**ANNEX 2: QUOTATION SUBMISSION FORM**

*Bidders are requested to complete this form, including the Company Profile and Bidder’s Declaration, sign it and return it as part of their quotation along with Annex 3: Technical and Financial Offer. The Bidder shall fill in this form in accordance with the instructions indicated. No alterations to its format shall be permitted and no substitutions shall be accepted.*

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

**Company Profile**

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **Item Description** | | **Detail** | | | |
| Legal name of bidder or Lead entity for JVs | | Click or tap here to enter text. | | | |
| Legal Address, City, Country | | Click or tap here to enter text. | | | |
| Website | | Click or tap here to enter text. | | | |
| Year of Registration | | Click or tap here to enter text. | | | |
| Legal structure | | Choose an item. | | | |
| Are you a UNGM registered vendor? | | Yes  No If yes, insert UNGM Vendor Number | | | |
| Quality Assurance Certification (e.g. ISO 9000 or Equivalent) *(If yes, provide a Copy of the valid Certificate):* | | Yes  No | | | |
| 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):* | | Yes  No | | | |
| Does your Company have a written Statement of its Environmental Policy? *(If yes, provide a Copy)* | | Yes  No | | | |
| Does your organization demonstrate significant commitment to sustainability through some other means, for example internal company policy documents on women empowerment, renewable energies or membership of trade institutions promoting such issues *(If yes, provide a Copy)* | | Yes  No | | | |
| Is your company a member of the UN Global Compact | | Yes  No | | | |
| Bank Information | | Bank Name: Click or tap here to enter text.  Bank Address: Click or tap here to enter text.  IBAN: Click or tap here to enter text.  SWIFT/BIC: Click or tap here to enter text.  Account Currency: Click or tap here to enter text.  Bank Account Number: Click or tap here to enter text. | | | |
| **Previous relevant experience:**  **3 (three) successfully executed contracts related to ChatBot Solutions development and implementation in the last 3 (three) years**  **(link to the outputs of the assignments to be provided)** | | | | | |
| **Name of previous contracts** | **Client & Reference Contact Details including e-mail** | | **Contract Value** | **Period of activity** | **Types of activities undertaken** |
|  |  | |  |  |  |
|  |  | |  |  |  |
|  |  | |  |  |  |

**Bidder’s Declaration**

| **Yes** | **No** |  |
| --- | --- | --- |
|  |  | **Requirements and Terms and Conditions:** I/We have read and fully understand the RFQ, including the RFQ Information and Data, Schedule of Requirements, the General Conditions of Contract, and any Special Conditions of Contract. I/we confirm that the Bidder agrees to be bound by them. |
|  |  | I/We confirm that the Bidder has the necessary capacity, capability, and necessary licenses to fully meet or exceed the Requirements and will be available to deliver throughout the relevant Contract period. |
|  |  | **Ethics**: In submitting this Quote I/we warrant that the bidder: has not entered into any improper, illegal, collusive or anti-competitive arrangements with any Competitor; has not directly or indirectly approached any representative of the Buyer (other than the Point of Contact) to lobby or solicit information in relation to the RFQ ;has not attempted to influence, or provide any form of personal inducement, reward or benefit to any representative of the Buyer. |
|  |  | I/We confirm to undertake not to engage in proscribed practices, , or any other unethical practice, with the UN or any other party, and to conduct business in a manner that averts any financial, operational, reputational or other undue risk to the UN and wehave read the United Nations Supplier Code of Conduct :<https://www.un.org/Depts/ptd/about-us/un-supplier-code-conduct> and acknowledge that it provides the minimum standards expected of suppliers to the UN. |
|  |  | **Conflict of interest:** I/We warrant that the bidder has no actual, potential, or perceived Conflict of Interest in submitting this Quote or entering a Contract to deliver the Requirements. Where a Conflict of Interest arises during the RFQ process the bidder will report it immediately to the Procuring Organisation’s Point of Contact. |
|  |  | **Prohibitions and Sanctions: l/**We hereby declare that our firm, ultimate beneficial owners, affiliates or subsidiaries or employees, including any JV/Consortium members or subcontractors or suppliers for any part of the contract is not under procurement prohibition by the United Nations, including but not limited to prohibitions derived from the Compendium of United Nations Security Council Sanctions Lists and have not been suspended, debarred, sanctioned or otherwise identified as ineligible by any UN Organization or the World Bank Group or any other international Organization. |
|  |  | **Bankruptcy**: l/We have not declared bankruptcy, are not involved in bankruptcy or receivership proceedings, and there is no judgment or pending legal action against them that could impair their operations in the foreseeable future. |
|  |  | **Offer Validity Period:** I/We confirm that this Quote, including the price, remains open for acceptance for the Offer Validity. |
|  |  | I/We understand and recognize that you are not bound to accept any Quotation you receive, and wecertify that the goods offered in our Quotation are new and unused. |
|  |  | By signing this declaration, the signatory below represents, warrants and agrees that he/she has been authorised by the Organization/s to make this declaration on its/their behalf. |

