



Tender Specifications

Public procurement contract for the provision of customized digitalization services related to work processes and supply of assorted ICT equipment in the Ministry of Education and Sports, as well as the Ministry of Water and Environment.

Negotiated procedure without prior publication

Reference number: UGA1188811 - 10033

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DEROGATIONS FROM THE GENERAL IMPLEMENTING RULES

Section 4, 'Specific contractual and administrative conditions' of these Tender Specifications (CSC/Cahier Spécial des Charges) holds the specific administrative and contractual provisions that apply to this public contract by way of derogation from the Royal Decree of 14.01.2013 or as a complement or an elaboration thereof.

These tender documents derogate from Art. 25-33 of the General Implementing Rules (see point 4.7 "Performance bond (Art. 25-33)"). This is motivated by the need to provide equal opportunity for local and international tenderers to participate with a view to increasing competition.

1 Technical Specifications

1.1 Requirements for the services and the deliverables

1.1.1 Technical methodology

1.1.1.1 General requirements for all lots

The Contractor shall apply the proposed methodology in accordance with the requirements specified hereafter regarding the context, the objectives, the tasks and the deliverables.

Context

Within the Belgian-Ugandan bilateral cooperation, the Support to the Development of Human Resources Project (SDHR) is supporting capacity development in selected Beneficiary Organizations (BOs) in three sectors; Health, Education and Environment and in the Ministries of Public Service, ICT and National Guidance. This staff development shall contribute to organizational improvement and service delivery.

The Ministry of Finance, Planning and Economic Development (MoFPED) and Enabel, the Belgian development agency are jointly responsible for the implementation of the project. The line ministries of the sectors are actively involved in execution of the activities.

The intervention aims to improve service delivery through capacity development in selected beneficiary organizations in the health, education and environment sectors. Below are the expected results:

1. BOs are selected and strengthened to define objectives to improve their organizations
2. BOs are strengthened to develop their HRD Plans linked to organizational performance goals
3. Activities selected from the HRD Plans are effectively implemented. A number of trainings are financed and monitored

Beneficiary Organizations:

The project supports 20 Beneficiary Organizations and these include;

1. 4 organizations in Health Sector: MoH – HRM Department, Arua Regional Referral Hospital, Holy Family Hospital Nyapea, Fort Portal Regional Referral Hospital.
2. 12 organizations in the Education Sector: NTC Kabale, NTC Kaliro, NTC Mubende, NTC Muni, NTC Unyama, MoES HRM Department, UTC, Kyema UTC, Kasese Youth Polytechnic, Millennium Business School, St. Josephs Virika VCT, St Simon – Peters VTI, St. Daniel Comboni Polytechnic, Nakapiripirit Technical Institute.
3. 1 organization in the Environment Sector: Finance and Administration Department.
4. 1 organization in Ministry of Public Service; Human Resource Development and Planning Department.
5. 1 organization in Ministry of ICT; Uganda Institute of Information and Technology.

Phases:

The project follows a 3 Phased Integrated Capacity Development Framework that facilitates effective project delivery:

Phase 1 – Organizational readiness for change and change planning

All beneficiary organizations make an organizational self-assessment, identify areas of improvement and relevant skills gaps and motivate why it wants to embark on the change journey. All the assessment reports and the defined areas of improvement are verified by the Sectorial Technical Committee before embarking on the capacity development planning process.

Phase 2 – Planning of Capacity Development – Human Resource Development and Training

This process comes with mobilization workshop for development of quality capacity development and HRD/Training Plan that relate to the improvement goals of the organization. Capacity development and HRD/Training Plans are submitted to the Sectorial Technical Committee where the Committee appraises the plan and takes a decision on approval or non-approval. Approval implies that the organization moves to phase 3, non-approval implies that the organization receives additional support to improve its capacity development/ HRD/Training Plan.

Phase 3 – Human Resource Development and Training, and Transfer of Learning

Activities of the HRD and Training Plan are organized and their effect on the organisational performance is followed up to ensure transfer of learning to the workplace and as such improve performance of the organization and eventually service delivery.

The training services described below are part of the specific approved Human Resource Development and training plans of all the 20 beneficiary organizations.

The other capacity development services are planned in the framework of creating a supportive and enabling environment to ensure transfer of learning to the workplace. These services include; transforming the digital environment in the supported organizations and ministries.

Objectives

The National Development Plan states that over the next five years, Uganda will focus on promoting the use of ICT in the entire economy and society through;

- (i) deployment of secure, integrated and cross sector infrastructure
- (ii) developing and promoting usage of quality communication and e-services
- (iii) ensuring standardization and interoperability of systems
- (iv) enhancement of national cyber security
- (v) promoting innovation and commercialization of ICT products
- (vi) enhancing digital literacy and developing skills
- (vii) supporting development and uptake of emerging technologies such as Fourth Industrial Revolution Technologies
- (viii) digital inclusion and citizen participation
- (ix) process re-engineering and automation for end-to-end government business and service delivery.

The main objective of the public contract is to offer services that will support the implementation of Customized digitalization services related to work processes in Ministry of Water and environment, Ministry of Education and Sports and Ministry of ICT and National Guidance.

1.1.1.2 Specific requirements per lot:

This procurement procedure is divided into two lots and below are the specific requirements for each lot.

Lot 1:

Development of a records information system, training of the end users on the use of the developed system and supply and installation of relevant assorted ICT equipment.

Background

The ministry of water and environment in Uganda uses information systems to optimize its whole management hierarchy and provide quick response issues concerning water and the environment in Uganda. This is supposed to be done based on the service-oriented enterprise architecture could improve organizational performance through business process optimization, and also enhance new business collaboration networks at Ministry of Water and Environment (MWE). The Ministry of Water and Environment lacks a proper records information system in the Finance And Administration Department, for internal management, human resource management, logistical, financial, and inventory information management across departments and regions in Uganda. This continues to affect effective and efficient delivery of water and environment related services to the citizens/clients. But more importantly, the MWE experiences limited interaction and delayed information sharing amongst the staff. This problem shall be solved by the proposed records information system.

Objective

The main objective is to develop, install and deploy the Ministry of Water and Environment records information system, train the end users on the use of the system and supply, deliver and install the relevant assorted ICT equipment (servers, and customized printers) to the records unit within the Finance and Administration Department.

System Users

The records information system shall be used by all staff in the Ministry of Water and Environment headquarters which is a total of 2,000 staff.

Phases:

The contractor shall provide the services following the phases specified hereafter.

Phase1: Analysis

Tasks

The Contractor shall engage the client, hereinafter referred to as the Ministry of Water and Environment (the records unit within the Department of Finance and Administration) to have a clear understanding of the tasks and deliverables. The engagement will involve review of the objectives, scope of the assignment and any relevant documentation and information. The contractor shall then discuss and agree on the appropriate system design methodology.

Current Challenges

Tender Specifications – Procurement reference number UGA1188811-10033

- Service delivery – takes too long to locate files.
- Difficult to track and retrieve files.
- Accessibility is hard
- Lost and misplaced files
- Lack of back up for lost files
- Old system – purely paper
- Logistical – money, equipment, human resources with the relevant skills
- Ignorance of what is available/attitude towards digitization– comfortable with what they have
- Security/privacy for documents
- Maintenance
- Appraise and digitize existing documents that are of importance and dispose off

Pre-identified Solutions

- Unrestricted Information Access -> restricted accessibility to information and records
- Misfiling/misplacement/deletion/editing -> Track.
- Logistical constraint (manpower, equipment and stationery) -> Heavy duty printers, scanners, photocopiers, and cameras
- Limited storage space for Archives, current records -> Appraise records following the rotation schedule
- Ignorance on ERIS -> End user training and sensitization.

Deliverables:

Final Analysis report.

The contractor shall prepare a draft and final analysis report resultantly from the task above. The analysis report shall be prepared within 5 calendar days from the date of completion of the analysis activity.

The analysis report shall specify the key challenges currently being faced by the records management unit, the key observation regarding the way paper records are being managed, recommendations and a change management plan for the installation and acceptance of the new electronic records management system.

Acceptance procedure

The contractor shall submit the draft analysis report to SDHR project for review and provision of feedback. The SDHR project in liaison with Ministry of Water and Environment shall review and provide comments on the draft analysis report within 3 calendar days. The contractor shall therefore resolve the comments from the SDHR project within 2 calendar days and prepare the final analysis report for submission. The SDHR Project shall approve and accept the final analysis report within 3 calendar days from the date of receipt of the final analysis report.

Phase 2: Design

Tasks:

With support from Enabel Uganda, the Ministry of Water and Environment has participated in a design workshop and a system design document was drafted. The contractor shall review the

system design document and where there is need, further discussion with the client, the Ministry of Water and Environment, for clarification shall be held.

The contractor shall come up with very clear system requirements. The following requirements need to be clearly developed;

1. System access
2. Audit logs
3. Data backup
4. Access security reports

ERIS (ELECTRONIC RECORDS INFORMATION SYSTEM)

/USER MANUAL	/LOGIN	/REGISTER
	Username	Name
	Password	Email
		Contact
		Create Password

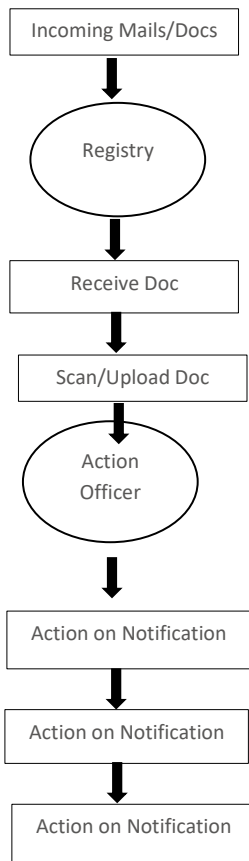
SYSTEM FEATURURES

1. Search
 - a. File No.
 - b. File Name
2. Capture
 - a. Name
 - b. File No.
 - c. Position
 - d. Department
 - e. Review
 - f. Add File
 - g. Save/Delete
3. Retrieve
 - a. File No.
 - b. File Name
 - c. Department
4. Archive
 - a. Pensioners
 - b. Closed Volumes
 - c. Death
 - d. Abscondment
5. Incoming Mails
 - a. To
 - b. From
 - c. Date
 - d. Time

- e. Delivered By
- 6. Outgoing Mails
 - a. To
 - b. Date
 - c. Time
 - d. Taken By
- 7. File Requisition
 - a. Who
 - b. Where
 - c. When
 - d. File Type

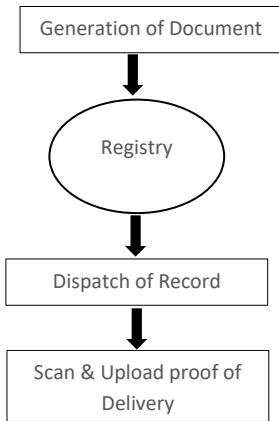
The system needs to comprise the following features;

- 1. Incoming mails/Docs



Actions are: Respond, Refer, Reject, Advise.

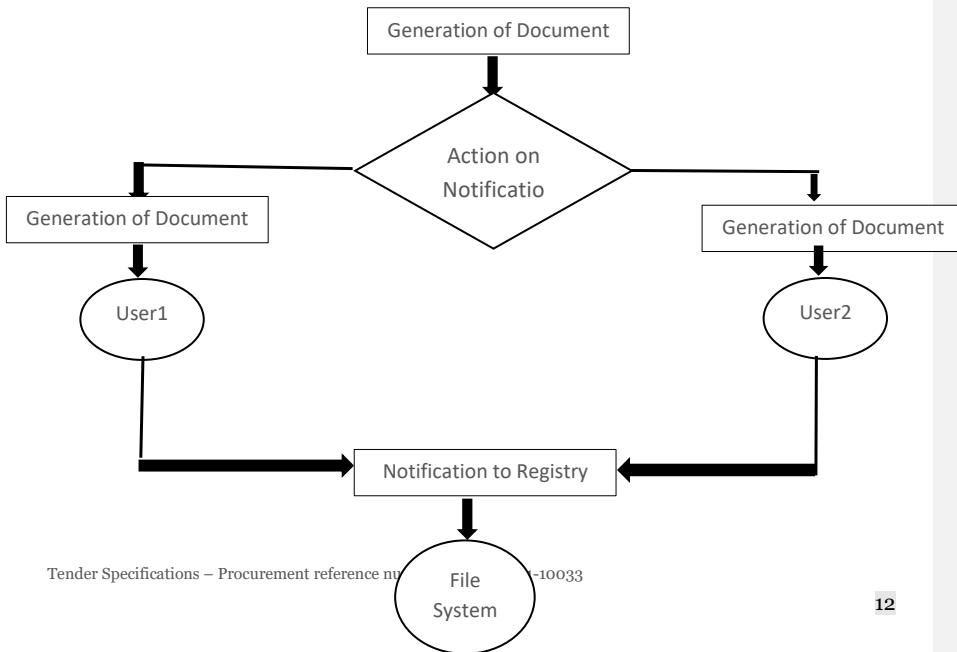
2. Outgoing Mails/Docs



Status of Documents:

- Open
- Dispatched
- Received.

