of proposals

Proposals shall remain valid for hundred and twenty (120) days after the date of Proposal submission prescribed by UNDP, pursuant to the deadline clause. A Proposal valid for a shorter period may be rejected by UNDP on the grounds that it is non-responsive.

In exceptional circumstances, UNDP may solicit the Offeror's consent to an extension of the period of validity. The request and the responses thereto shall be made in writing. An Offeror granting the request will not be required nor permitted to modify its Proposal.

12. Format and signing of proposals

The Offeror shall prepare two copies of the Proposal, clearly marking each "Original Proposal" and "Copy of Proposal" as appropriate. In the event of any discrepancy between them, the original shall govern.

The two copies of the Proposal shall be typed or written in indelible ink and shall be signed by the Offeror or a person or persons duly authorised to bind the Offeror to the contract. The latter authorisation shall be indicated by written power-of-attorney accompanying the Proposal.

A Proposal shall contain no interlineations, erasures, or overwriting except, as necessary to correct errors made by the Offeror, in which case such corrections shall be initialled by the person or persons signing the Proposal.

13. Payment

UNDP shall effect payments to the Contractor after acceptance by UNDP of the invoices submitted by the Contractor upon achievement of the corresponding milestones as per TOR.

D. Submission of Proposals

14. Sealing and marking of proposals

The Offeror shall seal the Proposal in one outer and two inner envelopes, as detailed below.

(a) The outer envelope shall be addressed to:

United Nations Development Programme (UNDP)
2, Ivan Denkoglu Str., Floor 5
Sofia 1040
Attention: Ms. Maria Zlatareva
Head of Office

and marked with:

“RFP: Elaboration, Testing, Installation and Support of Computer Monitoring Software for the needs of Glob@l Libraries – Bulgaria Program”

- (b) Both inner envelopes shall indicate the name and address of the Offeror. The first inner envelope shall contain the information specified in Clause 8 (Technical Part of the Proposal) above, with the copies duly marked “Original” and “Copy”. The second inner envelope shall include the Price Schedule duly identified as such.

If the inner envelopes are not sealed and marked as per the instructions in this clause, UNDP will not assume responsibility for the Proposal’s misplacement or premature opening.

15. Deadline for submission of proposals

Proposals must be received by UNDP at the address specified under clause *Sealing and marking of Proposals* no later than **25th November 2011, 16:00 hrs.**

UNDP may, at its own discretion extend this deadline for the submission of Proposals by amending the solicitation documents in accordance with clause *Amendments of Solicitation Documents*, in which case all rights and obligations of UNDP and Offerors previously subject to the deadline will thereafter be subject to the deadline as extended.

16. Late Proposals

Any Proposal received by UNDP after the deadline for submission of proposals, pursuant to clause *Deadline for the submission of proposals*, will be rejected.

17. Modification and withdrawal of Proposals

The Offeror may withdraw its Proposal after the Proposal’s submission, provided that written notice of the withdrawal is received by UNDP prior to the deadline prescribed for submission of Proposals.

The Offeror’s withdrawal notice shall be prepared, sealed, marked, and dispatched in accordance with the provisions of clause *Deadline for Submission of Proposals*.

No Proposal may be modified subsequent to the deadline for submission of proposals.

No Proposal may be withdrawn in the Interval between the deadline for submission of proposals and the expiration of the period of proposal validity specified by the Offeror on the Proposal Submission Form.

E. Opening and Evaluation of Proposals

18. Opening of proposals

Proposals will be opened in the presence of a Committee, appointed by UNDP.

19. Clarification of proposals

To assist in the examination, evaluation and comparison of Proposals, UNDP may at its discretion, ask the Offeror 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.

20. Preliminary examination

UNDP will examine the Proposals to determine whether they are complete, whether any computational errors have been made, whether the documents have been properly signed, and whether the Proposals are generally in order.

Arithmetical errors will be rectified on the following basis: If there is a discrepancy between the unit price and the total price that is obtained by multiplying the unit price and quantity, the unit price shall prevail and the total price shall be corrected. If the Offeror does not accept the correction of errors, its Proposal will be rejected. If there is a discrepancy between words and figures the amount in words will prevail.

As a pre-condition for evaluation of the Technical Part of the Proposal, UNDP will determine the administrative eligibility of each Proposal based on the documents submitted as per Clause 7 (b) above.

Prior to the detailed evaluation, UNDP will determine the substantial responsiveness of each Proposal to the Request for Proposals (RFP). For purposes of these Clauses, a substantially responsive Proposal is one which conforms to all the terms and conditions of the RFP without material deviations. UNDP's determination of a Proposal's responsiveness is based on the contents of the Proposal itself without recourse to extrinsic evidence.

A Proposal determined as not substantially responsive will be rejected by UNDP and may not subsequently be made responsive by the Offeror by correction of the non-conformity.

21. Evaluation and comparison of proposals

The proposals will be evaluated through a two-stage cumulative analysis, where the total score is obtained upon the combination of weighted technical and financial attributes. A two-stage procedure is utilised in evaluating the proposals:

In the First Stage, an evaluation of the Technical Part of the Proposal is completed prior to any price proposal being opened and compared. The Technical Part of the Proposal is evaluated on the basis of its responsiveness to the Terms of Reference (ToR). The Price Schedule of the Proposal will be opened only for submissions that passed the minimum technical score of 70% of the obtainable score of 100 points in the First Stage of the evaluation.

In the Second Stage, the price proposals of all qualifying Offerors (i.e. those, who have attained a minimum 70% score in the First Stage of the evaluation) will be opened. The contract will be awarded on the basis of a weight scoring system, whereby the technical proposal will have a weight of 0.7 and the price proposal will have a weight of 0.3.