Signature:

Name: Click or tap here to enter text.

Title: Click or tap here to enter text.

Date: Click or tap to enter a date.

**ANNEX 3: TECHNICAL AND FINANCIAL OFFER – SERVICES**

*Bidders are requested to complete this form, sign it and return it as part of their quotation along with Annex 2 Quotation Submission Form. The Bidder shall fill in this form in accordance with the instructions indicated. No alterations to its format shall be permitted and no substitutions shall be accepted.*

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

**Technical Offer**

*Provide the following:*

* *a brief description of your qualification, capacity and expertise that is relevant to the Terms of Reference*
* *a brief methodology, approach and implementation plan*
* *team composition and CVs of key personnel*
* *SLA draft shall be provided as part of the technical offer and will be further detailed at the stage of acceptance of the solution*

**Financial Offer**

Provide a lump sum for the provision of the services stated in the Terms of Reference your technical offer. The lump sum should include all costs of preparing and delivering the Services. All daily rates shall be based on an eight-hour working day.

**Currency of Quotation: MDL for local bidders (Republic of Moldova) and USD (US Dollars) for international bidders**

|  |  |  |
| --- | --- | --- |
| **Ref** | **Description of Deliverables** | **Price**  *[Please specify currency]* |
| 1. | Inception Report which reflects the project plan, company’s working approach and communication methods developed and submitted. |  |
| 2. | Updated, validated and completed list of problems and scenarios developed and submitted. |  |
| 3. | Implemented and fully operational Chat Bot Solution with integrated Use Cases and answers (requirement F23).  This beta version could be implemented on bidder premises and available for validation and testing. |  |
| 4. | Prepared and fully configured components necessary for system functioning.  This version should be deployed / hosted on production environment. |  |
| 5. | User guide for all type of users (for refugees in Ukrainian, for all other categories - in Romanian) developed and submitted. |  |
| 6. | Guidance and training conducted for administrators and back-end operators conceptualised, organised and delivered.  Acceptance of the product, starting of the warranty and 36 months of subscription period. |  |
| 7. | 12 months maintenance and support services provided. |  |
| **Total Price** *[Please specify currency]* | |  |

**Breakdown of Fees**

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Personnel / other elements** | **UOM** | **Qty** | **Unit Price** | **Total Price** |
| **Personnel (roles/functions)** |  |  |  |  |
| Project Manager | day |  |  |  |
| Technical Lead | day |  |  |  |
| UX Designer | day |  |  |  |
| Content Manager | day |  |  |  |
| Quality Assurance (QA) Specialist | day |  |  |  |
| Data Analyst | day |  |  |  |
| Training Specialist | day |  |  |  |
| **Other expenses** |  |  |  |  |
| International flights |  |  |  |  |
| Subsistence allowance |  |  |  |  |
| Local Transportation |  |  |  |  |
| Communication |  |  |  |  |
| Other Costs: (please specify) |  |  |  |  |
| **Total** |  |  |  |  |

**Compliance with Requirements**

|  |  |  |  |
| --- | --- | --- | --- |
|  | You Responses | | |
| Yes, we will comply | No, we cannot comply | If you cannot comply, pls. indicate counter - offer |
| Delivery Lead Time – 100 days |  |  | Click or tap here to enter text. |
| Validity of Quotation – 90 days |  |  | Click or tap here to enter text. |
| Payment terms |  |  | Click or tap here to enter text. |
| Other requirements - |  |  | Click or tap here to enter text. |

|  |  |
| --- | --- |
| I, the undersigned, certify that I am duly authorized to sign this quotation and bind the company below in event that the quotation is accepted. | |
| *Exact name and address of company*  Company NameClick or tap here to enter text.  Address: Click or tap here to enter text.  Phone No.: Click or tap here to enter text.  Email Address: Click or tap here to enter text. | Authorized Signature:  Date: Click or tap here to enter text.  Name: Click or tap here to enter text.  Functional Title of Authorised Signatory: Click or tap here to enter text.  Email Address: Click or tap here to enter text. |