3. Internal Documents



Document Types

- Leave Forms
- Claims
- Personal documents

Processes

- Adding User
- Leave Creation

Deliverables

system design report

The contractor shall draft a system design report of the system requirement following the review of the system design document within 3 calendar days. The design report shall clearly state the system requirement that shall be used for system development.

Acceptance procedure

The SDHR Project in liaison with Ministry of water and environment shall review and provide comments on the draft system design document within 03 calendar days. The contractor shall therefore resolve the comments from the SDHR project within 3 calendar days and prepare the final system design report for submission. SDHR Project shall approve and accept the system design report within 03 calendar days from the date of receipt of the final system design report.

Phase 3: Development

Tasks:

The contractor shall develop a functional records information system based on approved system requirements under Phases 2. The contractor shall provide both a test and a production environment for the records information system. The test environment shall be used to conduct User acceptance testing (UAT) and end-user trainings as the production environment shall host the live data of the client, Ministry of Water and Environment. Both environments shall be deployed and hosted at the Ministry of Water and Environment on the server to be supplied in Phase 4 below. All system requirements must be met.

The contractor shall be required to develop the records information system within 30 calendar days after approval and acceptance of the system requirements document (phase 2). During the development activity, the contractor shall also make weekly presentations on the progress of the development.

Upon completion of the development phase, the SDHR Project with the Ministry of Water and Environment shall conduct a Factory Acceptance Test (FAT) requiring User acceptance testing (UAT) involving the Client, the Ministry, with the guidance of the contractor within 5 calendar days.

During the User acceptance testing (UAT), the testing team shall identify system bugs that shall require the contractor to resolve. The contractor shall resolve within 03 calendar days the identified system bugs following completion of the User acceptance testing (UAT) activity.

Deliverables:

The deliverables here are:

- Weekly progress reports.
- A fully functional records information system.
- The developed system. It shall meet the following requirements:
 - It remains the property of the Ministry of Water and Environment.
 - Observations and recommendations made in phase 1 have been incorporated
 - The processes and requirements in phase 2 have been integrated properly
 - Has been tested by the actual users of the system and other relevant key stakeholders involved in the Ministry
 - Bugs concerning functionality, system design, ministry records management requirements have been identified and resolved
- Development Report
 - The Development Report shall contain:
 - The factory acceptance test (FAT), requiring user acceptance by the client, the Ministry of Water & Environment
 - The technical documentation of the system.
 - The source codes.

Acceptance procedure

The contractor shall submit the draft Development Report to the SDHR Project for review and provision of feedback. The SDHR Project in liaison with the Ministry of Water and Environment shall review and provide comments on the Development Report within 03 calendar days. The contractor shall therefore resolve the comments from the SDHR project within 03 calendar days and prepare the final Development Report for submission. SDHR Project shall approve and accept the final Development Report within 03 calendar days from the date of receipt of the final Development Report.

Phase 4: Operationalization

Tasks:

The contractor shall supply, deliver and install the ICT equipment for the operationalization of the Ministry of Water and Environment records information system. Below are the ICT equipment and their respective specifications.

No.	Item	Specifications	Quantity
1	Dell Power Edge Server.	Dell Power Edge 64GB RAM, 4TB SSD SATA (PowerEdge R940 Rack Server). 1 year warranty	1
2	Heavy duty scanner.	Scanning speed at least 60ppm (Both colour & black and white), daily scans at least 5,000, double sided scanning. 1 year warranty	1

The Contractor shall be responsible for sourcing, supplying, delivering and installing the equipment and related software but may propose equivalent goods (as part of their technical proposal).

The ICT equipment and the developed ICT software shall be delivered and installed within 5 calendar days from the date of acceptance of the deliverables of Phase 3 at the Ministry of Water and Environment.

Deliverables

- The specified server and ICT equipment delivered and installed at the Ministry of Water & Environment offices.
- An installation report for the related assorted server and ICT equipment.
- A deployment report for the deployment of the developed ICT software in the environment of the client - Ministry of Water & Environment.

The Deployment Report shall contain:

- Site acceptance test report (SAT)
- the user guidelines,
- a summary of how to trouble shoot the system in case of challenges.
- guidelines for system maintenance.

Acceptance procedure

The developed ICT software installed on the specified ICT equipment shall be subject to a Site Acceptance Test (SAT), requiring User acceptance testing (UAT) by the Client, the Ministry. The contractor upon installation shall submit the Installation Report and the Deployment Report to the SDHR Project for review and provision of feedback within 03 calendar days. SDHR project shall review the reports and provide comments within 03 calendar days. The contractor shall therefore resolve the comments from the SDHR project within 03 calendar days and prepare the final technical reports for submission. SDHR Project shall approve and accept the technical report within 03 calendar days from the date of receipt of the final report.

Phase 5: Training of End Users

Tasks:

Following acceptance of the deliverables under the previous phase, the contractor shall conduct end user trainings of Trainers of trainers (ToTs), prepare a system user manual, evaluate the user manual and make necessary changes. The end user trainings of Trainers of trainers (ToTs) shall be conducted within 10 calendar days. The training will take place onsite in the records unit. The trainers will thereafter prepare the system user's manual within 5 calendar days upon completion of the ToT training.

Deliverables:

1. End user training
2. End user training manual
3. Training report (Trainers of trainers) and list of participants.

Acceptance procedure

The contractor shall submit to the SDHR Project the draft ToT training Report and the draft end user training manual within 05 calendar days from the date of completion of the ToT training for Tender Specifications – Procurement reference number UGA1188811-10033

review and provision of feedback. The SDHR Project in liaison with Ministry of Water and Environment shall review and provide comments within 03 calendar days. The contractor shall therefore resolve the comments from the SDHR project within 03 calendar days and prepare the final ToT training report and user training manual for submission. The SDHR Project shall approve and accept the final ToT training report and user manual report within 03 calendar days from the date of receipt of the final ToT report and user training manual.

Phase 6: Preventive and corrective maintenance.

Tasks:

The contractor shall provide post development and installation technical and end user support for a warranty period of 14 calendar days following the acceptance of the deliverables under the previous phase.

Deliverables:

The deliverables are:

- Technical support to the client
- A Maintenance Report
 - It shall state clearly the main issues experienced during the month's technical support and proposed planned solutions for the future support.

Acceptance procedure

The contractor shall submit the draft Maintenance Report to SDHR project for review and provision of feedback within 03 calendar days. The SDHR project in liaison with Ministry of Water and Environment shall review and provide comments on the draft Maintenance Report within 03 calendar days. The contractor shall therefore resolve the comments from the SDHR project within 03 calendar days and prepare the final Maintenance report for submission. The SDHR Project shall approve and accept the Maintenance Report within 03 calendar days from the date of receipt of the final Maintenance Report.

Lot 2:

Development of Quick Response (QR) coding system for unique document identification, and training of the end users on the use of the developed system.

Problem statement

With the expansion of the Universal Primary Education (UPE), Universal Secondary Education (USE), Universal Post "O" Level Education and Training (UPOLET) and the fulfilment of the government policy on the construction of government institutions per parish, subcounty and constituency backed by increased demand for teachers and instructors, there is lack of quality data and information in the education sector arising from errors, inconsistencies, inaccuracies, untimeliness, incompleteness, data blanks and misinterpretations coupled with the need for an adequate support system for evidence-based decision making in the education sector.

It is against this background that the upgrade of Employee Information System for Education (EISE) is needed to support evidence-based decision making in the education sector. This will in turn contribute to the improvement of internal efficiency of the education system by accounting for every teacher and instructor. The current servers do not have the capacity to operationalize EISE.

Furthermore, the Ministry of Education faces a challenge of forged appointment and posting letters. This is due to lack of a unique identification of the above documents hence many ghost teachers in the education service.

General objective

The main objective is to develop a QR coding system to generate and print out QR codes in the appointment and posting documents and supply, deliver and instal a relevant server and assorted ICT equipment at the Ministry of Education and Sports headquarters.

System users

Currently a total of 1,000 members of staff use the Employee Information System for Education (EISE) hence the QR coding system shall be used by the same staff under the Ministry of Education and Sports.

The total records expected in the EISE is 250,000 data sets which is the total number of teachers in the education service.

Phases

The contractor shall provide the services within the following phases:

Phase 1: Analysis:

Tasks:

The Contractor shall engage the client, Ministry of Education and Sports to have a clear understanding of the assignment. The engagement will involve review of the objectives, scope of the assignment and any other relevant documentation. The contractor shall discuss and agree with the SDHR Project and Ministry of Education and Sports on the appropriate design methodology.

Deliverables:

Final Analysis report.

The contractor shall prepare a draft and final analysis report resultantly from the task above. The analysis report shall be prepared within 5 calendar days from the date of completion of the analysis activity.

Acceptance procedure

The contractor shall submit the draft analysis report to the SDHR project for review and provision of feedback. SDHR project in liaison with the Ministry of Education and Sports shall review and provide comments on the draft analysis report within 3 calendar days. The contractor shall therefore resolve the comments from the SDHR project within 03 calendar days and prepare the final analysis report for submission. The SDHR Project shall approve and accept the final analysis report within 3 calendar days from the date of receipt of the final analysis report.

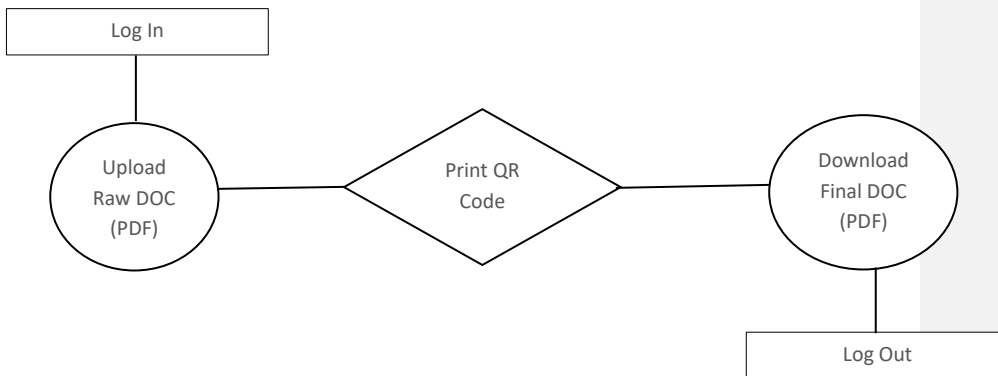
Phase 2: Design

Tasks

The contractor with the Ministry of Education & Sports shall convene a meeting and define the system requirements. The contractor shall come up with clear system requirements, system architecture and discuss timelines for a functional QR coding system. The Following topics need to be clearly explained

1. System access
2. Audit logs.
3. Data backup.
4. Access security reports.

The pre-identified system requirements are:



QR Coding System Features

1. **Log In**
 - a. Secure Login.
2. **Search**
 - a. By Document Number
 - b. By Document Name
3. **Create QR Code**
 - a. Create QR Code
 - b. List Documents with QR Codes
4. **Downloads**
 - a. Download Document with QR Code
5. **Log Out**
 - a. Log Out

To prepare the document for QR Coding Process;

The Ministry of Education shall redesign all documents for example appointment or posting letters to allow insertion of QR codes and make a special space where QR code is to be inserted.

To insert a QR code into a document, to follow the procedure below;

1. Log in to a secure QR coding system.
2. Select the document to insert the QR Code.
3. Print the QR code into the document.
4. Download the document with the QR code inserted.
5. Keep a digital copy of the QR coded document into a database for future reference.

The QR coding system shall be hosted at Ministry of Education and Sports server.

In addition, the Ministry of Education and Sports shall provide a new document design, with the space where the QR code shall be inserted.

The contractor shall meet the data standards and procedures in the interoperability framework. The contractor shall respect the aspects of the government enterprise architecture.

The system shall have the capacity to integrate the authentication and **e-signatures (UGPASS plugin is a must)** and shall be developed with the API features

Deliverables

Design Report (including the system requirements).

The contractor shall draft a system design report of the system requirement following the review of the system design document within 5 calendar days.

The design report shall clearly state:

- o the system requirements that shall be used for system development.
- o Guidelines for quality assurance on the system
- o Compliance with the standard followed by the Ugandan government on systems development, which will be provided at the start of the implementation of the Contract, where needed.

Acceptance procedure

The SDHR Project in liaison with the Ministry of Education and Sports shall review and provide comments on the draft system design document within 3 calendar days, based on the input from the Ministry. The contractor shall then resolve the comments from the SDHR project within 03 calendar days and prepare the final system design report for submission. The SDHR Project shall approve and accept the system design report within 03 calendar days from the date of receipt of the final system design report.