The weighted score will be ascertained based on the formula:

$$B = \frac{C_{low}}{C} (0.3) + \frac{T}{T_{high}} (0.7)$$

where:

C = evaluated proposal price

C_{low} = the lowest of all evaluated proposal prices among responsive proposals

T = the total technical score awarded to the proposal being evaluated

T_{high} = the Technical Score achieved by the proposal scored highest among all responsive proposals

B = final score obtained by the evaluated proposal

Technical Evaluation Criteria

Summary of Technical Proposal Evaluation Forms		Score Weight	Points Obtainable	Company				
				A	B	C	D	E
1.	Company Profile and Relevant Experience	30%	30					
2.	Methodology and Work Plan	70%	70					
Total			100					

Evaluation forms for technical proposals follow. The obtainable number of points specified for each evaluation criterion indicates the relative significance or weight of the item in the overall evaluation process. The Technical Proposal Evaluation Forms are:

Form 1: Company Profile and Relevant Experience

Form 2: Methodology and Work Plan

Technical Proposal Evaluation Form 1		Points obtainable	Company				
			A	B	C	D	...
Company Profile and Relevant Experience							
1.1	Reputation of Company and Staff (Competence / Reliability); General Capability which is likely to affect implementation (i.e. general management approach towards similar assignments, facilities, overall experience and track record, company portfolio)	10					
1.2	Specific Capability for the assignment: Company record in conducting projects of similar scope Letters of reference or other proof of successful experience in the area of the TOR	10					
1.3	Capacity of personnel: General qualifications;	10					

	relevant professional experience in the area of the TOR Knowledge of the specific issues to be addressed						
		30					

Technical Proposal Evaluation Form 2		Points Obtainable	Company / Other Entity				
			A	B	C	D	...
Methodology and Work Plan							
2.1	Understanding of the assignment in general	20					
2.2	Suitability of approach and methodology proposed, important aspects of the assignment addressed in sufficient detail	20					
2.3	Clarity and precision of the methodology	20					
2.4	Logical sequence of activities and realistic planning for efficient implementation of the assignment	10					
		70					

F. Award of Contract

22. Award criteria, award of contract

UNDP reserves the right to accept or reject any Proposal, and to annul the solicitation process and reject all Proposals at any time prior to award of contract, without thereby incurring any liability to the affected Offeror or any obligation to inform the affected Offeror or Offerors of the grounds for this action.

Prior to expiration of the period of proposal validity, UNDP will award the contract to the qualified Offeror whose Proposal after being evaluated is considered to be the most responsive to the needs of the organisation and activity concerned.

23. Signing of the contract

Within 5 business days of receipt of the contract the successful Offeror shall sign and date the contract and return it to UNDP.

24. Vendor protest

Our vendor protest procedure is intended to afford an opportunity to appeal to persons or firms not awarded a purchase order or contract in a competitive procurement process. **It is not available to non-responsive or non-timely proposers/bidders or when all proposals/bids are rejected. In the event that you believe you have not been fairly treated, you can find detailed information about vendor protest procedures in the following link: <http://www.undp.org/procurement/protest.shtml>.**

GENERAL CONDITIONS OF CONTRACT FOR SERVICES

1.0 LEGAL STATUS:

The Contractor shall be considered as having the legal status of an independent contractor vis-à-vis the United Nations Development Programme (UNDP). The Contractor's personnel and sub-contractors shall not be considered in any respect as being the employees or agents of UNDP or the United Nations.

2.0 SOURCE OF INSTRUCTIONS:

The Contractor shall neither seek nor accept instructions from any authority external to UNDP in connection with the performance of its services under this Contract. The Contractor shall refrain from any action that may adversely affect UNDP or the United Nations and shall fulfill its commitments with the fullest regard to the interests of UNDP.

3.0 CONTRACTOR'S RESPONSIBILITY FOR EMPLOYEES:

The Contractor shall be responsible for the professional and technical competence of its employees and will select, for work under this Contract, reliable individuals who will perform effectively in the implementation of this Contract, respect the local customs, and conform to a high standard of moral and ethical conduct.

4.0 ASSIGNMENT:

The Contractor shall not assign, transfer, pledge or make other disposition of this Contract or any part thereof, or any of the Contractor's rights, claims or obligations under this Contract except with the prior written consent of UNDP.

5.0 SUB-CONTRACTING:

In the event the Contractor requires the services of sub-contractors, the Contractor shall obtain the prior written approval and clearance of UNDP for all sub-contractors. The approval of UNDP of a sub-contractor shall not relieve the Contractor of any of its obligations under this Contract. The terms of any sub-contract shall be subject to and conform to the provisions of this Contract.

6.0 OFFICIALS NOT TO BENEFIT:

The Contractor warrants that no official of UNDP or the United Nations has received or will be offered by the Contractor any direct or indirect benefit arising from this Contract or the award thereof. The Contractor agrees that breach of this provision is a breach of an essential term of this Contract.

7.0 INDEMNIFICATION:

The Contractor shall indemnify, hold and save harmless, and defend, at its own expense, UNDP, its officials, agents, servants and employees from and against all suits, claims, demands, and liability of any nature or kind, including their costs and expenses, arising out of acts or omissions of the Contractor, or

the Contractor's employees, officers, agents or sub-contractors, in the performance of this Contract. This provision shall extend, inter alia, to claims and liability in the nature of workmen's compensation, products liability and liability arising out of the use of patented inventions or devices, copyrighted material or other intellectual property by the Contractor, its employees, officers, agents, servants or sub-contractors. The obligations under this Article do not lapse upon termination of this Contract.

8.0 INSURANCE AND LIABILITIES TO THIRD PARTIES:

8.1 The Contractor shall provide and thereafter maintain insurance against all risks in respect of its property and any equipment used for the execution of this Contract.