**ANNEX 4: TECHNICAL COMPLIANCE CHECKLIST**

*Bidders are requested to complete this form, sign it and return it as part of their quotation along with Annex 2 - Quotation Submission Form and Annex 3: Technical and Financial Offer. The Bidder shall fill in this form in accordance with the instructions indicated. No alterations to its format shall be permitted and no substitutions shall be accepted.*

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

**Chat Bot Solution Requirements**

*When filling the information explaining how the solution will respond to the functional and non-functional requirements set out in the ToR, including system architecture, administrative and users guides, please fill free to include additional text below the table as well as refer to relevant sections in the Technical Offer which covers the brief methodology, approach and implementation plan.*

* **Functional requirements**

**Note:** all requirements are divided in**: M (mandatory), O (optional), N (nice to have)**

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **#** | **Requirement** | **Type** | **Yes/No** | **Responsiveness approach** |
| F1 | Guide refugees to find necessary information in existing web resources, based on provided pool of problems and Use cases (Annexes 1 & 2). | M |  |  |
| F2 | In addition to button responses, the Chat Bot Solution shall be able to process and understand text messages from the users and classify them according to the content - Provide basic answers based on NLP. | O |  |  |
| F3 | The Service Provider shall ensure that all relevant statistics about users’ interactions with the Chat Bot Solution are regularly collected and reported to UNDP LER Project and other stakeholders specified by UNDP LER Project in the pre-agreed format. | M |  |  |
| F4 | The help and documentation should be accessible through the Chat Bot Solution itself. The Chat Bot Solution should be able to provide all necessary information within the messaging app making it a pleasant experience for the users. | M |  |  |
| F5 | The back-end site should include a content management system (CMS) that allows authorized users to create, edit, and delete content on the Chat Bot Solution. | M |  |  |
| F6 | The CMS should be user-friendly and require minimal technical skills to use. | M |  |  |
| F7 | The back-end site should include a user management system that allows administrators to add, modify, or delete users and user roles.  **Note**: authorization and user management functions refer only to specific type of users (see chapter “System Roles”). | M |  |  |
| F8 | The user management system should include authentication and authorization features to ensure that only authorized users can access sensitive information. | M |  |  |
| F9 | The back-end site should include a menu management system that allows administrators to create, modify, or delete menus and sub-menus for the Chat Bot Solution. | M |  |  |
| F10 | The menu management system should be easy to use and should allow for quick changes to the Chat Bot Solution ‘s navigation structure. | M |  |  |
| F02 | The back-end site should allow administrators to create, modify, or delete usage scenarios for the Chat Bot Solution. | M |  |  |
| F11 | Use scenarios should be based on the needs of refugees and should provide relevant and accurate information. | M |  |  |
| F12 | Use scenarios should be easy to modify, or update based on feedback from users and stakeholders. | M |  |  |
| F13 | The back-end site should include analytics and reporting features that provide administrators with data on the Chat Bot Solution ‘s performance. | O |  |  |
| F14 | Analytics and reporting should include usage statistics, user feedback, and response times. | O |  |  |
| F15 | Analytics should include options to handle data and statistic based on type /categories of problems. | M |  |  |
| F16 | Analytics should include option to export primary data used for analysis and reports in (excel type of files and XML format). | O |  |  |
| F17 | The analytics and reporting features should be customizable and easy to use. | M |  |  |
| F18 | Information about additional type of reports or statistic data collected have to be collected and validated during implementation period. | M |  |  |
| F19 | The Chat Bot Solution should provide a mechanism for users to rate its performance and provide suggestions for improvement. | O |  |  |
| F21 | At any time of interaction, refugee should have option to send discussion text/history to a specified e-mail. | O |  |  |
| F22 | In case refugees can’t find necessary information / answers, solution should offer option to be redirected to online support and / or to redirect all conversation history to support email address. | O |  |  |
| F23 | All final interaction points in Chat Bot Solution path should include a text message with answer and / or link to necessary resource (Web page). | M |  |  |
| F24 | Solution will provide users with option to leave short free format text messages as feedback, which could include comments or suggestions for improvement. | O |  |  |
| F25 | All functions designated for adding, changing or deleting Chat Bot Solution elements should be available with based on menu / click interaction (no codding). | M |  |  |