Phase 3: Development

Tasks:

The contractor shall develop and deploy a fully functional QR coding system based on the approved deliverables of phases 1 and 2. The contractor shall provide both a development and a test environment, as well as a production environment for the QR coding system. The test environment

shall be used to conduct a Factory acceptance Test (FAT), requiring User acceptance testing (UAT) and end user trainings as the production environment shall host the live data of the client, the Ministry of Education and Sports. It shall be deployed and hosted at the Ministry of Education and Sports in-house server. All system requirements must be met.

The contractor shall be required to develop the QR coding system within 30 calendar days and during the development activity the contractor shall also make weekly presentation on the progress of the development.

Upon completion of the development phase, the SDHR Project with the Ministry of Education and Sports shall conduct a Factory Acceptance Test (FAT), requiring User acceptance testing (UAT) involving the Client, the Ministry, with the guidance of the contractor within 5 calendar days. During the Factory acceptance testing (FAT), the testing team shall identify system bugs that shall require the contractor to resolve. The contractor shall within 5 calendar days resolve the identified system bugs following completion of the Factory acceptance test (FAT) activity. Conformity with the requirements shall be checked after all the end-user tests are finished to ensure that the system developed corresponds to the requirements/contract scope, even after changes brought by user acceptance.

Deliverables:

The deliverables here are:

- Weekly progress reports.
- A fully operational QR coding system.
 - The developed system shall remain the property of Ministry of Education and Sports.
- Development Report
 - It shall include the FAT report The technical documentation of the system.
 - The source codes.

Acceptance procedure

The contractor shall submit the draft Development report to SDHR Project for review and provision of feedback. The SDHR Project in liaison with the Ministry of Education and Sports shall review and provide comments on the Development Report within 03 calendar days. The contractor shall resolve the comments from the SDHR project within 03 calendar days and prepare the Development report for submission. SDHR Project shall approve and accept the final Development report within 03 calendar from the date of receipt of the final Development report

Phase 4: Operationalization

Tasks

The contractor shall supply and deploy the following assorted ICT equipment to;

1. Operationalize Employee Information System for Education (EISE) currently hosted at a different low-capacity server at the Ministry of Education and Sports headquarters. This will include the transfer of the source code of EISE, from one server to another.
2. Operationalize the QR coding system at the ministry of Education and Sports. This will include the Installation, and configuration of a customized printer

Below is a list of equipment, and their respective specifications.

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#	Item	Specifications	Quantity
1	Dell Power Edge	Dell Power Edge 64GB RAM (PowerEdge R940 Rack Server). 1 year warranty	1
2	VMware & Vcenter	VMware & Vcenter.	1
3	Backup server storage	Entry server with storage of at least 8TB HDD. 1 year warranty	1
4	Customized Color Printer	Heavy duty Customized Color Printer 1 year warranty	1

The Contractor is responsible for sourcing, supply, delivery and installation. The Contractor may also propose equivalent equipment (as part of their technical proposal).

The contractor shall prepare and test the environment, test management tools, devices, feedback channels, issue tracking, content delivery, etc. He shall also prepare and provide a checklist for testing the system.

Deliverables

The deliverables are:

- the specified server and ICT equipment at the Ministry of Education and Sports, Department of Human Resources Management.
- An Installation Report for the related assorted server and ICT equipment.
- A Deployment Report

The report shall include:

1. Identified bugs and how they were fixed or addressed
2. A description of a ready to use and functional QR system with all the features properly described and an elaboration of how they are incorporated within the existing server.
3. Logins and security access details with a list of recommended staff to access the system
4. A checklist indicating the functions of the system against the requirements listed in phase 2 (Design phase)
5. Effective controls and compliance with requirements for managing permanent electronic records.

Acceptance procedure:

The ICT equipment shall be delivered within 5 calendar days following the acceptance of the deliverables of the previous phase. This shall be done at the Ministry of Education and Sports premises.

The contractor shall submit the Installation report and the Deployment Report to the SDHR Project for review and provision of feedback within 03 calendar days. SDHR project shall review the report and provide comments within 03 calendar days. The contractor shall therefore resolve the comments from the SDHR project within 03 calendar days and prepare the final Installation and Deployment report for submission. SDHR Project shall approve and accept the Installation and Deployment report within 1 working day from the date of receipt of the final Installation and Deployment report.

Phase 5: Training of End Users

Tasks

Following acceptance of the deliverables of the previous phase, the contractor shall conduct end user trainings of Trainers of trainers (ToTs), prepare a system user manual, evaluate the user manual and make necessary changes. The end user trainings of Trainers of trainers (ToTs) shall be conducted within 10 calendar days under the records information system text environment and thereafter prepare the system user's manual within 5 calendar days upon completion of the ToT training.

Deliverable:

The deliverables are;

- End user training manual
- Training report (Trainers of trainers) and list of participants.

Acceptance procedure

The contractor shall submit to the SDHR Project the draft ToT training report and the draft end user training manual within 05 calendar days from the date of completion of the ToT training for review and provision of feedback. The SDHR Project in liaison with the Ministry of Education and Sports shall review and provide comments within 03 calendar days. The contractor shall therefore resolve the comments from the SDHR project within 03 calendar day and prepare the final ToT training report and user training manual for submission. The SDHR Project shall approve and accept the final ToT training report and user manual report within 03 calendar days from the date of receipt of the final ToT report and user training manual.

Phase 6: Preventive and Corrective maintenance

Tasks:

The contractor shall provide post development and installation technical and end user support for a warranty period of 30 calendar days following the acceptance of the deliverables of the previous phase.

Deliverable:

The deliverables are:

- Maintenance during the warranty period.
- A Maintenance report stating clearly the main issues experienced during the month's technical support and proposed planned solutions for the future support.

Acceptance Procedure

The contractor shall submit the draft Maintenance report to SDHR project for review and provision of feedback within 03 calendar days. The SDHR project in liaison with the Ministry of Education and Sports shall review and provide comments on the draft Maintenance report within 3 calendar days. The contractor shall resolve the comments from the SDHR project within 03 calendar days and prepare the final Maintenance report for submission. The SDHR Project shall approve and accept the Maintenance report within 03 calendar days from the date of receipt of the final Maintenance report.

1.1.2 Project management

1.1.2.1 Planning

A kick-off meeting will take place at the SDHR Project at the start of the performance. the aim will be to discuss with the contracting authority the general implementation of the assignment, the work plan and the communication with the project management team. the meeting will also aim at clarifying to the contractor the roles and responsibilities of the contracting authority during the implementation.

As required, ad hoc meetings and conference calls will be scheduled and organized by the contractor during the implementation of a given service request. Prior to each of these meetings/conference calls the contractor will submit to the contracting authority a brief summary of any specific points that need to be discussed.

1.1.2.2 Monitoring

Supplementary meetings at the SDHR Project during the implementation of the specific contracts may be convened at the request of the contracting authority to monitor the implementation.

The contractor shall be required to reply to all queries from the contracting authority within three (3) calendar days, unless agreed otherwise.

The contractor shall ensure quality management through continuous monitoring. This monitoring shall take a quality assurance (QA) approach and collect information on the service provider's conduct in implementing the activities.

This QA approach shall be based on the following principles: data collection through review of literature and stakeholder engagements; adequate execution of the proposed schedule within the set timelines. the contractor shall use these principles to ensure the quality of their service and to monitor the satisfaction of those involved in all aspects of the activities

The contracting authority will communicate the outcomes of the evaluation sessions to the contractor and, if necessary, will ask for actions to be taken. the contractor can also perform self-evaluation, without the results of it being binding to the contracting authority.

The contracting authority will closely monitor the content, methodology and implementation of the activities to ensure that the desired level is kept.

The contractor will work in close collaboration with the intervention manager, Elizabeth Nkwasire, the project team, and in particular the capitalisation expert. the expert will also receive technical guidance from the human mobility team in Brussels: Raffaella Greco Tonegutti, human mobility lead expert, Noemi Cascone, project officer human mobility (Brussels).

Furthermore, the contractor shall be obliged to ensure that the key experts comply with and follow the instructions given by the contracting authority, to allow smooth administration of the activities. The contractor must also ensure timely and accurate invoicing for services delivered as well as any required reporting.

1.1.2.3 Reporting

The contractor shall ensure timely and accurate invoicing for services delivered as well as any required reporting. Phase 2 shall only commence after formal approval of completion reports of Phase 1, i.e., phase 2 can only start after approved completion of phase 1 tasks and reports. All assignment deliverables and reports will duly be submitted to the intervention manager, who is the approving authority.

Delivery Schedule

Lot 1:

The Development of a Records Information System and Training of the End Users on the Use of the Developed System.

#	Tasks	Duration (calendar days)	End Date (calendar days)
1	Analysis	05 days	Start Date + 13 days
	Review with comments	03 days	
	Final Analysis Report	02 days	
	Acceptance	03 days	
2	Design	03 days	Start Date + 25 days
	Review with Comments	03 days	
	Final Design Report	03 days	
	Acceptance	03 days	
3	Development – Records System	30 days	Start Date + 75 days
	FAT	03 days	
	Resolution of Bugs	05 days	
	Review with comments	03 days	
	Resolve comments	03 days	
	Final UAT report	03 days	
	Acceptance	03 days	
4	Operationalization– supply & installation of equipment	21 days	Start Date + 108 days
	Site Acceptance Test	03 days	
	Review with comments	03 days	
	Resolve the comments	03 days	
	Acceptance	03 days	
5	Training of End Users (ToT)	10 days	Start Date + 137 days
	User Manuel	05 days	
	Training Report	05 days	
	Review with comments	03 days	
	Resolve the comments	03 days	
	Final Report Acceptance	03 days	
6	Preventive & Corrective Maintenance	14 days	Start Date + 160 days
	Review Report with comments	03 days	
	Resolve the comments	03 day	
	Acceptance of Report	03 days	
Total		160 days	

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Lot 2:**The Development of QR Coding System for Unique Document Identification and Training of the End Users on the Use of the Developed System.**

Below is a proposed timeline based on the above six tasks.

#	Tasks	Duration (calendar days)	End Date (calendar days)
1	Analysis	05 days	Start Date + 13 days
	Review with comments	03 days	
	Final Analysis Report	02 days	
	Acceptance	03 days	
2	Design	03 days	Start Date + 25 days
	Review with Comments	03 days	
	Final Design Report	03 days	
	Acceptance	03 days	
3	Development – Records System	30 days	Start Date + 75 days
	FAT	03 days	
	Resolution of Bugs	05 days	
	Review with comments	03 days	
	Resolve comments	03 days	
	Final UAT report	03 days	
	Acceptance	03 days	
	Acceptance	03 days	
4	Operationalization– supply & installation of equipment	21 days	Start Date + 108 days
	Site Acceptance Test	03 days	
	Review with comments	03 days	
	Resolve the comments	03 days	
	Acceptance	03 days	
5	Training of End Users (ToT)	10 days	Start Date + 137 days
	User Manuel	05 days	
	Training Report	05 days	
	Review with comments	03 days	
	Resolve the comments	03 days	
	Final Report Acceptance	03 days	
6	Preventive & Corrective Maintenance	14 days	Start Date + 160 days
	Review Report with comments	03 days	
	Resolve the comments	03 day	
	Acceptance of Report	03 days	
Total		160 days	

1.2 Requirements for the resources

1.2.1 Human resources

1.2.1.1 Selection of experts

Composition of the team

Lot 1	<ul style="list-style-type: none">• 1 IT project manager• a pool of 5 staff including the IT project manager.
Lot 2	<ul style="list-style-type: none">• 1 IT project manager• a pool of 3 staff including the IT project manager.

Qualifications of the Team

Mandatory requirements for the team:

Lot 1:

Design and development of a records information system, supply and installation of relevant equipment and training of the end users on the use of the developed system.

The contractor shall have the following project team;

- IT Project Manager (01)
 - Qualification: Master's degree in IT/Computer Science/Software engineering, with over five (05) years' experience in systems development and management of a software development team.
- Software developers (02)
 - Qualification: Bachelor degree in IT/Computer Science/Software engineering, with over three (3) years' experience in corporate software development.
- Software Testers (01)
 - Qualification: Bachelor degree in IT/Computer Science/Software engineering, with over three (3) years' experience in corporate software development
- Database developers (01)
 - Qualification: Bachelor degree in IT/Computer Science/Software engineering, with over three(3) years' experience in corporate software development.

Lot 2:

Development of QR coding system for unique document identification, and training of the end users on the use of the developed system

The contractor shall have the following project team;

- IT Project Manager (01)
 - Qualification: Master's degree in IT/Computer Science/Software engineering, with over fiver (05) years' experience in systems development and management of a software development team.
- Software developers (01)
 - Qualification: Bachelor degree in IT/Computer Science/Software engineering, with over three(3) years' experience in corporate software development.
- Software Testers (01)

- Qualification: Bachelor degree in IT/Computer Science/Software engineering, with over three (3) years' experience in corporate software development

1.2.1.2 Management of the Team

The Contractor shall identify IT project manager within its organization who will represent the single point of contact for all administrative and operational communication with the contracting authority. The contracting authority has designated Elizabeth Nkwasiire as the key contact person.