8.2 The Contractor shall provide and thereafter maintain all appropriate workmen's compensation insurance, or the equivalent, with respect to its employees to cover claims for personal injury or death in connection with this Contract.

8.3 The Contractor shall also provide and thereafter maintain liability insurance in an adequate amount to cover third party claims for death or bodily injury, or loss of or damage to property, arising from or in connection with the provision of services under this Contract or the operation of any vehicles, boats, airplanes or other equipment owned or leased by the Contractor or its agents, servants, employees or sub-contractors performing work or services in connection with this Contract.

8.4 Except for the workmen's compensation insurance, the insurance policies under this Article shall:

8.4.1 Name UNDP as additional insured;

8.4.2 Include a waiver of subrogation of the Contractor's rights to the insurance carrier against the UNDP;

8.4.3 Provide that the UNDP shall receive thirty (30) days written notice from the insurers prior to any cancellation or change of coverage.

8.5 The Contractor shall, upon request, provide the UNDP with satisfactory evidence of the insurance required under this Article.

9.0 ENCUMBRANCES/LIENS:

The Contractor shall not cause or permit any lien, attachment or other encumbrance by any person to be placed on file or to remain on file in any public office or on file with the UNDP against any monies due or to become due for any work done or materials furnished under this Contract, or by reason of any other claim or demand against the Contractor.

10.0 TITLE TO EQUIPMENT:

Title to any equipment and supplies that may be furnished by UNDP shall rest with UNDP and any such equipment shall be returned to UNDP at the conclusion of this Contract or when no longer needed by the Contractor. Such equipment, when returned to UNDP, shall be in the same condition as when delivered to the Contractor, subject to normal wear and tear. The Contractor shall be liable to compensate UNDP for equipment determined to be damaged or degraded beyond normal wear and tear.

11.0 COPYRIGHT, PATENTS AND OTHER PROPRIETARY RIGHTS:

11.1 Except as is otherwise expressly provided in writing in the Contract, the UNDP shall be entitled to all intellectual property and other proprietary rights including, but not limited to, patents, copyrights, and trademarks, with regard to products, processes, inventions, ideas, know-how, or documents and other materials which the Contractor has developed for the UNDP under the Contract and which bear a direct relation to or are produced or prepared or collected in consequence of, or during the course of, the performance of the Contract, and the Contractor acknowledges and agrees that such products, documents and other materials constitute works made for hire for the UNDP.

11.2 To the extent that any such intellectual property or other proprietary rights consist of any intellectual property or other proprietary rights of the Contractor: (i) that pre-existed the performance by the Contractor of its obligations under the Contract, or (ii) that the Contractor may develop or acquire, or may have developed or acquired, independently of the performance of its obligations under the Contract, the UNDP does not and shall not claim any ownership interest thereto, and the Contractor grants to the UNDP a perpetual license to use such intellectual property or other proprietary right solely for the purposes of and in accordance with the requirements of the Contract.

11.3 At the request of the UNDP; the Contractor shall take all necessary steps, execute all necessary documents and generally assist in securing such proprietary rights and transferring or licensing them to the UNDP in compliance with the requirements of the applicable law and of the Contract.

11.4 Subject to the foregoing provisions, all maps, drawings, photographs, mosaics, plans, reports, estimates, recommendations, documents, and all other data compiled by or received by the Contractor under the Contract shall be the property of the UNDP, shall be made available for use or inspection by the UNDP at reasonable times and in reasonable places, shall be treated as confidential, and shall be delivered only to UNDP authorized officials on completion of work under the Contract.

12.0 USE OF NAME, EMBLEM OR OFFICIAL SEAL OF UNDP OR THE UNITED NATIONS:

The Contractor shall not advertise or otherwise make public the fact that it is a Contractor with UNDP, nor shall the Contractor, in any manner whatsoever use the name, emblem or official seal of UNDP or THE United Nations, or any abbreviation of the name of UNDP or United Nations in connection with its business or otherwise.

13.0 CONFIDENTIAL NATURE OF DOCUMENTS AND INFORMATION:

Information and data that is considered proprietary by either Party and that is delivered or disclosed by one Party ("Discloser") to the other Party ("Recipient") during the course of performance of the Contract, and that is designated as confidential ("Information"), shall be held in confidence by that Party and shall be handled as follows:

13.1 The recipient ("Recipient") of such information shall:

13.1.1 use the same care and discretion to avoid disclosure, publication or dissemination of the Discloser's Information as it uses with its own similar information that it does not wish to disclose, publish or disseminate; and,

13.1.2 use the Discloser's Information solely for the purpose for which it was disclosed.

13.2 Provided that the Recipient has a written agreement with the following persons or entities requiring them to treat the Information confidential in accordance with the Contract and this Article 13, the Recipient may disclose Information to:

13.2.1 any other party with the Discloser's prior written consent; and,

13.2.2 the Recipient's employees, officials, representatives and agents who have a need to know such Information for purposes of performing obligations under the Contract, and employees officials, representatives and agents of any legal entity that it controls, controls it, or with which it is under common control, who have a need to know such Information for purposes of performing obligations under the Contract, provided that, for these purposes a controlled legal entity means:

13.2.2.1 a corporate entity in which the Party owns or otherwise controls, whether directly or indirectly, over fifty percent (50%) of voting shares thereof; or,

13.2.2.2 any entity over which the Party exercises effective managerial control; or,

13.2.2.3 for the UNDP, an affiliated Fund such as UNCDF, UNIFEM and UNV.

13.3 The Contractor may disclose Information to the extent required by law, provided that, subject to and without any waiver of the privileges and immunities of the United Nations, the Contractor will give the UNDP sufficient prior notice of a request for the disclosure of Information in order to allow the UNDP to have a reasonable opportunity to take protective measures or such other action as may be appropriate before any such disclosure is made.