* **Non-functional requirements**

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **#** | **Requirement** | **Type** | **Yes/No** | **Responsiveness approach** |
| NFR1 | The Chat Bot Solution should be able to handle at least 50 users and queries simultaneously. | M |  |  |
| NFR2 | Chat Bot Solution performance should be scalable, thus by improving hosts resources, number of concurrent handling users have to increase. | M |  |  |
| NFR3 | The Chat Bot Solution should have fast response times and be able to provide users with quick and accurate answers.  Maximum response time for one click should not exceed 3 seconds. | M |  |  |
| NFR4 | The Chat Bot Solution should comply with relevant Moldova data protection laws and regulations. | M |  |  |
| NFR5 | The back-end site should be designed with scalability in mind, allowing for easy integration of new functionalities and features in response to changing refugees needs. | M |  |  |
| NFR6 | Solution should have a modular architecture that enables administrators to add or remove components without affecting the overall system. | M |  |  |
| NFR7 | Error logging: Recording errors and exceptions that occur during the Chat Bot Solution ‘s and its components operation. | M |  |  |

* **Maintenance and licensing requirements**

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **#** | **Requirement** | **Type** | **Yes/No** | **Responsiveness approach** |
| ML1 | Provide post implementation technical support services and overall debugging (if needed) with a duration of 12 months to ensure timely product improvements.  SLA draft shall be provided as part of the technical offer and will be further detailed at the stage of acceptance of the solution. | M |  |  |
| ML2 | No licensing cost: No cost associated with licensing and copyright. | M |  |  |
| ML3 | Open-source software: Using open-source software, such as TensorFlow or Rasa, to build the Chat Bot Solution, so that it can be used and modified without restriction. | M |  |  |
| ML4 | The Chat Bot Solution should be designed considering the requirement for easy maintenance and support. | M |  |  |
| ML5 | The Chat Bot Solution should be accompanied by comprehensive documentation and training materials. | M |  |  |
| ML6 | The vendor should provide ongoing technical support and maintenance for a specified in ML 1 period after the implementation. | M |  |  |
| ML7 | Bug fixing: Provide free bug fixing during the one-year warranty period.   * The service provider must promptly address and resolve any bugs, errors, or technical issues identified in the chatbot solution. * A clearly defined process for reporting and tracking issues should be established (can be used ticket management system of service provider or e-mail). | M |  |  |
| ML8 | Request response time: Responding to maintenance requests within 48 hours (during workdays). | M |  |  |
| ML9 | Documentation: Maintaining up-to-date documentation for the Chat Bot Solution, including user manuals, installation guides, and API reference materials. | M |  |  |
| ML10 | Provide 2 years maintenance and support extension option. | M |  |  |
| ML11 | Service Provider should indicate price and included services for one year of warranty period (maintenance and support).  **Note**: will be used as evaluation criteria. | M |  |  |

* **Language requirements**

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| # | Requirement | Type | Yes/No | Responsiveness approach |
| LR1 | Multi language support. The solution must allow the addition/integration of content in multiple languages.  Current product will include Ukrainian, Russian and Romanian.  Notes:   1. The Chat Bot Solution content and menus should initially be created in Romanian and Ukrainian and further translated in Russian. 2. Backend part of the provided product should be available in both languages: Romanian and Russian | M |  |  |
| LR2 | Trainings and Chat Bot Solution documentation will be provided in Romanian and Russian languages (for all users, except Regular Users – see System Roles). | M |  |  |
| LR3 | User should have option to choose language on start of the session. User should have option to choose language based on click / button interaction. | M |  |  |
| LR4 | Chat Bot Solution should adapt interface language in accordance with host web page selected language. | N |  |  |
| LR5 | Service Provider will ensure translation of all interacting elements: menu, help, buttons in Ukrainian, Russian and Romanian languages. | M |  |  |
| LR6 | The content information for refugees will be available in Ukrainian, Russian and Romanian languages. | M |  |  |
| LR7 | All support and guidance during implementation and warranty periods should be provided / available in Romanian language. | M |  |  |