All communications and exchange of information between the contracting authority and the contractor during the contract period shall be held in writing or email, in English and be addressed to the contractor's single point of contact and to the contact person in the contracting authority respectively.

The IT project manager shall also supervise the implementation from a capacity development point of view to ensure adaptation of methods and methodology for project. In addition, he/she shall safeguard that the requirements as described in this tender are being kept. The coordinator will need to closely collaborate with the contracting authority ensuring that the quality of the services meets the standards set.

In case of unavailability of a team member, the contractor shall ensure prompt replacement with at least the same qualifications as those of the expert being replaced and who initially proposed for the assignment.

1.2.2 Other resources

For lot 1 and 2 the contractor shall provide all the necessary equipment e.g., laptops, stationery materials, projector, flip chart during the development of the proposed systems and during the end users training. The contractor shall also transport the equipment and any other form of material required for the installation of servers and softwares.

2 General provisions

2.1 Derogations from the General Implementing Rules

Chapter '*Specific contractual and administrative conditions*' of these Tender Specifications (CSC/Cahier Spécial des Charges) holds the specific administrative and contractual provisions that apply to this public procurement contract as a derogation of the Royal Decree of 14.01.2013 or as a complement or an elaboration thereof.

2.2 Contracting authority

The contracting authority of this public procurement contract is Enabel, the Belgian development agency, public-law company with social purposes, with its registered office at Rue Haute 147, 1000 Brussels in Belgium (enterprise number 0264.814.354, RPM/RPR Brussels). Enabel has the exclusive competence for the execution, in Belgium and abroad, of public service tasks of direct bilateral cooperation with the partner countries. Moreover, it may also perform other development cooperation tasks at the request of public interest organisations, and it can develop its own activities to contribute towards realisation of its objectives.

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For this procurement contract, Enabel is represented by person(s) who shall sign the award letter and are mandated to represent the organisation towards third parties.

2.3 Institutional setting of Enabel

The general framework of reference in which Enabel operates is:

- The Belgian Law on Development Cooperation of 19 March 2013¹;
- The Belgian Law of 21 December 1998 establishing the Belgian Technical Cooperation as a public-law company²;
- The Belgian Law of 23 November 2017 changing the name of the Belgian Technical Cooperation and defining the missions and functioning of Enabel, the Belgian development agency, published in the Belgian Official Gazette on 11 December 2017.

The following initiatives are also guiding Enabel in its operations: We mention as main examples: In the field of international cooperation: the United Nations Sustainable Development Goals and the Paris Declaration on the harmonisation and alignment of aid;

- In the field of the fight against corruption: the Law of 8 May 2007 approving the United Nations Convention against Corruption, adopted in New York on 31 October 2003², as well as the Law of 10 February 1999 on the Suppression of Corruption transposing the Convention on Combating Bribery of Foreign Public Officials in International Business Transactions;
- In the field of Human Rights: the United Nations' Universal Declaration of Human Rights (1948) as well as the 8 basic conventions of the International Labour Organisation³ on Freedom of Association (C. n°87), on the Right to Organise and Collective Bargaining (C. n°98), on Forced Labour (C. n°29 and 105), on Equal Remuneration and on Discrimination in Respect of Employment (C. n°100 and 111), on Minimum Age for Admission to Employment (C. n°138), on the Prohibition of the Worst Forms of Child Labour (C. n°182);
- In the field of environmental protection: The Climate Change Framework Convention in Paris, 12 December 2015;
- The first Management Contract concluded between Enabel and the Belgian federal State (approved by the Royal Decree of 17.12.2017, Belgian Official Gazette 22.12.2017) that sets out the rules and the special conditions for the execution of public service tasks by Enabel on behalf of the Belgian State.
- Enabel's Code of Conduct of January 2019, Enabel's Policy regarding sexual exploitation and abuse of June 2019 and Enabel's Policy regarding fraud and corruption risk management of June 2019.

2.4 Rules governing the procurement contract

- The following, among other things, applies to this public procurement contract:
- The Law of 17 June 2016 on public procurement contracts⁴;

¹ Belgian Official Gazette of 30 December 1998, of 17 November 2001, of 6 July 2012, of 15 January 2013 and of 26 March 2013. Belgian Official Gazette of 1 July 1999.

² Belgian Official Gazette of 18 November 2008.

³ <http://www.ilo.org/ilolex/french/convdisp1.htm>.

⁴ Belgian Official Gazette 14 July 2016.

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- The Law of 17 June 2013 on justifications, notification and legal remedies for public procurement contracts and certain procurement contracts for works, supplies and services⁵;
- The Royal Decree of 18 April 2017 on the award of public procurement contracts in the classic sectors⁶;
- Royal Decree of 14 January 2013 establishing the General Implementing Rules for public procurement contracts and for concessions for public works⁷;
- Circulars of the Prime Minister with regards to public procurement contracts.
- All Belgian regulations on public procurement contracts can be consulted on www.publicprocurement.be.
- Enabel's Policy regarding sexual exploitation and abuse – June 2019;
- Enabel's Policy regarding fraud and corruption risk management – June 2019;
- Regulation (EU) 2016/679 of the European Parliament and of the Council of 27 April 2016 on the protection of natural persons with regard to the processing of personal data and on the free movement of such data (General Data Protection Regulation – 'GDPR'), and repealing Directive 95/46/EC.
- Law of 30 July 2018 on the protection of natural persons with regard to the processing of personal data.;

All Belgian regulations on public contracts can be consulted on www.publicprocurement.be

Enabel's Code of Conduct and the policies mentioned above can be consulted on Enabel's website via <https://www.enabel.be/content/integrity-desk>.

2.5 Definitions

The following definitions apply to this procurement contract:

The tenderer: An economic operator submitting a tender;

The contractor/ service provider: The tenderer to whom the procurement contract is awarded;

The contracting authority: Enabel, represented by the Resident Representative of Enabel in Uganda.

The tender: Commitment of the tenderer to perform the procurement contract under the conditions that he has submitted;

Days: In the absence of any indication in this regard in the Tender Specifications and the applicable regulations, all days should be interpreted as calendar days;

⁵ Belgian Official Gazette of 21 June 2013.

⁶ Belgian Official Gazette 9 May 2017.

⁷ Belgian Official Gazette 27 June 2017.

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Procurement documents: Tender Specifications including the annexes and the documents they refer to;

Technical specifications: A specification in a document defining the characteristics of a product or a service, such as the quality levels, the environmental and climate performance levels, the design for all needs, including accessibility for people with disabilities, and the evaluation of conformity, of product performance, of the use of the product, safety or dimensions, as well as requirements applicable to the product as regards the name by which it is sold, terminology, symbols, testing and test methods, packaging, marking or labelling, instructions for use, the production processes and methods at every stage in the life cycle of the supply or service, as well as the evaluation and conformity procedures;

Variant: An alternative method for the design or the performance that is introduced either at the demand of the contracting authority, or at the initiative of the tenderer;

Option: A minor and not strictly necessary element for the performance of the procurement contract, which is introduced either at the demand of the contracting authority, or at the initiative of the tenderer;

Inventory: The procurement document which splits up the performance in different items and specifies the quantity or the method to determine the price for each of them;

General Implementing Rules (GIR): Rules laid down in the Royal Decree of 14.01.2013 establishing the General Implementing Rules for public procurement contracts and for concessions for public works;

The Tender Specifications (Cahier spécial des charges/CSC): This document and its annexes and the documents it refers to;

Corrupt practices: The offer of a bribe, gift, gratuity or commission to any person as an inducement or reward for performing or refraining from any act relating to the award of a procurement contract or performance of a procurement contract already concluded with the contracting authority;

Litigation: Court action.

Subcontractor in the meaning of public procurement regulations: The economic operator proposed by a tenderer or contractor to perform part of the contract. The subcontractor is understood as the economic operator with the capacity which the applicant or tenderer relies upon or to whom he entrusts all or part of his engagements.

Controller in the meaning of the GDPR: the natural or legal person, public authority, agency or other body which, alone or jointly with others, determines the purposes and means of the processing of personal data.

Sub-contractor or processor in the meaning of the GDPR: a natural or legal person, public authority, agency or other body which processes personal data on behalf of the controller.

Recipient in the meaning of the GDPR: a natural or legal person, public authority, agency or another body, to which the personal data are disclosed, whether a third party or not.

Personal data: any information relating to an identified or identifiable natural person ('data subject'); an identifiable natural person is one who can be identified, directly or indirectly, in particular by reference to an identifier such as a name, an identification number, location data,

an online identifier or to one or more factors specific to the physical, physiological, genetic, mental, economic, cultural or social identity of that natural person.

2.6 Processing of personal data by the contracting authority and confidentiality

2.6.1 Processing of personal data by the contracting authority

The contracting authority undertakes to process the personal data that are communicated to it in response to the Call for Tenders with the greatest care, in accordance with legislation on the protection of personal data (General Data Protection Regulation, GDPR). Where the Belgian law of 30 July 2018 on the protection of natural persons with regard to the processing of personal data contains stricter provisions, the contracting authority will act in accordance with said law.

2.6.2 Confidentiality

The tenderer or contractor and Enabel are bound to secrecy vis-à-vis third parties with regards to any confidential information obtained within the framework of this public contract and will only divulge such information to third parties after receiving the prior written consent of the other party. They will disclose this confidential information only among appointed parties involved in the assignment. They guarantee that said appointed parties will be adequately informed of their obligations in respect of the confidential nature of the information and that they shall comply therewith.

PRIVACY NOTICE OF ENABEL: Enabel takes your privacy serious. We undertake to protect and process your personal data with due care, transparently and in strict compliance with privacy protection legislation.

See also: <https://www.enabel.be/content/privacy-notice-enabel>

2.7 Deontological obligations

Any failure to comply with one or more of the deontological clauses may lead to the exclusion of the candidate, tenderer or contractor from other public procurement contracts for Enabel.

For the duration of the procurement contract, the contractor and his staff respect human rights and undertake not to go against political, cultural or religious customs of the beneficiary country. The tenderer or contractor is bound to respect fundamental labour standards, which are internationally agreed upon by the International Labour Organisation (ILO), namely the conventions on union freedom and collective bargaining, on the elimination of forced and obligatory labour, on the elimination of employment and professional discrimination and on the abolition of child labour.

In accordance with Enabel's Policy regarding sexual exploitation and abuse, the contractor and his staff have the duty to behave in an irreproachable manner towards the beneficiaries of the projects and towards the local population in general. They must abstain from any acts that could be considered a form of sexual exploitation or abuse and they must abide by the basic principles and guidelines laid down in this policy.

Any attempt of a candidate or a tenderer to obtain confidential information, to proceed to illicit arrangements with competitors or to influence the evaluation committee or the contracting

authority during the investigation, clarification, evaluation and comparison of tenders and candidates procedure will lead to the rejection of the application or the tender.

Moreover, in order to avoid any impression of risk of partiality or connivance in the follow-up and control of the performance of the procurement contract, it is strictly forbidden to the contractor to offer, directly or indirectly, gifts, meals or any other material or immaterial advantage, of whatever value, to agents of the contracting authority who are concerned, directly or indirectly, by the follow-up and/or control of the performance of the procurement contract, regardless of their hierarchical rank.

The contractor of the procurement contract commits to supply, upon the demand of the contracting authority, any supporting documents related to the performance conditions of the contract. The contracting authority will be allowed to proceed to any control, on paperwork or on site, which it considers necessary to collect evidence to support the presumption of unusual commercial expenditure. Depending on the gravity of the facts observed, the contractor having paid unusual commercial expenditure is liable to have its contract cancelled or to be permanently excluded from receiving funds.

In accordance with Enabel's Policy regarding sexual exploitation and abuse of June 2019 and Enabel's Policy regarding fraud and corruption risk management complaints relating to issues of integrity (fraud, corruption, etc.) must be sent to the Integrity desk through the <https://www.ENABLEintegrity.be> website.

2.8 Applicable law and competent courts

The procurement contract must be performed and interpreted according to Belgian law.

The parties commit to sincerely perform their engagements to ensure the good performance of this procurement contract.

In case of litigation or divergence of opinion between the contracting authority and the contractor, the parties will consult each other to find a solution.

If agreement is lacking, the Brussels courts are the only courts competent to resolve the matter.

3 Modalities of the contract

3.1 Type of contract

This procurement contract is a direct services contract.

3.2 Scope of the contract

3.2.1 Subject-matter

This service procurement contracts consists in the performance of the provision of customized digitalization services related to work processes and supply of assorted ICT equipment in either the Ministry of Education and Sports, or the Ministry of Water and Environment, in conformity with the conditions of these Tender Specifications.