13.4 The UNDP may disclose Information to the extent as required pursuant to the Charter of the UN, resolutions or regulations of the General Assembly, or rules promulgated by the Secretary-General.

13.5 The Recipient shall not be precluded from disclosing Information that is obtained by the Recipient from a third party without restriction, is disclosed by the Discloser to a third party without any obligation of confidentiality, is previously known by the Recipient, or at any time is developed by the Recipient completely independently of any disclosures hereunder.

13.6 These obligations and restrictions of confidentiality shall be effective during the term of the Contract, including any extension thereof, and, unless otherwise provided in the Contract, shall remain effective following any termination of the Contract.

14.0 FORCE MAJEURE; OTHER CHANGES IN CONDITIONS

14.1 In the event of and as soon as possible after the occurrence of any cause constituting force majeure, the Contractor shall give notice and full particulars in writing to the UNDP, of such occurrence or change if the Contractor is thereby rendered unable, wholly or in part, to perform its obligations and meet its responsibilities under this Contract. The Contractor shall also notify the UNDP of any other changes in conditions or the occurrence of any event that interferes or threatens to interfere with its performance of this Contract. On receipt of the notice required under this Article, the UNDP shall take such action as, in its sole discretion; it considers to be appropriate or necessary in the circumstances, including the granting to the Contractor of a reasonable extension of time in which to perform its obligations under this Contract.

14.2 If the Contractor is rendered permanently unable, wholly, or in part, by reason of force majeure to perform its obligations and meet its responsibilities under this Contract, the UNDP shall have the right to

suspend or terminate this Contract on the same terms and conditions as are provided for in Article 15, "Termination", except that the period of notice shall be seven (7) days instead of thirty (30) days.

14.3 Force majeure as used in this Article means acts of God, war (whether declared or not), invasion, revolution, insurrection, or other acts of a similar nature or force.

14.4 The Contractor acknowledges and agrees that, with respect to any obligations under the Contract that the Contractor must perform in or for any areas in which the UNDP is engaged in, preparing to engage in, or disengaging from any peacekeeping, humanitarian or similar operations, any delays or failure to perform such obligations arising from or relating to harsh conditions within such areas or to any incidents of civil unrest occurring in such areas shall not, in and of itself, constitute force majeure under the Contract.

15.0 TERMINATION

15.1 Either party may terminate this Contract for cause, in whole or in part, upon thirty (30) days notice, in writing, to the other party. The initiation of arbitral proceedings in accordance with Article 16.2 ("Arbitration"), below, shall not be deemed a termination of this Contract.

15.2 UNDP reserves the right to terminate without cause this Contract at any time upon 15 days prior written notice to the Contractor, in which case UNDP shall reimburse the Contractor for all reasonable costs incurred by the Contractor prior to receipt of the notice of termination.

15.3 In the event of any termination by UNDP under this Article, no payment shall be due from UNDP to the Contractor except for work and services satisfactorily performed in conformity with the express terms of this Contract.

15.4 Should the Contractor be adjudged bankrupt, or be liquidated or become insolvent, or should the Contractor make an assignment for the benefit of its creditors, or should a Receiver be appointed on account of the insolvency of the Contractor, the UNDP may, without prejudice to any other right or remedy it may have under the terms of these conditions, terminate this Contract forthwith. The Contractor shall immediately inform the UNDP of the occurrence of any of the above events.

16.0 SETTLEMENT OF DISPUTES

16.1 Amicable Settlement: The Parties shall use their best efforts to settle amicably any dispute, controversy or claim arising out of this Contract or the breach, termination or invalidity thereof. Where the parties wish to seek such an amicable settlement through conciliation, the conciliation shall take place in accordance with the UNCITRAL Conciliation Rules then obtaining, or according to such other procedure as may be agreed between the parties.

16.2 Arbitration: Any dispute, controversy, or claim between the Parties arising out of the Contract or the breach, termination, or invalidity thereof, unless settled amicably under Article 16.1, above, within sixty (60) days after receipt by one Party of the other Party's written request for such amicable settlement, shall be referred by either Party to arbitration in accordance with the UNCITRAL Arbitration Rules then obtaining. The decisions of the arbitral tribunal shall be based on general principles of international commercial law. For all evidentiary questions, the arbitral tribunal shall be guided by the Supplementary Rules Governing the Presentation and Reception of Evidence in International Commercial Arbitration of the International Bar Association, 28 May 1983 edition. The arbitral tribunal shall be empowered to order the return or destruction of goods or any property, whether tangible or intangible, or of any confidential information provided under the Contract, order the termination of the Contract, or order that any other

protective measures be taken with respect to the goods, services or any other property, whether tangible or intangible, or of any confidential information provided under the Contract, as appropriate, all in accordance with the authority of the arbitral tribunal pursuant to Article 26 ("Interim Measures of Protection") and Article 32 ("Form and Effect of the Award") of the UNCITRAL Arbitration Rules. The arbitral tribunal shall have no authority to award punitive damages. In addition, unless otherwise expressly provided in the Contract, the arbitral tribunal shall have no authority to award interest in excess of the London Inter-Bank Offered Rate ("LIBOR") then prevailing, and any such interest shall be simple interest only. The Parties shall be bound by any arbitration award rendered as a result of such arbitration as the final adjudication of any such dispute, controversy, or claim.

17.0 PRIVILEGES AND IMMUNITIES:

Nothing in or relating to this Contract shall be deemed a waiver, express or implied, of any of the privileges and immunities of the United Nations, including its subsidiary organs.

18.0 TAX EXEMPTION

18.1 Section 7 of the Convention on the Privileges and Immunities of the United Nations provides, inter-alia that the United Nations, including its subsidiary organs, is exempt from all direct taxes, except charges for public utility services, and is exempt from customs duties and charges of a similar nature in respect of articles imported or exported for its official use. In the event any governmental authority refuses to recognize the United Nations exemption from such taxes, duties or charges, the Contractor shall immediately consult with the UNDP to determine a mutually acceptable procedure.