3.2.2 Lots

The procurement contract has 2 lots, each of which is indivisible.

The description of each lot is included in Part one of the Technical Specifications.

The Lots are:

Lots	Description of the Lots
Lot 1	The development of Ministry of Water & Environment (MoWE) records Information System and training of the end users on the use of the developed system including supply, delivery and installation of related equipment.
Lot 2	The development of QR coding system for unique document identification and training of the end users on the use of the developed system, including supply, delivery and installation of related equipment.

3.2.3 Items

Each lot of this procurement contract consists of the items stated in part 1 of this tender document.

These items are pooled and form one single lot. It is not possible to tender for one or several items and the tenderer must submit price quotations for all items of a same lot.

3.2.4 Variants

Variants are not permitted.

3.2.5 Option

The contract does not contain options.

3.5 Duration of the contract

The procurement contract starts upon award notification and shall last as indicated in the table below;

#	Lots	Duration
1	Lot 1	Six (6) Months
2	Lot 2	Six (6) Months

3.8 Value of the contract

The estimated maximum values of the contracts are:

Lots	Requirement per lot	Estimated Maximum Amount (Euro)
Lot 1	The development of Ministry of Water & Environment (MoWE) records Information System and training of the end users on the use of the developed system including supply, delivery and installation of related equipment.	63,000 EURO
Lot 2	The development of QR coding system for unique document identification and training of the end users on the use of the developed system, including supply, delivery and installation of related equipment.	40,000 EURO

4 Special contractual provisions

This chapter of these Tender Specifications holds the specific provisions that apply to this public procurement contract as a derogation of the 'General Implementing Rules for public procurement contracts and for public works concessions' of the Royal Decree of 14 January 2013, hereinafter referred to as 'GIR', or as a complement or an elaboration thereof. The numbering of the articles below (between brackets) follows the numbering of the GIR articles. Unless indicated, the relevant provisions of the General Implementing Rules (GIR) apply in full.

These Tender Specifications derogate from Article (s) 25-33 of the General Implementing Rules (see point 4.7 "Performance bond (Art. 25-33)").

4.1 Managing official (Art. 11)

The managing official is Ms. Elizabeth Nkwasure, e-mail: Elizabeth.nkwasure@enabel.be

Once the procurement contract is concluded, the managing official is the main contact point for the service provider. Any correspondence or any questions with regards to the performance of the procurement contract will be addressed to him/her, unless explicitly mentioned otherwise in these Tender Specifications.

The managing official is responsible for the follow-up of the performance of the contract.

The managing official is fully competent for the follow-up of the satisfactory performance of the procurement contract, including issuing service orders, drawing up reports and states of affairs, approving the services, progress reports and reviews. (S)he may order any modifications to the procurement contract with regards to its subject-matter provided that they remain within its scope.

However, the signing of amendments or any other decision or agreement implying derogation from the essential terms and conditions of the procurement contract are not part of the competence of the managing official. For such decisions the contracting authority is represented as stipulated under the contracting authority.

Under no circumstances is the managing official allowed to modify the terms and conditions (e.g., performance deadline) of the contract, even if the financial impact is nil or negative. Any commitment, change or agreement that deviates from the conditions in the Tender Specifications and that has not been notified by the contracting authority, will be considered null and void.

4.2 Subcontractors (Art. 12 to 15)

The fact that the contractor entrusts all or part of his commitments to subcontractors does not relieve him of liability to the contracting authority. The latter does not recognise any contractual relation with third parties.

The contractor remains, in any case, solely liable to the contracting authority.

The service provider commits to having the procurement contract performed by the persons indicated in the tender, except for force majeure. The persons mentioned or their replacements are all deemed to effectively be involved in the performance of the procurement contract. Any replacements must be approved by the contracting authority.

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When the contractor uses a subcontractor to carry out specific processing activities on behalf of the contracting authority, the same data protection obligations as those of the contractor are imposed on that subcontractor by contract or any other legal act.

In the same way, the contractor will respect and enforce to his subcontractors, the provisions of Regulation (EU) 2016/679 of the European Parliament and of the Council of 27 April 2016 on the protection of natural persons with regard to the processing of personal data and on the free movement of such data (General Data Protection Regulation, GDPR). The contracting authority may conduct an audit of the processing carried out in order to validate compliance with this legislation.

4.3 Confidentiality (art. 18)

The knowledge and information gathered by the tenderer under the framework of this public contract is strictly confidential.

Under no circumstances can the information collected, regardless of its origin and nature, be transferred to third parties in any form.

The tenderer is therefore bound by the duty of discretion.

In accordance with Article 18 of the Royal Decree of 14 January 2013 establishing the general rules for public procurement, the tenderer undertakes to consider and process in a strictly confidential manner any information, all facts, any documents and/or any data, whatever their nature and support, which have been communicated to him, in any form and by any means, or to which he has access, directly or indirectly, in the context or on the occasion of this public contract. Confidential information covers, in particular, the very existence of this public contract, without this list being limited.

Therefore, he undertakes to:

- Respect and enforce the strict confidentiality of these elements and to take all necessary precautions in order to preserve their secrecy (these precautions cannot in any case be inferior to those taken by the tenderer for the protection of his own confidential information);
- Consult, use and/or exploit, directly or indirectly, all of the above elements only to the extent strictly necessary to prepare and, if necessary, to carry out this public contract (particularly in accordance with the privacy legislation with respect to personal data processing);
- Not reproduce, distribute, disclose, transmit or otherwise make available to third parties the above elements, in whole or in part, and in any form, unless having obtained prior and written consent of the contracting authority;
- Return, at the first request of the contracting authority, the above elements;
- In general, not disclose directly or indirectly to third parties, whether for advertising or any other reason, the content of this public contract.

4.4 Protection of personal data

4.4.1 Processing of personal data by the contracting authority

The contracting authority undertakes to process the personal data that are communicated to it in response to the Call for Tenders with the greatest care, in accordance with legislation on the protection of personal data (General Data Protection Regulation, GDPR). Where the Belgian law of 30 July 2018 on the protection of natural persons with regard to the processing of personal data contains stricter provisions, the contracting authority will act in accordance with said law.

4.4.2 Processing of personal data by a subcontractor

OPTION 2: PROCESSING OF PERSONAL DATA BY A CONTROLLER (RECIPIENT)

During contract performance, the contractor may process personal data of the contracting authority or in execution of a legal obligation.

For any processing of personal data carried out in connection with this public contract, the contractor is required to comply with Regulation (EU) 2016/679 of the European Parliament and of the Council of 27 April 2016 on the protection of natural persons with regard to the processing of personal data and on the free movement of such data (GDPR) and the Belgian law of 30 July 2018 on the protection of natural persons with regard to the processing of personal data.

By simply participating in the contracting process, the tenderer certifies that he will strictly comply with the obligations of the GDPR for any processing of personal data conducted in connection with that public contract.

Given the public contract, it is to be considered that the contracting authority and the contractor will each be responsible, individually, for the processing.

4.5 Intellectual property (Art. 19 to 23)

The contracting authority acquires the intellectual property rights created, developed or used during performance of the contract which upon acceptance it transfers automatically to the respective Beneficiary Organisation specified in the Technical Specifications.

Without prejudice to the above and unless otherwise stipulated in the procurement documents, when the subject-matter of the procurement contract consists of the creation, manufacture or the development of designs or of logos, the contracting authority acquires the intellectual property thereof, as well as the right to trademark them, to have them registered and to have them protected.

For domain names created under the procurement contract, the contracting authority also acquires the right to register and protect them, unless otherwise stipulated in the procurement documents.

When the contracting authority does not acquire the intellectual property rights, it obtains a patent licence of the results protected by intellectual property law for the exploitation modes that are mentioned in the procurement documents.

The contracting authority lists the exploitation modes for which it intends to obtain a licence in the procurement documents.

4.6 Performance bond (Art. 25 to 33)

A performance bond shall be required in case the total contract value exceeds 50 000 EUROS.

The performance bond is set at 5 % of the total value of the Contract. This shall exclude VAT, of the procurement contract. The value thus obtained is rounded up to the nearest 10 euros.

In accordance with the legal and regulatory provisions, the performance bond may be constituted either of cash or of public funds or may take the form of a joint performance bond.

The performance bond may also take the form of a surety bond issued by a credit institution meeting the requirements of the law on the statute and control of credit institutions.

As a derogation from Article 26, the performance bond may be posted through an establishment that has its registered office in one of the countries of destination of the services. The contracting authority maintains the right to accept or refuse the posting of the bond through that institution. The tenderer shall mention the name and address of this institution in the tender.

This derogation is founded on the idea of providing possible local tenderers with an opportunity to submit a tender. This measure is made essential by the specific requirements of the contract.

The contractor must, within 30 calendar days from the day of procurement contract conclusion, furnish proof that he or a third party has posted the bond in one of the ways set out below:

1° in the case of cash, by transfer of the amount to the bpost account number of the Deposit and Consignment Office Fill out the form

https://finances.belgium.be/sites/default/files/01_marche_public.pdf as completely as possible and return it to the e-mail address: info.cdcck@minfin.fed.be

After reception and validation of said form, an agent of Belgium's Deposit and Consignment Office (Caisse des Dépôts et Consignations) will communicate to you the payment instructions (account number + communication) for posting the bond in cash;

2° in the case of public funds, by depositing such funds, for the account of the Deposit and Consignment Office, with the State Cashier at the head office of the National Bank in Brussels or at one of its provincial agencies or with a public institution with an equivalent function;

3° in the case of a joint surety, by deposit via an institution that lawfully carries out this activity of a deed of joint surety with the Deposit and Consignment Office or with a public institution with an equivalent function;

4° in the case of a guaranty, by the deed of undertaking of the credit institution

This proof must be provided as applicable by submission to the contracting authority of:

1° the deposit receipt of the Deposit and Consignment Office or of a public institution with an equivalent function; or

2° a debit notice issued by the credit institution; or

3° the deposit certificate issued by the State Cashier or public institution with an equivalent function; or

4° the original copy of the deed of joint surety stamped by the Depot and Consignment Office or by a public institution with an equivalent function; or

5° the original copy of the deed of undertaking issued by the credit institution granting a guaranty.

These documents, signed by the depositor, must state why the performance bond was posted and its precise usage, consisting of a concise indication of the subject-matter of the procurement contract and a reference to the procurement documents, as well as the name, first name and full address of the contractor and, where relevant, that of the third party that made the deposit on the contractor's account, bearing the statement 'lender' or 'mandatory', as appropriate.

The period of 30 calendar days specified above is suspended during the period of closure of the contractor's business for paid annual holidays and the days off in lieu stipulated by regulation or by a collective binding labour agreement.

Proof that the required performance bond has been posted must be sent to the address that will be mentioned in the contract conclusion notification.

Request by the contractor for the acceptance procedure to be carried out:

For the final acceptance: This is equal to a request to release the whole of the performance bond.

4.7 Conformity of performance (Art. 34)

The works, supplies and services must comply in all respects with the procurement documents. Even in the absence of technical specifications in the procurement documents, the works, supplies and services must comply in all aspects with good practice.

4.8 Changes to the procurement contract (Art. 37 to 38/19)

4.8.1 Replacement of the contractor (Art. 38/3)

Provided that he meets the selection and exclusion criteria set out in this document, a new contractor may replace the contractor with whom the initial procurement contract was agreed in cases other than those provided for in Art. 38/3 of the General Implementing Rules (GIR).

The contractor submits his request as quickly as possible by registered post, stating the reasons for this replacement and providing a detailed inventory of the state of supplies and services already performed, the new contractor's contact details and the documents and certificates which the contracting authority cannot access free of charge.

The replacement will be recorded in an amendment dated and signed by all three parties. The initial contractor remains liable to the contracting authority for the performance of the remainder of the procurement contract.

4.8.2 Adjusting the prices (Art. 38/7)

For this procurement contract, price reviews are not permitted.

4.8.3 Indemnities following the suspensions ordered by the contracting authority during performance (Art. 38/12)

The contracting authority reserves the right to suspend the performance of the procurement contract for a given period, mainly when it considers that the procurement contract cannot be performed without inconvenience at that time.

The performance period is extended by the period of delay caused by this suspension, provided that the contractual performance period has not expired. If it has expired, the return of fines for late performance will be agreed.

When activities are suspended, based on this clause, the contractor is required to take all necessary precautions, at his expense, to protect the services already performed and the materials from potential damage caused by unfavourable weather conditions, theft or other malicious acts. The contractor has a right to damages for suspensions ordered by the contracting authority when:

- The suspension lasts in total longer than one twentieth of the performance time and at least ten working days or two calendar weeks, depending on whether the performance time is expressed in working days or calendar days;
- The suspension is not due to unfavourable weather conditions;
- The suspension occurred during the contract performance period.