18.2 Accordingly, the Contractor authorizes UNDP to deduct from the Contractor's invoice any amount representing such taxes, duties or charges, unless the Contractor has consulted with the UNDP before the payment thereof and the UNDP has, in each instance, specifically authorized the Contractor to pay such taxes, duties or charges under protest. In that event, the Contractor shall provide the UNDP with written evidence that payment of such taxes, duties or charges has been made and appropriately authorized.

19.0 CHILD LABOUR

19.1 The Contractor represents and warrants that neither it, nor any of its suppliers is engaged in any practice inconsistent with the rights set forth in the Convention on the Rights of the Child, including Article 32 thereof, which, inter alia, requires that a child shall be protected from performing any work that is likely to be hazardous or to interfere with the child's education, or to be harmful to the child's health or physical mental, spiritual, moral or social development.

19.2 Any breach of this representation and warranty shall entitle UNDP to terminate this Contract immediately upon notice to the Contractor, at no cost to UNDP.

20.0 MINES:

20.1 The Contractor represents and warrants that neither it nor any of its suppliers is actively and directly engaged in patent activities, development, assembly, production, trade or manufacture of mines or in such activities in respect of components primarily utilized in the manufacture of Mines. The term "Mines" means those devices defined in Article 2, Paragraphs 1, 4 and 5 of Protocol II annexed to the Convention on Prohibitions and Restrictions on the Use of Certain Conventional Weapons Which May Be Deemed to Be Excessively Injurious or to Have Indiscriminate Effects of 1980.

20.2 Any breach of this representation and warranty shall entitle UNDP to terminate this Contract immediately upon notice to the Contractor, without any liability for termination charges or any other liability of any kind of UNDP.

21.0 OBSERVANCE OF THE LAW:

The Contractor shall comply with all laws, ordinances, rules, and regulations bearing upon the performance of its obligations under the terms of this Contract.

22.0 SEXUAL EXPLOITATION:

22.1 The Contractor shall take all appropriate measures to prevent sexual exploitation or abuse of anyone by it or by any of its employees or any other persons who may be engaged by the Contractor to perform any services under the Contract. For these purposes, sexual activity with any person less than eighteen years of age, regardless of any laws relating to consent, shall constitute the sexual exploitation and abuse of such person. In addition, the Contractor shall refrain from, and shall take all appropriate measures to prohibit its employees or other persons engaged by it from, exchanging any money, goods, services, offers of employment or other things of value, for sexual favors or activities, or from engaging in any sexual activities that are exploitive or degrading to any person. The Contractor acknowledges and agrees that the provisions hereof constitute an essential term of the Contract and that any breach of this representation and warranty shall entitle UNDP to terminate the Contract immediately upon notice to the Contractor, without any liability for termination charges or any other liability of any kind.

22.2 The UNDP shall not apply the foregoing standard relating to age in any case in which the Contractor's personnel or any other person who may be engaged by the Contractor to perform any services under the Contract is married to the person less than the age of eighteen years with whom sexual activity has occurred and in which such marriage is recognized as valid under the laws of the country of citizenship of such Contractor's personnel or such other person who may be engaged by the Contractor to perform any services under the Contract.

23.0 AUTHORITY TO MODIFY:

Pursuant to the Financial Regulations and Rules of UNDP, only the UNDP Authorized Official possesses the authority to agree on behalf of UNDP to any modification of or change in this Agreement, to a waiver of any of its provisions or to any additional contractual relationship of any kind with the Contractor. Accordingly, no modification or change in this Contract shall be valid and enforceable against UNDP unless provided by an amendment to this Agreement signed by the Contractor and jointly by the UNDP Authorized Official.

TERMS OF REFERENCE (TOR)

- Assignment:** Computer Monitoring Software
- Elaboration, Testing, Installation and Support
- Timeframe:** 1 January 2012 – 31 December 2013
- Contractual arrangement:** Contract for Services with UNDP
- Competitive selection method:** Request for Proposal (legal entities)

I. BACKGROUND INFORMATION

Glob@l Libraries – Bulgaria (www.glbulgaria.bg) provides easy and equitable access to information, knowledge, communications and electronic services at public libraries countrywide via free use of the Internet and other information and communication technologies (ICT). The GLB program aims to enable Bulgarian citizens integrate in the global information world, have access to life-long learning and training opportunities, form a more vibrant civil society and enjoy a better quality of life.

GLB provides free-of-charge use of ICT equipment and Internet to visitors at its target libraries, located in 895 settlements (towns and villages) on the entire national territory. Approximately 3,000 librarians will be trained in computer literacy, library service delivery, library management and soft skills. GLB intends to support Bulgaria's public libraries in expanding their activities, networking, becoming more attractive to visitors and playing a pronounced local development role.

A total of 960 GLB target libraries have been selected in three stages – 2009, 2010 and 2011. ICT equipment and Internet for public use and for librarians is operational at 805 of them as of June 2011. By end-2011, all 960 target libraries will have their ICT equipment and Internet installed and functioning. See *TOR Appendix 1* for details on the number of computers, equipment packages and hardware / software parameters.

Currently, the GLB target libraries are connected to the Internet by different providers, independent from each other. Centralized IT infrastructure may be in place in the future.

The successful implementation of the program requires a system for uninterrupted monitoring of the status and assessment of the results. One important element of this system is the collection of data on usage of the workstations installed at target libraries. This is why GLB needs a Computer Monitoring Software, to be designed specifically for the program purposes and functioning according to GLB's concrete and immediate information demands.