Within thirty days of their occurrence or the date on which the contractor or the contracting authority would normally have become aware of them, the contractor reports the facts or circumstances succinctly to the contracting authority and describes precisely their impact on the progress and cost of the procurement contract.

4.8.4 Unforeseen circumstances

As a rule, the contractor is not entitled to any modification of the contractual terms due to circumstances of which the contracting authority was unaware.

A decision of the Belgian State to suspend cooperation with a partner country is deemed to be unforeseeable circumstances within the meaning of this article. Should the Belgian State break off or cease activities which implies therefore the financing of this procurement contract, Enabel will do everything reasonable to agree a maximum compensation figure.

4.9 Preliminary technical acceptance (Art. 42)

The contracting authority reserves the right to demand an activity report at any time of the assignment to the service provider (meetings held, persons met, institutions visited, summary of results, problems encountered and unresolved issues, deviations from the planning and deviations from the ToR...).

4.10 Performance modalities (Art. 146 et seq.)

4.10.1 Deadlines and terms (Art. 147)

The services must be performed within six (6) calendar months as from the day after the date on which the service provider received the contract conclusion notification letter. The closure of the service provider's business for annual holidays is not included in this calculation.

The order form is addressed to the service provider either by registered letter, or by fax, or by any other means through which the date of dispatch can be determined unambiguously.

Any further correspondence pertaining to the order form (and to the performance of the services) follows the same rules as those for the dispatch of the order form when a party wants to establish proof of its intervention.

In the event the acknowledgement of receipt of the order form is received after the period of two working days, upon written demand and justification of the service provider, the performance period may be extended pro rata of the delay of the acknowledgement of receipt of the order form. When the service that placed the order, upon examination of the written demand of the service provider, estimates that the demand is founded or partially founded, it will inform the service provider in writing of which extension of the period is accepted.

When the order form is clearly incorrect or incomplete and implementation of the order becomes impossible, the service provider immediately notifies the service that placed the order about this in writing in order to find a solution to allow for normal implementation of the order. If necessary, the service provider will ask for an extended performance period under the same conditions as those foreseen in case of late reception of the order form.

In any event, complaints about the order form are not admissible any more if they are not submitted within 10 calendar days from the day following the date on which the service provider has received the order form.

The services must be performed within a period that is to be expressed in calendar days, which the tenderer shall mention in his tender. This period starts as from the day following the date on which the service provider received the contract conclusion notification letter. Since the performance period is an award criterion, not including it in the tender will bring about the substantial irregularity of the tender. All days are indistinguishably included in the period.

The order form is addressed to the service provider either by registered letter, or by fax, or by any other means through which the date of dispatch can be determined unambiguously.

4.10.2 Place where the services must be performed and formalities (Art. 149)

The customization, configuration, development and testing services for lot 1 and lot 2 will be performed at the contractor's offices and the deployment shall be undertaken at;

LOT 1: Ministry of Water and Environment (Records Unit in the Department of Finance and Administration) offices, Head office, in Kampala, Uganda.

LOT 2: Ministry of Education and Sports (Department of Human Resource Management in Kampala, Uganda).

4.11 Inspection of the services (Art. 150)

If during contract performance irregularities are found, the contractor will be notified about this immediately by fax or e-mail, which will be confirmed consequently by registered letter. The contractor is bound to perform the non-complying services again.

The service provider advises the managing official by registered post or e-mail showing the exact date of dispatch, at which date the services can be controlled.

4.12 Liability of the service provider (Art. 152-153)

The service provider takes the full responsibility for mistakes and deficiencies in the services provided.

Moreover, the service provider indemnifies the contracting authority against damages for which it is liable towards third parties due to late performance of the services or due to failure of the service provider.

4.13 Zero tolerance Sexual exploitation and abuse

In application of Enabel's Policy regarding sexual exploitation and abuse of June 2019 there will be zero tolerance towards any misconduct that could impact the professional credibility of the tenderer.

4.14 Means of action of the contracting authority (Art. 44-51 and 154155)

The service provider's default is not solely related to services as such but also to the whole of the service provider's obligations.

In order to avoid any impression of risk of partiality or connivance in the follow-up and control of the performance of the procurement contract, it is strictly forbidden to the service provider to offer, directly or indirectly, gifts, meals or any other material or immaterial advantage, of whatever value, to the employees of the contracting authority who are concerned, directly or indirectly, by the follow-up and/or control of the performance of the procurement contract, regardless of their hierarchical rank.

In case of violation, the contracting authority may impose a lump-sum fine to the service provider for each violation, which can be to up to three times the amount obtained by adding up the (estimated) values of the advantage offered to the employee and of the advantage that the contractor hoped to obtain by offering the advantage to the employee. The contracting authority will decide independently about the application and the amount of this fine.

This clause is without prejudice to the possible application of other measures as of right provided in the GIR, namely the unilateral termination of the procurement contract and/or the exclusion of procurement contracts of the contracting authority for a determined duration.

4.14.1 Failure of performance (Art. 44)

§1 The contractor is considered to be in failure of performance under the procurement contract:

1° when the delivery is not carried out in accordance with the conditions specified in the procurement documents;

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2° at any time, when the delivery has not progressed in such a way that it can be fully completed on the due dates;

3° when he does not observe written orders, which are given in due form by the contracting authority.

§2 Any failure to comply with the provisions of the procurement contract, including the non-observance of orders of the contracting authority, is recorded in a report ('process verbal'), a copy of which will be sent immediately to the contractor by registered mail.

The contractor must repair the defects without any delay. He may assert his right of defence by registered letter addressed to the contracting authority within fifteen days from the date of dispatch of the report (process verbal). Silence on his part after this period shall be deemed as acknowledgement of the reported facts.

Any defects detected that can be attributed to the contractor render him liable to one or more of the measures provided for in Articles 45 to 49, 154 and 155.

4.14.2 Fines for delay (Art. 46 and 154)

The fines for delay differ from the penalties referred to in Article 45. They are due, without the need for notice, by the mere lapse of the performance term without the issuing of a report and they are automatically applied for the total number of days of delay.

Without prejudice to the application of fines for delay, the contractor continues to guarantee the contracting authority against any damages for which it may be liable to third parties due to late performance of the procurement contract.

4.14.3 Measures as of right (Art. 47 and 155)

§1 When, upon expiry of the term given in Article 44, §2, the contractor has not taken action or has presented means deemed unjustified by the contracting authority, the contracting authority may apply the measures as of right described in paragraph 2.

However, the contracting authority may apply measures as of right without waiting for the expiry of the term given in Article 44, §2, when the contractor has explicitly recognised the defects found.

§2 The measures as of right are:

1° Unilateral termination of the procurement contract. In this case the entire performance bond, or if no bond has been posted an equivalent amount, is acquired as of right by the contracting authority as lump sum damages. This measure excludes the application of any fine for delay in performance in respect of the terminated part;

2° Performance under regime of all or part of the non-performed procurement contract;

3° Conclusion of one or more replacement procurement contracts with one or more third parties for all or part of the procurement contract remaining to be performed.

The measures referred to in 1°, 2° and 3° will be taken at the expense and risk of the defaulting contractor. However, any fines or penalties imposed during the performance of a replacement procurement contract will be borne by the new contractor.

4.15 End of the procurement contract

4.15.1 Acceptance of the services performed (Art. 64-65 and 156)

The managing official will closely follow up the services during performance.

The services will not be accepted until after fulfilling audit verifications, technical acceptance and prescribed tests.

The contracting authority disposes of a verification term of thirty days starting on the final or partial end date of the services, set in conformity with the modalities in the procurement documents, to carry out the acceptance formalities and to notify the result to the service provider. This term commences provided that the contracting authority possesses, at the same time, the list of services delivered or the invoice. Upon expiry of the thirty-day term following the date stipulated for completion of the entirety of the services, depending on the case, an acceptance report or a refusal of acceptance report will be drawn up.

Where the services are completed before or after this date, it is the responsibility of the service provider to notify the managing official by registered letter, and at the same time to ask for the acceptance procedure to be carried out. Within thirty days after the date of receipt of the service provider's request, an acceptance or a refusal of acceptance report will be drawn up, depending on the case.

The acceptance specified above is final.

4.15.3 Invoicing and payment of services (Art. 66 to 72 – 160)

The contractor sends (one copy only of) the invoices and the contract acceptance report (original copy) to the following address:

Ms. Lydia Namulondo
lydia.namulondo@enabel.be
Financial controller
Enabel in Uganda, Plot 1 B lower Kololo terrace.

Only services that have been performed correctly may be invoiced.

The contracting authority disposes of a verification term of thirty days starting on the end date for the services, set in conformity with the modalities in the procurement documents, to carry out the technical acceptance and provisional acceptance formalities and to notify the result to the service provider.

The amount owed to the service provider must be paid within thirty days with effect from the expiry of the verification term or with effect from the day after the last day of the verification term, if this is less than thirty days. And provided that the contracting authority possesses, at the same time, the duly established invoice and any other documents that may be required.

The invoice must be in **EUROS**.

No advance may be asked by the contractor. Payments will be made in instalments as shown in the table below.

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Lot	Acceptance of deliverables	Percentage of total contract
Lot 1 & Lot 2	Phase 1	10%
	Phase 2	10%
	Phase 3	30%
	Phase 4	30%
	Phase 5	10%
	Phase 6	10%

4.16 Litigation (Art. 73)

The competent courts of Brussels have exclusive jurisdiction over any dispute arising from the performance of this procurement contract. French or Dutch are the languages of proceedings.

The contracting authority will in no case be held liable for any damage caused to persons or property as a direct or indirect consequence of the activities required for the performance of this procurement contract. The contractor indemnifies the contracting authority against any claims for compensation by third parties in this respect.

In case of 'litigation', i.e. court action, correspondence must (also) be sent to the following address:

Enabel, public-law company

Legal unit of the Logistics and Acquisitions service (L&A) To

the attention of Mrs Inge Janssens rue Haute 147

1000 Brussels

Belgium

5 Procurement procedure

5.1 Type of procedure

This is a Negotiated Procedure without Prior Publication in application of Article 42 of the Law of 17 June 2016.

5.2 Publication

3.2.1 Enabel publication

This procurement contract is published on the Enabel website <https://www.enabel.be/content/enabel-tenders>

5.3 Information

The awarding of this procurement contract is coordinated by the Contract Service Centre of Enabel in Uganda. Throughout this procedure all contacts between the contracting authority and the (prospective) tenderers about this procurement contract will exclusively pass through this service. (Prospective) tenderers are prohibited to contact the contracting authority in any other way with regards to this contract, unless otherwise stipulated in these Tender Specifications.

Until 15 calendar days before the time limit for the receipt of tenders, candidate-tenderers may ask questions about these Tender Specifications and the procurement contract. Questions will be in writing to UGA_CSC_CONTRACTS@enabel.be with copy to sandra.adero@enabel.be with a clear indication in the subject of the e-mail of the procedure reference and the contract title. They will be answered in the order received. The complete overview of questions asked will be available at the address mentioned above as soon as available.

Until the notification of the award decision no information will be given about the evolution of the procedure.

The tenderer is supposed to submit his tender after reading and taking into account any corrections made to the contract notice or the Tender Specifications that are published in the Belgian Public Tender bulletin or that are sent to him by e-mail. To do so, when the tenderer has downloaded the Tender Specifications, it is strongly advised that he gives his coordinates to the public procurement administrator mentioned above and requests information on any modifications or additional information.

In accordance with Article 81 of the Royal Decree of 18 April 2017, the tenderer is required to report immediately any gap, error or omission in the procurement documents that precludes him from establishing his price or compare tenders, within ten days at the latest before the deadline for receipt of tenders.

5.4 Preparation and Submission of Tenders

Preparation of tenders

The tenderer may apply for more than one lot, but the contracting authority limits the number of lots that may be awarded to a single tenderer to one lot per tenderer. In case a tenderer submits a tender for more than one lot, he shall indicate the order of preference in being awarded a contract.

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The tenderer shall prepare separately, the administrative, technical and financial proposals as explained below;

Content of tenders

The tenderer must use the tender form in annex. In case he does not use this form, he is fully responsible for the perfect concordance between the documents he has used and the form.

The tender and the annexes to the tender form are drawn up in English.

By submitting a tender, the tenderer automatically renounces to his own general or specific sales conditions, even if these are mentioned in any of the annexes to his tender.

The tenderer clearly designates in his tender which information is confidential and/or relates to technical or business secrets and may therefore not be divulged by the contracting authority.

The tender shall contain the following parts:

1. Administrative Proposal

The tenderer shall use the tender forms included in the corresponding section of the Annex.

The Administrative proposal shall respect the following structure:

- Legal identification form
- Financial Identification Form
- Subcontractor form
- Exclusion Criteria Form
- Integrity form
- Tax Clearance Certificate (e.g.; URA, as applicable)
- Social Security Contribution Clearance (e.g. NSFF as applicable)
- An extract from the criminal record in the name of the tenderer (legal person) or his representative (natural person) if there is no criminal record for legal persons (ex. certificate of good conduct from Interpol);
- Technical capacity form
- Financial capacity form
- Articles of Association

2. Technical Proposal

The technical proposal may be presented in free format. It shall not exceed ten pages, not counting the CVs. It shall respect the following page limit and structure:

- Proposed Technical Methodology (max. 7 pages)
- Proposed Project management (max. 2 page)
- Proposed Resource management (proposal (max. 1 page) + CVs of experts)

3. Financial Proposal

The tenderer shall use the tender forms included in the corresponding section of the Annex.

Determination of prices

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All prices given in the tender form must obligatorily be quoted in **EUROS**.

This procurement contract is a lump sum contract, meaning a contract in which a flat rate price covers the whole performance of the contract or each of the items of the inventory.

In accordance with Article 37 of the Royal Decree of 18 April 2017, the contracting authority may for the purpose of verifying the prices carry out an audit of any and all accounting documents and an on-site audit to check the correctness of the indications supplied.

Elements included in the price

The service provider is deemed to have included in his unit and global prices any charges and taxes generally applied to services, with the exception of the value-added tax.

The following are in particular included in the prices:

The administrative management and secretariat;

Travel, transportation and insurance;

Documentation pertaining to the services;

The delivery of documents or of pieces related to the performance;

The packaging;

Training required for operation;

Where applicable, the measures imposed by occupational safety and worker health legislation;

Customs and excise duties for equipment and products used;

Validity of tenders

The tenderers are bound by their tender for a period of 90 calendar days from the reception deadline date.

The validity of the tender will be negotiated, if the deadline stated above is overrun.

5.4.2 Submission of tenders

Without prejudice to any variants, the tenderer may only submit one tender only per lot.

The tenderer submits his tender as follows:

The duly completed and signed tender shall be submitted only by e-mail; uga_csc_tenders@enabel.be and only as attachments and not via a link to a platform. The files shall be clearly named and structured and submitted in a compressed zip folder. The tenderer is solely responsible for the accessibility and legibility of files. The tenderer shall not submit at the last minute. Untimely submission, incomplete submission or indirect submission of documents that are inaccessible or illegible may lead to the rejection of the tender. The tenderer shall submit the administrative, technical and financial proposals as separate email attachments.

The subject of the e-mail shall clearly mention the procurement reference number and the contract title, as stated on the cover page of the tender specifications, as well as the name of tenderer.

The tender shall be received by the Contracting Authority no later than **25th November 2022, 02:00 PM, Kampala time**. Tenders that arrive late will not be accepted. (Article 83 of the Royal Decree on Awarding)

5.4.3 Change or withdrawal of a tender that has already been submitted

When a tenderer wants to change or withdraw a tender already sent or submitted this must be done in accordance with the provisions of Articles 43 and 85 of the Royal Decree of 18 April 2017.

To change or withdraw a tender already sent or submitted, a written statement is required, which will be correctly signed by the tenderer or his representative. The subject-matter and the scope of the changes must be indicated in detail. Any withdrawal must be unconditional.

The withdrawal may also be communicated by electronic means, provided that it is confirmed by registered letter deposited at the post office or against acknowledgement of receipt at the latest the day before the tender acceptance deadline.

The subject-matter and the scope of the changes must be indicated in detail.

The withdrawal must be pure and simple.

5.5 Opening and evaluation of Tenders

5.5.1 Opening of tenderers

The opening of tenders will take place on the day of the final date for receiving tenders indicated above. Tenders not received before this time will be rejected. The opening will take place behind closed doors.

5.5.2 Evaluation of Tenders

5.5.2.1 Selection of tenderers

Exclusion grounds

The mandatory and optional exclusion grounds are given in the Declaration on Honour enclosed to these Tender Specifications.

By submitting this tender, the tenderer certifies that he is not in any of the cases of exclusion listed in the Articles 67 to 70 of the Law of 17 June 2016 and the Articles 61 to 64 of the Royal Decree of 18 April 2017.

The contracting authority will verify the accuracy of this Declaration on honour Based on the supporting documents.

Selection criteria

Moreover, by means of the documents requested in the Annexes - Administrative Proposal, the tenderer must prove that he is sufficiently capable, from an economic and financial as well as from a technical point of view, to successfully perform this public procurement contract.

1	Sufficient Economic and Financial Capacity
1.1	Sufficient turn-over

Minimum Standard	Lot 1: Minimum average annual turnover of 50,000 EUROS during the past three financial years Lot 2: Minimum average annual turnover of 30,000 EUROS during the past three financial years
2	Sufficient Technical and Professional Capacity
2.1	Sufficient experience in the subject-matter of the contract
Minimum Standard	Minimum of three (3) assignments within the scope of the Lot tendered for, which were totally and successfully completed in the last 3 years, out of which at least 1 was completed in Uganda.

In case a tenderer tenders for more than one Lot, the values above shall be cumulative.

A tenderer may, where appropriate and for a particular contract, rely on the capacities of other entities, regardless of the legal nature of the links which he has with these entities. In that case, the following rules apply:

- Where an economic operator wants to rely on the capacities of other entities, it shall prove to the contracting authority that it will have at its disposal the resources necessary, for example, by producing a commitment by those entities to that effect.
- The contracting authority shall verify whether the entities on whose capacity the economic operator intends to rely fulfil the relevant selection criteria and whether there are grounds for exclusion.
- Where an economic operator relies on the capacities of other entities with regard to criteria relating to economic and financial standing, the contracting authority may require that the economic operator and those entities be jointly liable for the execution of the contract.
- The contracting authority may require certain essential tasks to be carried out directly by the tenderer himself or, if the tender is submitted by a group of economic operators, by a member of the said group.

Under the same conditions, a group of candidates or tenderers may submit the capacities of the group's participants or of other entities.

Regularity of tenders

The tenders submitted by the selected tenderers will be evaluated as to formal and material regularity. Irregular tenders will be rejected.

The contracting authority reserves the right to have the irregularities in the tenderers' tender regularised during the negotiations.

5.5.2.2 qualitative and financial evaluation of tenders

Negotiation

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The formally and materially regular tenders will be evaluated as to content by an evaluation committee. The contracting authority will restrict the number of tenders to be negotiated by applying the award criteria stated in the procurement documents. This evaluation will be conducted on the basis of the award criteria given in these Tender Specifications and aims to setting a shortlist of tenderers with whom negotiations will be conducted.

Then, the negotiation phase follows. In view of improving the contents of the tenders, the contracting authority may negotiate with tenderers the initial tenders and all subsequent tenders that they have submitted, except final tenders. The minimum requirements and the award criteria are not negotiable. However, the contracting authority may also decide not to negotiate. In this case, the initial tender is the final tender.

When the contracting authority intends to conclude the negotiations, it will so advise the remaining tenderers and will set a common deadline for the submission of any BAFOs. Once negotiations have closed, the BAFO will be compared with the exclusion, selection and award criteria. The tenderer whose BAFO shows the best value for money (obtaining the best score based on the award criteria given below) will be designated the contractor for this procurement contract.

Award Criteria

The contracting authority selects the regular tender that it finds to be most advantageous, taking account of the following criteria:

- Qualitative award criteria: 30 %;

The tenderer proposes a technical methodology, project management plan and a resource management proposal based on the instructions given in the technical specifications. They are subject to evaluation according to the following sub-criteria:

N.	Qualitative Award Criteria	Max. Points: 30
1.	Quality of the proposed Technical Methodology	10
2.	Quality of the proposed Project Management	10
3.	Quality of the proposed Resource management (Management of Experts and Qualifications of Experts)	10

Only tenders with scores of at least 20 points out of 30 points qualify for the financial evaluation.

Tenders whose financial proposal exceeds the estimated maximum contract value of the lot tendered for may be rejected.

- Price: 70 %;

With regards to the ‘price’ criterion, the following formula will be used:

$$\text{Points tender A} = \frac{\text{amount of lowest tender}}{\text{amount of tender A}} * 70$$

Final score

The scores for the qualitative and financial award criteria will be added up. The procurement contract will be awarded to the tenderer with the highest final score, after the contracting Tender Specifications – Procurement reference number UGA1188811-10033

authority has verified the accuracy of the Declaration on honour of this tenderer and provided the control shows that the Declaration on honour corresponds with reality.

5.6 Award and Conclusion of Contract

5.6.1 Awarding the contract

Each lot of the procurement contract will be awarded to the tenderer who has submitted the most economically advantageous tender per lot.

Notice though that in accordance with Art. 85 of the Law of 17 June 2016, there is no obligation for the contracting authority to award the procurement contract.

The contracting authority may either decide not to award the procurement contract; either redo the procedure, if necessary, through another award procedure.

The contracting authority maintains the right to award only a certain lot or certain lots.

5.6.2 Concluding the contract

In accordance with Art. 88 of the Royal Decree of 18 April 2017, the procurement contract occurs through the notification to the selected tenderer of the approval of his tender.

Notification is via e-mail.

So, the full contract agreement consists of a procurement contract awarded by Enabel to the chosen tenderer in accordance with:

- These Tender Specifications and its annexes;
- The approved BAFO of the contractor and all of its annexes;
- The registered letter of notification of the award decision;
- Any later documents that are accepted and signed by both parties, as appropriate.

In an objective of transparency, Enabel undertakes to publish each year a list of recipients of its contracts. By introducing his tender, the successful tenderer declares that he agrees with the publication of the title of the contract, the nature and object of the contract, its name and location, and the amount of the contract.

6 Annexes

6.1 Technical documents

N/A

6.2 Contractual Documents

Model Performance Bond

Only for the successful tenderer:

Bank X

Address

Performance bond n° X

This performance bond is posted in the context of the Law of 17 June 2016 on public contracts and on certain works, supply and service contracts and in conformity with the General Implementing Rules (GIR) provided in the Royal Decree of 14 January 2013 establishing the general implementing rules of public contracts and the award of public works.

X, address (the "Bank")

hereby declares posting security for a maximum amount of X € (X euros) for the Belgian Development Agency (Enabel) for the obligations of X, address for the contract:

"X, tender documents Enabel X UGAX, lot X" (the "Contract").

Consequently, the Bank commits, under condition of the beneficiary waiving any right to contest or divide liability, to pay up to the maximum amount, any amount which X may owe to Enabel in case X defaults on the performance of the "Contract".

This performance bond shall be released in accordance with the provisions of the tender documents Enabel X UGAX and of Art. 25-33 of the Royal Decree of 22 June 2017, and at the latest at the expiry of 18 months after the provisional acceptance of the Contract.

Any appeal made to this performance bond must be addressed by registered mail to the Bank X, address, with mention of the reference of the procurement procedure.

Any payment made from this performance bond will ipso jure reduce the amount secured by the Bank.

The performance bond is governed by the Belgian Law and only Belgian courts are competent in case of litigation.

Done in X on X Signature: Name:

6.3 Procedural Documents – Tender Forms

6.3.1 ADMINISTRATIVE PROPOSAL

Legal Identification forms

<p>I. PERSONAL DATA</p> <p>FAMILY NAME(S) ①</p> <p>FIRST NAME(S) ①</p> <p>DATE OF BIRTH</p> <p style="text-align: center;">JJ MM YYYY</p> <p>PLACE OF BIRTH COUNTRY OF BIRTH (CITY, VILLAGE)</p> <p>TYPE OF IDENTITY DOCUMENT</p> <p style="text-align: center;">IDENTITY CARD PASSPORT DRIVING LICENCE ② OTHER ③</p> <p>ISSUING COUNTRY</p> <p>IDENTITY DOCUMENT NUMBER</p> <p>PERSONAL IDENTIFICATION NUMBER ④</p> <p>PERMANENT PRIVATE ADDRESS</p> <p>POSTCODE P.O. BOX CITY</p> <p>REGION ⑤ COUNTRY</p> <p>PRIVATE PHONE</p> <p>PRIVATE E-MAIL</p>	
<p>II. BUSINESS DATA</p> <p style="text-align: right;">If YES, please provide business data and attach copies of official supporting documents</p>	
<p>Do you run your own business without a separate legal personality (e.g. sole traders, self-employed etc.)</p> <p style="text-align: center;">YES NO</p>	<p>BUSINESS NAME (if applicable)</p> <p>VAT NUMBER</p> <p>REGISTRATION NUMBER</p>

	PLACE OF REGISTRATION CITY COUNTRY
DATE	SIGNATURE

-
- ① As indicated on the official document.
 - ② Accepted only for Great Britain, Ireland, Denmark, Sweden, Finland, Norway, Iceland, Canada, United States and Australia.
 - ③ Failing other identity documents: residence permit or diplomatic passport.
 - ④ See table with corresponding denominations by country. ⑤ To be completed with Region, State or Province by non EU countries only, excluding EFTA and candidate countries.