II. OBJECTIVES OF THE ASSIGNMENT

Design and implement an instrument for automatic monitoring of network performance (usage rate) and basic activities performed by users at the workstations installed by GLB at the target libraries. This system in the form of Computer Monitoring Software (CMS) shall be elaborated, installed and configured on each one of the 4,900+ GLB workstations (including 178 laptops), in order to effect daily and monthly collection of information on the usage of GLB computers. The types of information to be extracted shall be generic - not attributable to any concrete physical or legal person.

The CMS instrument is regarded by the Ministry of Culture as an interim tool, which will be revisited in the future in the context of two factors that are currently not in place: (1) centralized infrastructure solution for the GLB target libraries and (2) introduction of a system for electronic reader's cards at all public libraries in Bulgaria. The CMS, as described herein, shall equip decision-makers at the national and EU levels with a tool to advocate for inclusion of public libraries in the next EU programming cycle (2014-2020).

III. TERMS FOR PROVISION OF THE SERVICES / LINES OF REPORTING

The incumbent shall work in close consultation and under the direct instructions of the IT Manager and of the Monitoring and Impact Manager at the GLB Program Management Unit (PMU) in Sofia. The incumbent shall report to the GLB Program Manager.

IV. SCOPE OF WORK / TIMEFRAME / DELIVERABLES

IV.1 CMS elaboration observing the following requirements:

The CMS shall monitor and collect data for the "visitor" profile¹. The incumbent shall elaborate the CMS observing the following requirements:

CMS definition: Software solution enabling data collection, data aggregation and visualization of the GLB target libraries computer usage.

CMS components: The solution shall include a client-based component, a server-based component and user interface for visualization and administration (interface).

The client-based component shall be installed on all GLB computers spread across 960 libraries located in 895 settlements nationwide.

¹ Each GLB workstation is installed with 3 default user profiles: 1. "administrator" – member of the administrators group that has the highest-level rights for administrative purposes; 2. "librarian" – member of the power users group of librarians; 3. "visitor" – member of the users group of library visitors with restricted rights. Users from the third group are prevented from making accidental or intentional system-wide changes and can run most applications and save data only to their profile directory (most such data is deleted after 10 days). Each library visitor willing to use a PC for Internet or other purposes can use only the "visitor" profile to log in.

The server-based component shall be installed and hosted on centrally located hardware provided by GLB (*TOR Appendix 1, point 5 below*).

Data collected through the client-based component must be sent and stored on the central server-based location in a database (DB). The information in the DB as well as reports derived from the DB must be exportable, including to MS Excel.

The on-line log-on / password protected interface must serve as a tool for administration and visualization of the information in the DB.

CMS functionalities:

The CMS shall function through the Internet regardless of the number and type of Internet providers used by the PMU and target libraries. The CMS shall enable data collection regardless of the availability of Internet connection on each individual workstation.

The CMS shall enable DB back-ups, as well as DB extraction and aggregation of information - different types of data reports, as described below.

The administration and visualization of information obtained through the CMS shall be effected through an on-line log-on / password protected interface. The design of the interface shall be elaborated under the instructions of the Monitoring and Impact Manager and the IT Manager at the GLB Program Management Unit (PMU) in Sofia.

Types of information to be collected through the CMS:

- computer status - workstation “switched on” / “switched off”
- computer “switched on” status - “idle” / “visitor profile logged-in”
- Internet connection availability (for computer “switched on” status)
- MS applications usage (number of daily started sessions of: MS Project, MS Visio; MS Office Excel, Word and Power Point)
- total number of “visitor” log-ins
- Internet connection speed (international peering) for each target library.

Types of data to visualize:

- Total number of computers and number of computers in status mode switched off / switched on, as well as number of computers switched on in active mode / switched on in idle mode - for a set time interval (60 min segments as a minimum) for the following categories: for each library; by district; countrywide
- Total number of computers for each library and number of computers switched on without Internet connection for 24 hours and more countrywide per day
- Computers switched on without Internet connection and the period without connectivity on a monthly basis countrywide

- Number of “visitor” log-ins per computer for each library per day/week/month/year
- Total number of “visitor” log-ins per day/week/month/year for the following categories: for each library; by district; countrywide
- Number of “visitor” log-ins for a set time interval (60 minutes segment minimum and 12 months maximum) by library/ district/ countrywide.
- Number of daily started sessions of: MS Project, MS Visio; MS Office Excel, Word and Power Point for each library per day/week/month/year
- Total number of countrywide started sessions of: MS Project, MS Visio; MS Office Excel, Word and Power Point per day/week/month/year
- Internet connection speed (international peering) for each target library per day.

Data Reports to obtain through the CMS:

The data reports to be obtained by the PMU through the interface shall contain the above-listed types of data filtered by:

- library ID, settlement, municipality, district
- computer status – switched on / off; idle / active; Internet connected / not connected
- Internet connection speed (international peering) for each target library per day
- date and time (60 min segments)
- period (daily / monthly / yearly)
- combination of the above-listed filters.

The final list of data filters shall be completed with the design of the interface.

GLB workstations identification:

Each computer has a unique identification name: “GLBGxxxxPCyy” showing:

- number in the program’s database – “xxxx”
(these IDs are unique identifiers for each target library)
- number within the group of computers at the specific library – “yy”
(continuous from 01 to last)

For laptops, the name structure is: GLBGxxxxLT01.

The CMS shall extract data for each specific workstation. This data shall be unambiguously related to the unique identification name and respective time-period.

CMS Launch:

The CMS shall be installed and operational on all GLB workstations and in all its components not later than 1 April 2012.

IV.2 CMS testing and problem fixing

CMS testing:

First Test

The server-based component and the respective necessary configuration in its entirety shall be finalized in test environment. The client-based component for all workstations at 7 selected libraries (one representative library for each ICT package) shall be installed and configured. The first test shall be deemed satisfactory after feedback from the PMU, adjustments / troubleshooting on the side of the incumbent and written approval by the PMU.

The CMS First Test Solution shall be ready for installation and testing within 4 (four) weeks from contract signature.

Second Test

The server-based component and the respective necessary configuration in its entirety shall be finalized on the PMU server. The client-based component for all the workstations at 70 libraries (ten from each of the seven packages) shall be installed and configured. The second test shall be deemed satisfactory after feedback from the PMU, adjustments / troubleshooting on the side of the incumbent and written approval by the PMU.

Interface Design and Testing

The interface design shall be ready and the interface test shall be completed and deemed satisfactory after feedback from the PMU by the time of completion of the First Test of the CMS.

The CMS testing, including First Test, Second Test and Interface Test, shall be completed by 31 March 2012.

CMS problem fixing:

In the case of malfunction of the CMS or of any of its components during the testing phase (First Test, Second Test or Interface Test), the problem(s) shall be fixed with no additional costs to UNDP. Such problem fixing shall be a pre-requisite for PMU approval of the tests.

In the case of malfunction of the CMS, after CMS installation is finalized on all workstations, the problem(s) shall be fixed by the incumbent as part of the CMS system support.

IV.3 CMS installation

The server-based component shall be installed and configured by the incumbent. Any necessary software (server, DB, other) must be provided, installed and configured by the incumbent without additional costs to UNDP.

The client-based component shall be installed and configured on each GLB workstation by the incumbent on-site or remotely.

If there is a problem with the computer name prior to installation of the client-based CMS component (i.e. the computer name is not GLBGxxxxPCyy, in line with the naming convention and the PMU's inventory list), it must be changed to match the correct name before installation is resumed.

IV.4 CMS support

The incumbent shall provide CMS system support, including computer and server installations, from successful completion of First Test, Second Test, Interface Test and CMS installation to 31 December 2013.

The CMS support includes fixing any problems in the configuration and normal operation of the CMS system in all its components.

IV.5 CMS usage training for PMU representatives

The incumbent shall train up to 5 (five) PMU representatives in CMS usage – initial version, as well as any upgraded version(s) as needed.

IV.6 CMS functional upgrades

Throughout the assignment, the incumbent may be requested by UNDP to design, test, install and support additional components / upgrades of the CMS.

Functional upgrades may entail one or a combination of the following assignments:

- upgrade / new component on the server;
- upgrade / new component on workstations;
- upgrade / new component of the CMS in its entirety.

The incumbent shall undertake functional upgrades based on written agreement with UNDP upon signing a contract amendment.

IV.7 CMS documentation

The purpose of provision by the incumbent of CMS documentation to the PMU is to enable the PMU to use and further develop the CMS independently.

The incumbent shall deliver to the PMU the following documents in their entirety, including in relation to any modules, add-ins or plug-ins that the CMS may have:

- (1) source code;
- (2) technical documentation related to the CMS set-up, contents and functionalities;
- (3) administrator's manual and applicable guidelines;
- (4) user's manual.

The PMU reserves the right to request from the incumbent any additional CMS documentation that is deemed necessary.

V. INPUTS FROM THE GLOB@L LIBRARIES – BULGARIA PMU

1. Clarification / coordination meetings throughout the assignment of CMS design, testing, installation and operations, as requested by the incumbent and/or the PMU
2. GLB database of target libraries (library ID numbers, location by settlement, municipality and district, ICT package, contacts, etc.)
3. Remote access to the workstations at target libraries - TeamViewer installed on all computers.
4. Other information regarding the target libraries / the GLB program as requested by the incumbent.

VI. TERMS OF PAYMENT

30% of the total contract amount - upon successful completion of the CMS testing (First Test, Second Test and Interface Test), certified by the PMU IT Manager and the PMU Monitoring and Impact Manager, and cleared by the Program Manager;

50% of the total contract amount – upon installation of the CMS on all GLB computers and on the GLB server, certified by the PMU IT Manager and the PMU Monitoring and Impact Manager, and cleared by the Program Manager;

10% of the total contract amount – upon satisfactory execution of the assignment as of 31 December 2012, certified by the PMU IT Manager and the PMU Monitoring and Impact Manager, and cleared by the Program Manager.

10% of the total contract amount – upon satisfactory completion of the assignment in its entirety, certified by the PMU IT Manager and the PMU Monitoring and Impact Manager, and cleared by the Program Manager.

Payment for functional upgrades

Functional upgrades as per Point IV.6 above shall be contracted and paid separately, up and above the initially agreed total contract amount. Such additional payments shall be based on signature of a contract amendment with UNDP.

Additional payments shall be effected upon satisfactory completion of the functional upgrade and delivery of the corresponding CMS documentation (as per IV.7 above), certified by the PMU IT Manager and the PMU Monitoring and Impact Manager, and cleared by the Program Manager.

Number of computers, equipment packages, hardware / software parameters and server hosting

1. Number of computers

Stage 2009 – 2,897 desktops and 157 laptops

Stage 2010 – 1,339 desktops and 20 laptops

Stage 2011 – 521 desktops and 1 laptop

2. Equipment packages

Package No	Type of library	ICT Equipment	Number of Libraries/Packages - Stage 2009	Number of Libraries/Packages - Stage 2010	Number of Libraries/Packages - Stage 2011
	District libraries, planned to act as coordination and training units under the program	1 Laptop 24 Desktops 1 Server 1 Color Printer 1 Multifunctional Printer Type A 1 Projector, screen and stand 1 Router 2 Switches Type C	27	0	0
	Libraries in settlements with population over 5,000 people and available space at least 36 sq.m. Can act as training units.	1 Laptop 13 Desktops 1 Color Printer 1 Multifunctional Printer Type A 1 Projector, screen and stand 1 Router 1 Switch Type C	42	6	0
	Libraries in settlements with population between 2,000 and 5,000 people and available space at least 24 sq.m.	1 Laptop 6 Desktops 1 Multifunctional Printer Type B 1 Projector, screen and stand 1 Router 1 Switch Type B	88	14	1
	Libraries in settlements with population between 1,000 – 2,000 people and space at least 18 sq. m.	5 Desktops 1 Multifunctional Printer Type B 1 Projector, screen and stand 1 Router 1 Switch Type B	128	70	27
	Libraries in settlements with population below 1,000 people and space at least 12 sq. m.	4 Desktops 1 Multifunctional Printer Type B 1 Router 1 Switch Type A	25	41	5
	Libraries in settlements with population below 1,000 people and space at least 12 sq. m.	3 Desktops 1 Multifunctional Printer Type B 1 Projector, screen and stand 1 Router 1 Switch Type A	110	158	120
	Libraries with space from 6 to 11 sq. m. regardless of population size	3 Desktops 1 Multifunctional Printer Type B 1 Router 1 Switch Type A	35	63	0

Package No.	Type of library	ICT Equipment	Number of Libraries/Packages - Stage 2009	Number of Libraries/Packages - Stage 2010	Number of Libraries/Packages - Stage 2011
Totals			455	352	153

3. Hardware parameters

1	Laptop – HP 4525s	Processor (may be with higher performance)	AMD Athlon™ II Dual-Core Processor P320 (2.1GHz, 64-bit, 1066 GHz)
		Memory (may be with higher performance)	2 GB DDR3 1066MHz
		Hard Disk Size (may be with higher performance)	250 GB
		Display size	LCD 15.6"
		Optical Device	DVD±RW
		Operating System	Microsoft Windows7
		USB 2.0 slots	3 USB 2.0 ports
		LAN port and speed	Integrated RJ-45, 10/100/1000
		Wireless capability	Integrated 802.11b/g/n
2	Desktop – HP Compaq 6005 Pro SFF PC	Processor (may be with higher performance)	Single processor with two cores - AMD Athlon II X2 215 Processor (2.7 GHz, 2MB L2 cache, HT bus 3.0, FSB 1333MHz)
		Memory (may be with higher performance)	3GB, 1333MHz DDR3
		Hard Disk Size (may be with higher performance)	250 GB
		Case Size	Small Form Factor
		Optical Device	DVD±RW
		Operating System	None (Microsoft Windows7 shall be provided by UNDP)
		Operating System and Peripherals Compatibility	Microsoft Windows 7
		USB 2.0 slots	10 USB 2.0 Slots (4 front, 6 rear)
		LAN port and speed	Integrated RJ-45, 10/100/1000

3	Router – D-Link DSL/Cable Router with 4 Port 10/100 Switch, p/n: DIR-100	WAN port	RJ45, 10/100BASE-TX Ethernet WAN port
		Switch ports at least	4 x RJ45, 10/100BASE-TX Ethernet ports
		Minimal Features	NAT, DHCP, Firewall
		Management	WEB-based
		Ports standard	Ethernet 10/100

4. Software parameters – identical for all workstations

Operating system: Microsoft Windows 7 Enterprise

MS Applications: Microsoft Office Professional Plus 2007; Microsoft Office Multi-Language Pack 2007; Microsoft Visio Professional 2010; Microsoft Project Professional 2010; Microsoft Security Essentials

Internet browsers: Google Chrome; Opera; Mozilla Firefox; Apple Safari

Chat: Skype

WEB applications support: Java Runtime Environment; Microsoft.NET Framework

File readers: Adobe Reader; Adobe Flash Player; 7 RAR for Windows

5. Server hosting

The incumbent may use either of the two host options below. Prior to final installation on the GLB hosted server, the incumbent must inform the PMU of the requirements that must be met.

Host.bg

Disk space: 90 GB
 Monthly traffic: 9 TB
 Subdomains: 9999
 MySQL databases: 90
 PostgreSQL databases: not supported
 E-mail accounts: 900
 FTP accounts: 200

ICN

Disk space: 100 GB (can be upgraded to unlimited)
 Monthly traffic: unlimited
 Subdomains: unlimited
 MySQL/PostgreSQL databases: unlimited
 E-mail accounts: unlimited
 FTP accounts: unlimited

PROPOSAL SUBMISSION FORM

Dear Ms. Zlatareva,

Having examined the solicitation documents, the receipt of which is hereby duly acknowledged, we, the undersigned, offer to provide Professional services for the **Elaboration, Testing, Installation and Support of Computer Monitoring Software for the needs of Glob@l Libraries – Bulgaria Program** for the sum as may be ascertained in accordance with the 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 120 days from the date fixed for opening of Proposals in the Invitation for Proposal, and it shall remain binding upon us and may be accepted at any time before the expiration of that period.

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

Dated this day /month of year

Signature

(In the capacity of)

Duly authorised to sign Proposal for and on behalf of

PRICE SCHEDULE

The Offeror is asked to prepare the Price Schedule as a separate envelope from the rest of the RFP response as indicated in Section D paragraph 14 (b) of the Instruction to Offerors.

All prices/rates quoted must be exclusive of all taxes, since UNDP is exempt from taxes.

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

The format shown on this page should be used in 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.

Price Schedule	
Request for Proposals for Elaboration, Testing, Installation and Support of Computer Monitoring Software for the needs of Glob@l Libraries – Bulgaria Program”	
Description of Activity	Amount in BGN (VAT excluded)
Elaboration of the CMS	
Testing of the CMS	
Installation of the CMS	
Support of the CMS (for the entire period)	
Other (to be specified)	
Total Amount in BGN (VAT excluded)	