Legal person entity private/public legal body

Tender Specifications – Procurement reference number UGA1188811-10033

OFFICIAL NAME ②		
ABREVIATION		
MAIN REGISTRATION NUMBER ③		
SECONDARY REGISTRATION NUMBER (if applicable)		
PLACE OF MAIN REGISTRATION	CITY	COUNTRY
DATE OF MAIN REGISTRATION		
	DD	MM YYYY
VAT NUMBER		
OFFICIAL ADDRESS		
POSTCODE	P.O. BOX	CITY
COUNTRY		PHONE
E-MAIL		
DATE	STAMP	
SIGNATURE OF AUTHORISED REPRESENTATIVE		

① Public law body WITH LEGAL PERSONALITY, meaning a public entity being able to represent itself and act in its own name, i.e. being capable of suing or being sued, acquiring and disposing of property, entering into contracts. This legal status is confirmed by the official legal act establishing the entity (a law, a decree, etc.).

② National denomination and its translation in EN or FR if existing.

③ Registration number in the national register of the entity.

Public law entity

OFFICIAL NAME ①				
BUSINESS NAME (if different)				
ABREVIATION				
LEGAL FORM				
ORGANISATION TYPE	FOR PROFIT			
	NOT FOR PROFIT	NGO ②	YES	NO
MAIN REGISTRATION NUMBER ③				
SECONDARY REGISTRATION NUMBER (if applicable)				
PLACE OF MAIN REGISTRATION		CITY		COUNTRY
DATE OF MAIN REGISTRATION		DD	MM	YYYY
VAT NUMBER				
ADDRESS OF HEAD OFFICE				
POSTCODE	P.O. BOX			CITY
COUNTRY				PHONE
E-MAIL				
DATE		STAMP		
SIGNATURE OF AUTHORISED REPRESENTATIVE				

① National denomination and its translation in EN or FR if existing.

② NGO = Non-Governmental Organisation, to be completed if NFPO is indicated.

③ Registration number in the national register of companies. See table with corresponding field denomination by country.

Financial identification form

<u>BANKING DETAILS</u>	
ACCOUNT NAME ⁸	
IBAN/ACCOUNT NUMBER ⁹	
CURRENCY	
BIC/SWIFT CODE	
BANK NAME	

ADDRESS OF BANK BRANCH		
STREET & NUMBER		
TOWN/CITY		POST CODE
COUNTRY		

<u>ACCOUNT HOLDER'S DATA</u> AS DECLARED TO THE BANK		
ACCOUNT HOLDER		
STREET & NUMBER		
TOWN/CITY		POST CODE
COUNTRY		

SIGNATURE OF ACCOUNT HOLDER (Obligatory)	DATE (Obligatory)
--	-------------------

⁸ This does not refer to the type of account. The account name is usually the one of the account holder. However, the account holder may have chosen a different name to its bank account.

⁹ Fill in the IBAN Code (International Bank Account Number) if it exists in the country where your bank is established.

Subcontractors

Name and legal form	Address / Registered office	Object

Declaration on honour – exclusion criteria

Hereby, I / we, acting as legal representative(s) of above-mentioned tenderer, declare that the tenderer does not find himself in one of the following situations:

1) The tenderer or one of its 'directors [1]' was found guilty following a conviction by final judgement for one of the following offences:

1° involvement in a criminal organisation

2° corruption

3° fraud

4° terrorist offences, offences linked related to terrorist activities or incitement to commit such offence, collusion or attempt to commit such an offence

5° money laundering or terrorist financing

6° child labour and other trafficking in human beings

7° employment of foreign citizens under illegal status

8° creating a shell company.

2) The counterparty which fails to fulfil his obligations relating to the payment of taxes or social security contributions for an amount in excess of EUR 3 000, except if the counterparty can demonstrate that a contracting authority owes him one or more unquestionable and due debts which are free of all foreseeable liabilities. These debts are at least of an amount equal to the one for which he is late in paying outstanding tax or social charges.

3) The counterparty who is in a state of bankruptcy, liquidation, cessation of activities, judicial reorganisation or has admitted bankruptcy or is the subject of a liquidation procedure or judicial reorganisation, or in any similar situation resulting from a procedure of the same kind existing under other national regulations;

4) When Enabel can demonstrate by any appropriate means that the counterparty or any of its directors has committed serious professional misconduct which calls into question his integrity.

Are also considered such serious professional misconduct:

a. A breach of Enabel's Policy regarding sexual exploitation and abuse – June 2019

b. A breach of Enabel's Policy regarding fraud and corruption risk management – June 2019

c. A breach of a regulatory provision in applicable local legislation regarding sexual harassment in the workplace

d. The counterparty was seriously guilty of misrepresentation or false documents when providing the information required for verification of the absence of grounds for exclusion or the satisfaction of the selection criteria, or concealed this information

e. Where Enabel has sufficient plausible evidence to conclude that the counterparty has committed acts, entered into agreements or entered into arrangements to distort competition

The presence of this counterparty on one of Enabel's exclusion lists as a result of such an act/agreement/arrangement is considered to be sufficiently plausible an element.

5) When a conflict of interest cannot be remedied by other, less intrusive measures;

6) When significant or persistent failures by the counterparty were detected during the execution of an essential obligation incumbent on him in the framework of a previous contract, a previous contract placed with another contracting authority, when these failures have given rise to measures as of right, damages or another comparable sanction.

Also failures to respect applicable obligations regarding environmental, social and labour rights, national law, labour agreements or international provisions on environmental, social and labour rights are considered 'significant'.

The presence of the counterparty on the exclusion list of Enabel because of such a failure serves as evidence.

7) Restrictive measures have been taken vis-à-vis the counterparty with a view of ending violations of international peace and security such as terrorism, humanrights violations, the destabilisation of sovereign states and de proliferation of weapons of mass destruction.

The counterparty or one of its directors are on the lists of persons, groups or entities submitted by the United Nations, the European Union and Belgium for financial sanctions:

For the United Nations, the lists can be consulted at the following address:

<https://finances.belgium.be/fr/tresorerie/sanctions-financieres/sanctions><https://finances.belgium.be/fr/tresorerie/sanctions-financieres/sanctions-internationales-nations-uniesinternationales-nations-unies>

For the European Union, the lists can be consulted at the following address:

<https://finances.belgium.be/fr/tresorerie/sanctions-financieres/sanctions><https://finances.belgium.be/fr/tresorerie/sanctions-financieres/sanctions-europeennes-ueeurop%C3%A9ennes-ue>
<https://eeas.europa.eu/headquarters/headquarters-homepage/8442/consolidated>https://eeas.europa.eu/headquarters/headquarters-homepage/8442/consolidated-list-sanctions_enlist-sanctions_en
https://eeas.europa.eu/sites/eeas/files/restrictive_measures-2017-01-17-clean.pdf

Belgium:

https://finances.belgium.be/fr/sur_le_spf/structure_et_services/administrations_generales/tr%C3%A9sorier/contr%C3%B4le-des-instruments-1-2

8) << If Enabel executes a project for another funder or donor, other grounds for exclusion may be added.

For

Field Code Changed
Field Code Changed
Field Code Changed
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Field Code Changed
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Field Code Changed
Field Code Changed
Field Code Changed
Field Code Changed

Integrity statement for the tenderers

Hereby, I / we, acting as legal representative(s) of above-mentioned tenderer, declare the following:

- Neither member of administration or employees, or any person or legal person with whom the tenderer has concluded an agreement in view of performing the public contract, may obtain or accept from a third party, for themselves or for any other person or legal person, an advantage appreciable in cash (for instance, gifts, bonuses or any other kind of benefits), directly or indirectly related to the activities of the person concerned for the account of Enabel.
- The board members, staff members or their partners have no financial or other interests in the businesses, organisations, etc. that have a direct or indirect link with Enabel (which could, for instance, bring about a conflict of interests).
- I have / we have read and understood the articles about deontology and anticorruption included in the Tender Documents (see 1.7.), as well as *Enabel's Policy regarding sexual exploitation and abuse* of June 2019 and *Enabel's Policy regarding fraud and corruption risk management* of June 2019 and I / we declare fully endorsing and respecting these articles.

If above-mentioned public contract is awarded to the tenderer, I/we declare, moreover, agreeing with the following provisions:

- In order to avoid any impression of risk of partiality or connivance in the follow-up and control of the performance of the public contract, it is strictly forbidden to the public contractor (i.e. members of the administration and workers) to offer, directly or indirectly, gifts, meals or any other material or immaterial advantage, of whatever value, to the employees of Enabel who are concerned, directly or indirectly, by the follow-up and/or control of the performance of the public contract, regardless of their hierarchical rank.
- Any (public) contract will be terminated, once it appears that contract awarding or contract performance would have involved the obtaining or the offering of the abovementioned advantages appreciable in cash.
- Any failure to comply with one or more of the deontological clauses will be considered as a serious professional misconduct which will lead to the exclusion of the contractor from this and other public contracts for Enabel.
- The public contractor commits to supply, upon the demand of the contracting authority, any supporting documents related to the performance conditions of the contract. The contracting authority will be allowed to proceed to any control, on paperwork or on site, which it considers necessary to collect evidence to support the presumption of unusual commercial expenditure.

Finally, the tenderer takes cognisance of the fact that Enabel reserves the right to lodge a complaint with the competent legal instances for all facts going against this statement and that all administrative and other costs resulting are borne by the tenderer.

Signature preceded by 'read and approved', in writing, and indication of name and function of the person signing:

Place, date

Economic and financial capacity Form

Financial Statement

The tenderer must complete the following table of financial data based on his/her annual accounts.

Financial data	Year- 2 € or NC	Year- 1 € or NC	Last year € or NC	Average € or NC
Annual turnover, excluding this public contract ¹⁰				

The tenderer must also provide his/her approved financial statements for the last three financial years or an appropriate supporting document, such as a document listing all assets and liabilities of the enterprise. In case the enterprise has not yet published its Financial Statements, an interim balance certified true by an accountant or by a registered auditor or by the person or body with this function in the country concerned will do

¹⁰ Last accounting year for which the entity's accounts have been closed.
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Technical and professional capacity form

List of main similar assignments

Description of the main similar assignments <u>totally</u> performed	In Uganda (min. 1)	Amount involved	Completion date in the last 3 years (only <u>totally</u> performed assignments)	Name of the public or private bodies

Certificates of completion

For each of the assignments listed, the tenderer must provide in the administrative proposal as annexes to this form the certificates of completion/acceptance (statement or certificate without major reservation) and / or any supporting documents (contracts, invoices...) approved by the entity which awarded the contract.

6.3.2 TECHNICAL PROPOSAL

The technical proposal may be presented in free format, but it shall not exceed ten pages, not counting the CVs.

The tenderer must complete the **table hereunder**. He must provide in his offer the **CV's of the key experts (the team leader and experts) proposed** for implementing this services contract. The CV's (qualifications and experience of key experts) have to fulfil the profiles as requested in the ToRs. Each CV should be no longer than 3 pages.

<i>Name of expert</i>	<i>Proposed position</i>	<i>Educational background – formal qualification</i>	<i>Educational background – training on training and coaching</i>	<i>Years of experience with relevant capacity needs analysis provision</i>	<i>Specialist areas of knowledge</i>
	<i>Coordinator / Team leader</i>				
	<i>Expert 1</i>				
	<i>Expert 2</i>				
	<i>Expert 3</i>				
	<i>Expert 4</i>				
	<i>Expert 5</i>				

6.3.3 FINANCIAL PROPOSAL

Tender Forms – prices

By submitting this tender the tenderer commits to performing this public contract in conformity with the provisions of the Tender Specifications/ – and explicitly declares accepting all conditions listed in the Tender Specifications and renounces any derogatory provisions such as his own general sales conditions.

The unit prices and the global prices for each item in the inventory are established relative to the value of these items in relation to the total value of the tender. All general and financial costs as well as the profits are distributed between the various items in proportion to their weight.

The value added tax is dealt with on a separate line in the summary bill of quantities or the inventory, to be added to the tender's value.

The tenderer commits to performing the public contract in accordance with the provisions of the Tender Specifications for the following prices, given in euros and exclusive of VAT:

Should this tender be approved, the performance bond will be constituted under the conditions and deadlines stipulated in the Tender Specifications.

The confidential information and/or the information relating to technical or business secrets is indicated clearly in the tender.

In order to correctly compare the tenders, the duly signed information or documents mentioned under Preparation of Tenders.

N°	Description	Total fixed price exc. VAT*
Lot 1	Phases 1 to 6, in accordance with all the requirements of the technical specifications	€
Lot 2	Phases 1 to 6, in accordance with all the requirements of the technical specifications	€
VAT percentage (if applicable):		
This contract is subjected to Ugandan withholding tax. For national entities 6% is deducted at payment, for international entities 15% is deducted according to the withholding tax regulation of Uganda		

Name and first name:

Duly authorised to sign this tender on behalf of:

Place and date:

Signature: